Promoting Responsible Pet Ownership
AVA’s Responsible Pet Ownership (RPO) event, Happy Pets Happy ‘Hood II, returned to Waterway Point in Punggol and was held from 13 – 19 November 2017. Learn about the extensive and engaging interactive exhibition gallery and its focus on four key areas – responsible pet ownership, considerate pet ownership, animal welfare and the recommended approach when encountering stray animals.

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Downtown Line achieves BCA Green Mark GoldPLUS
Did you know that Singapore’s rail lines have green features incorporated in them? Read on to learn more about the Downtown Line, which was awarded the BCA Green Mark GoldPLUS certification!

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CEA Reaches Out to Consumers
Buying, selling or renting a property can be a complicated process. Find out what you can do when engaging a property agent in this article!

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Woodleigh Glen BTO Project: Infusing Innovative Design with Smart Technology
Learn how HDB leveraged on innovative design and smart technology in the planning and design of Woodleigh Glen, a Build-to-Order (BTO) project located in Bidadari, in this article.

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Three Years, Two Platforms and OneService!
From rodents to dirty public areas, stray animals to damaged footpaths, municipal matters can affect our living experience in Singapore. Read on to find out more about the Municipal Services Offices’ OneService App and Portal.

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Gardens by the Bay Gets Top Honours at 2017 Charity Transparency and Governance Awards
For achieving the highest standards of governance and exemplary disclosure practices, Gardens by the Bay recently took top honours for the Charity Governance Award under the large charity category and also won the Charity Transparency Award.
Promoting Responsible Pet Ownership

Pre-schoolers learnt about Responsible Pet Ownership at Waterway Point during guided tours

The Agri-Food and Veterinary Authority of Singapore (AVA)’s Responsible Pet Ownership (RPO) event, Happy Pets Happy ’Hood II, returned to Waterway Point in Punggol from 13-19 November 2017. The extensive and engaging interactive exhibition gallery focused on four key areas – responsible pet ownership, considerate pet ownership, animal welfare, and the recommended approach when encountering stray animals. About 23,000 people visited the exhibition.

One of AVA’s re-homing partners
Teaching the public not to keep illegal wildlife as pets

Twelve of AVA’s animal re-homing partners were at the event to help spread RPO messages and to raise funds for their respective organisations. Stage performances and pet-related craft activities were held to educate and entertain at the same time. AVA conducted guided tours for pre-schoolers from all parts of Singapore, while veterinarians from private clinics and educational institutions volunteered their time and expertise to conduct free basic health checks for pets.

Free pet health check for a Punggol resident
Stage programmes sought to educate and entertain

AVA also set up an interaction room at the event, giving visitors the opportunity to meet adoptable puppies and kittens up close.

Kittens and puppies up for adoption at the Happy Pets Happy 'Hood II event

One of AVA's key responsibilities is the safeguarding of animal welfare. AVA does this by enforcing animal welfare regulations as well as through public education. As a champion for animal welfare, AVA has been actively promoting responsible pet ownership to equip existing and potential pet owners with knowledge about the care and responsibility that comes with owning a pet.

Expanding its public education efforts beyond talks at schools, AVA has adopted a multi-pronged approach to spread the message that "A Pet Is For Life" to the public. These include RPO events and roadshows, as well as public outreach efforts such as advertorials, radio advertisements, and television commercials.

AVA will continue to work closely with animal welfare and other like-minded organisations to create a greater awareness about animal welfare and to inculcate a sense of responsibility among pet owners.

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You might know that we have green buildings in Singapore, but did you know that we also have rail lines which incorporate green features? In fact, Singapore now has two rail lines which have achieved the BCA Green Mark certification!

The Downtown Line (DTL) received the BCA Green Mark GoldPLUS certification in October 2017 for its environmentally-friendly features. This has been the highest tier ever achieved by a rail line to date. The Circle Line (CCL) was presented with the BCA Green Mark Gold award in 2010.

The assessment and grading were based on the Green Mark for Rapid Transit System (RTS) framework, jointly developed by the Land Transport Authority (LTA) and the Building and Construction Authority (BCA).

The DTL has the following green features:

- A regenerative braking system, which channels the energy produced by a train during braking to power other nearby trains or train stations.
- Air-conditioning systems with energy-saving features to minimise energy usage, enough to provide power to about 1,080 HDB 5-room flats for a year.
- Solar panels at Gali Batu Depot, which generate about 1,150 MWh of energy per year, used to offset the power consumption of the Depot.

Besides energy savings, the DTL also incorporates water-saving features, such as recycling condensate water from air-conditioning systems in DTL stations to offset cooling tower water demand.

