

Town Council Property Managers and Officers – in their light yellow T-shirts with the distinctive red collars – “room” your neighbourhood every day to ensure that everything is in good working order.

穿着红领浅黄色上衣的就是我们市镇会的工作人员。他们每天都会到你的组屋巡视，以确保一切事物都处于良好状态。

For maintenance and cleanliness matters, please call 市镇会维修与情节服务，请拨  
Main Office: 6764 3295 Bukit Gombak Office: 6569 0388 Nanyang Office: 6791 5755 EMSU: 1800-354 3333 (after office hours)



## Responding to Feedback 回应居民的意见

- All feedback is logged onto a centralised database to ensure proper tracking.  
居民所有的意见都将登入在我们的中央电脑系统里。
- Property Managers/Officers call the resident for more information, where required, and refer the case to the contractors.  
若有需要，我们的产业经理/产业员会打电话给居民以了解详情，才把个案交给承包商处理。
- Calls after office hours are routed to the Town Council's call centre – Emergency Maintenance Services Unit (EMSU). The cases are logged and routed to the Town Council and will be attended to by the property teams the next working day.  
凡是在下班后所接收的电话都将转到我们的紧急维修服务部门。居民仍然可以留言，我们会在隔天(下一个工作日)回应你的个案。
- In the event of an emergency, such as disruption in water or electricity supply, EMSU's standby plumbers and electricians will attend to the cases immediately.  
如果发生紧急事件，如水电供应中断，我们的备用水电工人将立即现场解决问题。

## Routine Estate Inspections 日常组屋巡视



### Scope of work includes 工作范围包括

- Inspecting common property such as the void decks, staircases and corridors to identify defects for rectification 检查组屋楼下、楼梯、走廊和公共场所与设施
- Checking lamp posts and lighting 检查电灯与灯柱
- Checking drains for mosquito breeding 检查与避免蚊子在沟渠滋生
- Enforcement action against obstruction and illegal parking of motorcycles 为阻碍走道与非法停车的电单车执行法令
- Checking cleanliness 检查组屋的卫生与清洁

## House Visits 家访

- Join Members of Parliament during their house visits to gather first-hand feedback from residents.  
我们会和国会议员一同进行家访，以在第一时间获得居民的宝贵意见。
- Work closely with the GROs and attend monthly CCC and RC meetings.  
我们也和基层领袖紧密合作，并出席他们每个月的会议。
- Make house visits to attend to feedback or to advise residents about their service and conservancy charges (S&CC) payment.  
如果居民有任何的意见或在缴杂费上有任何的问题，我们会拜访居民以了解详情。