The design of DTL also encourages commuters to adopt active, healthy and environmentally-friendly lifestyles. Commuters can cycle and easily park their bikes at more than 4,800 bicycle parking lots conveniently located at the stations, while sheltered walkways shield commuters from the elements.
Mr Ngien Hoon Ping, Chief Executive of LTA, said: “As a key agency involved in a vast number of infrastructure projects throughout Singapore, LTA recognises that it plays an important role in being committed to practices that promote environmental sustainability. Therefore, throughout the planning, design and construction of the Downtown Line, we carefully considered the environmental impact of our works, and put in various measures to ensure that the line can operate sustainably while minimising impact to our environment.”

Mr Hugh Lim, Chief Executive of BCA, added: “Singapore’s green journey is not limited to the energy efficiency of buildings. The infrastructure at our MRT lines is another area where we are working to extend the reach of environmental sustainability beyond buildings. It requires upfront planning and consideration to incorporate green features into new rail lines. BCA will continue to work with LTA and other public agencies to green their buildings and infrastructure, and deliver a more sustainable built environment for Singaporeans.”

Back to Highlights

CEA Reaches Out to Consumers

“Neehhhhver miind!”
If you recognise this face (and this nasal refrain), you’ve probably seen the Council for Estate Agencies (CEA)’s latest consumer education video.

In the video, “Madam Tan” and her bullying ways show us how not to work with property agents. As consumers, we should be fair to our property agents and honour our deals when our property transactions have been facilitated successfully.

The video was part of CEA’s month-long outreach campaign to promote a harmonious relationship between property agents and consumers, for the benefit of all parties.

Besides reminding consumers to check CEA’s Public Register before engaging an agent, the video also highlights how consumers should negotiate agents’ commissions before they start work, and demonstrates the proper way to pass money to payees for property transactions.

**A Month-long Outreach Effort**

CEA’s month-long outreach effort also included online banner ads that drew attention to its Happy Consumer campaign website. The site highlighted the best practices when engaging property agents.
In addition, CEA’s bus shelter ads around the island drew attention to, and sparked conversations about key things consumers need to know to ensure fruitful and productive working relationships with their property agents.

*Journey to the West... to Find a Home*

As part of its outreach, two house-hunting features and an article by CEA were carried on 99.co and MoneySmart respectively.

The *first* advertorial on 99.co featured a consumer sharing her positive experiences with her agent during her house-hunting journey, while the *second* shared anecdotes and tips from consumers on the best practices when working with agents to make the home-buying process as smooth as possible.

Meanwhile, the *MoneySmart* article highlighted some things that consumers might not be aware of. For example, agents cannot handle certain monies related to transactions, neither can they refer clients to moneylenders.

*Six Steps to Engaging a Property Agent*

Buying, selling, or renting a property can be a complicated process, but engaging a property agent shouldn’t be one! Find out about the *six steps* you should take when engaging a property agent.

*Woogleigh Glen BTO Project: Infusing Innovative Design with Smart Technology*

To create homes that offer both comfort and character, HDB constantly pushes the frontiers of urban design. HDB has also been leveraging technology to raise the
quality of living environment for Singaporeans.

Woodleigh Glen is one such project which unites innovative design and smart technology. Located in Bidadari, this Build-To-Order (BTO) project has been wholly planned and designed by an HDB in-house team comprising planners, architects, and engineers.

Inspired by the unique confluence of the site’s terrain, nature, and heritage, the team conceived bold designs to enable residents to enjoy the greenery and tranquillity of the site. The team also adopted cutting-edge environmental modelling to design homes that offer maximum thermal comfort for residents.

**Innovative Design for Quality Living**

Capitalising on the area’s topographical features — such as hills, valleys, and basins — Woodleigh Glen has been designed with a myriad of community spaces to encourage interaction among residents:

- At ground level, the precinct is anchored by a “Village Street” and promenade along its central valley, creating a vibrant social greenway for the community to mingle.

- Atop the two-storey car parks, elevated green breezeways double up as “Urban Verandahs” where residents can take in views of the surrounding greenery, meet, and mingle.

- On the third storey, landscaped courtyards serve as canopy walks where residents can get up close to the lush canopies of the trees within the green valley. At the “Forest Courtyard” for instance, shady trees and “streams” offer a tranquil and therapeutic ambience.

A generous 70% of the development has been infused with lush greenery, offering multiple green community spaces for residents to enjoy.
The HDB team also mooted a bird-watching sky terrace, the first in a BTO development, to make the most of Bidadari Hill Park — a well-loved bird sanctuary that is another distinctive feature of the site. Spanning 200m on the 10th storey, the terrace offers excellent views of migratory birds and of the surrounding greenery. The terrace, complete with sheltered pavilions for bird-watching activities, is connected to the residential blocks to facilitate easy access.

For its bold and innovative design, Woodleigh Glen clinched the Innovative Design Award in the HDB Design Awards 2017. Commenting on the project, Jury panellist Mr Yip Yuen Hong — who is also principal of ipli Architects and who was Singapore’s Designer of the Year in 2013 — said: “The project is skillfully conceived, respecting the topography and making inventive use of the terrain to situate the different components of blocks, parking, and community spaces. The project has responded sensitively to nature, to scale, and to the environmental elements.”
**Smart Technology for Optimum Comfort**

HDB also leverages smart technology to provide residents with a comfortable living environment. At Woodleigh Glen, the HDB team used the Urban Environmental Modelling (UEM) tool to simulate conditions such as wind flow, temperature fluctuations, and solar irradiance on site. Based on these studies, the team was able to position and design the blocks for maximum thermal comfort. Residential blocks have been laid out to optimise shading against the sun, while the void decks were elevated to create breezeways to cool the community spaces.

The team also used advanced design modelling tools — such as computational fluid dynamics (CFD) modelling — to derive design solutions. One unique application in Woodleigh Glen was the use of wind-driven rain simulation studies to analyse rain patterns, to help determine the best placements for rain screens at the blocks.

When ready in 2021, the residents of Woodleigh Glen will be able to enjoy homes where natural and built forms intertwine seamlessly. Singaporeans can also look forward to more quality BTO projects that tap on smart technology and innovative design.

**New Islandwide Trails by NParks to Provide More Recreational Options for Visitors**

To provide more recreational options for visitors, NParks will soon be launching new islandwide trails. From end-2018, visitors will be able to explore the Coast-to-Coast (C2C) Trail and the Nature Park Network (NPN). These developments were announced by Minister for Social and Family Development and Second Minister for
National Development Mr Desmond Lee, at the opening of an exhibition that showcased the preliminary design for the Rail Corridor (Central) on 21 October 2017.

The C2C Trail is a 36km trail that runs diagonally across Singapore. Stretching from Jurong Lake Gardens in the southwest to Coney Island Park in the northeast, it will take users through a variety of parks, park connectors, nature areas, places of interest and urban spaces. When ready in end-2018, visitors will be able to explore the C2C Trail on their own using a DIY trail guide or mobile app, or participate in activities organised along the trail that engage visitors through experiential and interactive features. These include interesting wayfinding signs, fun game stations, and viewing areas from which to spot wildlife.

*Park Highlights Along the Coast-to-Coast Trail*
The NPN comprises 48km of trails that link up Singapore’s central nature parks. It provides convenient recreational access to these nature parks, helping to ease visitor pressure on the surrounding nature reserves. A DIY trail guide for the NPN will also be available by end-2018, and visitors can follow curated trails of varying difficulty to explore green spaces in the heart of Singapore.

*Park Highlights Along the Nature Park Network*
Sparks Wanted: Innovations to Enliven Public Spaces and Enhance Well-Being

With people spending a significant amount of time every day in offices and retail spaces, the built environment can have a significant impact on our health and
wellness. It also has the potential to be a positive influence on our lifestyles and habits.

In view of this, the Urban Redevelopment Authority (URA) and Real Estate Developers’ Association of Singapore (REDAS) have launched a competition, **The URA-REDAS SPARK Challenge**, to seek creative inventions that can raise the quality of the built environment.

Announced at the REDAS 58th Anniversary dinner on 14 November 2017, the theme for the inaugural competition focuses on “enhancing the health and wellness of people within the built environment”. Participants will have the opportunity to test and showcase their prototypes in shopping malls around Singapore.

The competition is open to everyone, and aims to generate buzz among the public within commercial developments through innovative prototypes. Ideas can range from encouraging physical wellness to emotional and psychological wellness, such as creating restorative spaces for people to recharge, or using design to improve the sensorial experience of a public space and lift people’s moods.

Interested participants are welcome to submit prototype proposals as part of Phase 1. Three proposals will be shortlisted, and each will receive a prototyping fund of $5,000 to translate ideas into two working prototypes.

Once completed, the six prototypes will be placed in shopping malls, where the public will be able to interact with them and vote for their favourites. One winner will be awarded the grand prize of S$10,000.

Submit your prototype proposal today at this [link](http://example.com). Entries close at 1800 hours on 7 February 2018.
Three Years, Two Platforms and OneService!

From rodents to dirty public areas, stray animals to damaged footpaths, municipal matters can affect our living experience in Singapore. Whether you live in Jurong or Tampines, Punggol or Woodlands, similar problems could arise in our neighbourhoods.

OneService Turns Three!

Three years ago, a breakthrough in the municipal landscape was launched on 25 January 2015 by the Municipal Services Office (MSO). Together with GovTech and our partners, MSO developed the OneService App to give residents a convenient platform to alert Government agencies and Town Councils about problems in their neighbourhoods, without having to know which agency or Town Council is in charge.

The OneService App categories for reporting municipal issues on the go.

Starting with 7 categories (Animals, Cleanliness, Pests, Roads and Footpaths, Drains and Sewers, Trees and Greenery, and Others), the App has since undergone a slew of improvements. Today, the OneService App offers 12 categories, including the latest on Facilities in HDB Estates and Shared Bicycles.
The subcategories listed under “Facilities in HDB Estates” category, to give feedback on maintenance issues in HDB estates.

The former was the outcome of a successful collaboration among MSO, HDB and 16 Town Councils to link feedback management systems. The App has reached out to more than 80% of Singaporeans who live in public housing, to report maintenance issues of the facilities in their HDB estates.

This refreshing approach to municipal services delivery is not simply a one-way digital channel for residents to give feedback to Government agencies and Town Councils. It also provides residents with a full feedback management suite, where they can view the progress of their feedback under the “Track Cases” and the Case Map tabs in the OneService App. Each case is colour-coded to indicate its progress and provides information on which agency is working on it. Users also have the option of rating their experience of how their feedback was handled when their cases are resolved.

Two Platforms

MSO launched the OneService Portal in September 2016, which complements the OneService App by giving residents useful information about their neighbourhoods and municipal matters via the “My Neighbourhood” feature. Residents can be updated about the latest happenings in their neighbourhoods, and retrieve information such as the location of dengue or Zika clusters, construction work, and traffic incidents.
The OneService Portal complements the OneService App by giving useful information about neighbourhoods and municipal matters.

There is also a Services Directory showing the amenities and facilities in the neighbourhood including CHAS clinics, community clubs, HDB Branches, Resident Committees’ offices, and recycling points, just to name a few!

Residents can also go to the Case Map to have an overview of the municipal feedback cases reported via OneService, thus building awareness about cleanliness, pests, and damaged footpaths in their neighbourhood. They can check if an issue has already been reported and find out the status of the case before submitting their own report, reducing duplicate feedback.
A location-based Case Map gives users an overview of the municipal feedback cases reported via OneService.

In 2017, the OneService Portal saw yet another enhancement: a new “Attend Events” feature to help bring the community together. It lists the events organised by different agencies and provides residents with information about activities such as nature walks which they can attend with their families, neighbours and friends.

Public-Private Partnership

Technology aside, the OneService team believes that the OneService App and Portal can only be as good as the community and partners supporting them. In 2016, the team worked together with the National Environment Agency (NEA) and five supermarkets to introduce the Abandoned Trolley category. Feedback sent through that category go directly to the supermarkets to help them recover their trolleys in a timely manner. The team also adopted a similar concept to create a new category to report shared bicycles which are parked indiscriminately and cause obstruction. This was rolled out in November 2017, with MSO, the Land Transport Authority (LTA) partnering five bicycle-sharing companies.

Better Municipal Services Delivery

Beyond the user-friendly OneService App and Portal, MSO also works with our partners to analyse the types of feedback received, to study trends in municipal issues
and tackle them in a more systemic manner. The OneService team is always looking out for opportunities to improve the OneService platforms, and will strive to improve feedback management protocols across different agencies and Town Councils so as to enhance the delivery of municipal services to all our residents. If you have suggestions to improve the OneService App and Portal, you can reach us directly at mso_appenquiry@mnd.gov.sg.

The community can look forward to more exciting developments on OneService that will bring about a better living environment for all to enjoy!

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Gardens by the Bay Gets Top Honours at 2017 Charity Transparency and Governance Awards

For achieving the highest standards of governance as well as exemplary disclosure practices, the Gardens by the Bay (GB) recently took the top honours for the Charity Governance Award under the large charity category and won the Charity Transparency Award respectively.

The awards were presented to GB's immediate past Chairman, Mrs Theresa Foo at the 2017 Charity Transparency and Governance Awards Ceremony held on 15 November 2017.

Mrs Theresa Foo, Immediate Past Chairman, receiving the cheque for winning the Charity Governance Award from Minister for Culture, Community and Youth, Ms Grace Fu (Photo credit: Charity Council)
Mrs Theresa Foo receiving the Charity Transparency Award from Permanent Secretary for Culture, Community and Youth, Ms Yeoh Chee Yan (Photo credit: Charity Council)

Winning the awards is a notable accomplishment as it is a validation of the efforts by the Gardens Board and Management in building an excellent organisation with sound governance practices.

An initiative of the Charity Council, the annual Charity Transparency Awards and Charity Governance Awards aim to promote good governance and transparency in the charity sector by acknowledging the excellent work of charities, while inspiring others to emulate their best practices.

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