**Highlights**  *links work only for Outlook users*

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Sino-Singapore Tianjin Eco-city Commemorates its 10th Anniversary

As part of the Sino-Singapore Tianjin Eco-city’s 10th anniversary celebrations, the Eco-city hosted the China-Singapore International Green Building Conference on 28 and 29 September 2018. Jointly organised by the Eco-city Administrative Committee, the China Society for Urban Studies, and Singapore’s Building and Construction Authority, the conference showcased the progress and achievements of the Eco-city in green development over the past decade.

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Engaging the Community for Ideas

OneService Innovation Challenge 2018

The Municipal Services Office (MSO), supported by partner agencies, Town Councils, and technology partners, organised the inaugural OneService Innovation
Challenge (OSIC) from 31 August to 2 September this year. Twenty-nine teams and more than 100 participants from different backgrounds took part in the event to build new services for the OneService App to meet the diverse municipal needs of our residents.

As part of the OSIC, MSO also organised an online “Call for Ideas” competition, for everyone to propose ideas on how the OneService App and OneService Portal could be further enhanced. The competition received more than 200 ideas.

The winning team was a family of four who proposed to enhance the OneService App by allowing feedback providers to include panoramic videos in their case submission. The team used Google TensorFlow and point cloud technology to process submitted videos, which would allow agencies and Town Councils to accurately identify the category and location of the issue, for timely action. They have always been interested in new technology, and have taken part in hackathons as a family activity on weekends. Their two sons, aged 8 and 9, helped with basic coding of the prototype that was presented at the OSIC.

More than 100 participants took part in the inaugural OSIC 2018.

View the event highlights video by scanning the QR code or visit https://youtu.be/s2fzMbKYngw.
MSO also released the new version of OneService App (4.0) on 2 September this year. Together with our partner agencies and Town Councils, we are transforming the OneService App into a one-stop community platform to provide feedback on municipal issues; share useful neighbourhood information with residents; allow simple transactions; and enable agencies to engage the residents, volunteers and the public.

Version 4.0 includes the new “Find Parking” (beta version) and “Start Parking” modules. The “Find Parking” module allows motorists to locate the nearest car park, and retrieve useful information such as parking rates, opening hours and car park entrances. For this beta version, the lot availability and height clearance at some car parks are also displayed.

For the “Start Parking” module, motorists can initiate e-parking sessions at URA and HDB coupon-based car parks. The payment transaction will be processed through Parking.sg.

Minister for Culture, Community and Youth Ms Grace Fu launched the OneService App 4.0 at the OSIC 2018.

View the OneService App product launch video by scanning the QR code or visit [https://youtu.be/GXRspAPy-Xo](https://youtu.be/GXRspAPy-Xo).
Love your Living Environment

MSO partnered South West Community Development Council (CDC) to launch the inaugural “Love Your Living Environment” Youth Challenge with the support of the Agri-Food & Veterinary Authority of Singapore (AVA), the Housing & Development Board (HDB), Jurong-Clementi Town Council (JRTC), and the National Environment Agency (NEA). The Youth Challenge aims to support passionate youths in piloting ideas to improve their shared living environment.

Seventy youths, aged between 17 and 35, came together on 25 August to brainstorm and pitch project ideas to address specific municipal issues in the South West district. Topics such as cleanliness and pests, animal and bird issues, as well as neighbourliness were posed to the participants, who had to develop innovative and sustainable ideas to tackle these issues.

After two rounds of intense pitching, six teams impressed the judges with their ideas and each team walked away with funding of up to $10,000, co-funded by MSO and South West CDC, to make their ideas a reality. Some of the ideas included gamifying bins to encourage the binning of litter, setting up designated cat feeding corners to manage dis-amenities caused by the irresponsible feeding of community cats, and organising gatherings among neighbours as a way to manage the issue of cluttered corridors. One of the youths from the ITE College West winning team was inspired to develop the idea of a designated cat feeding corner, aka Our Cat Hub, based on his experience as a cat feeder.

The teams will have the opportunity to work with agencies and Town Councils to get first-hand insights into the management of municipal issues.

Teams discussing and pitching their ideas to the judges at the Youth Challenge’s ideation session.

Look out for these projects, as the teams will be implementing them in the next few months around the South West district!

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Excitement Abounds

August and September 2018 was an exciting time for the National Parks Board (NParks), with not one, but two major events taking place.

Singapore Garden Festival 2018

Jointly organised by NParks and Gardens by the Bay, the Singapore Garden Festival 2018 (SGF 2018) welcomed more than 600,000 visitors from 21 July to 3 August. Visitors were wowed by the beautiful and creative floral and landscaped displays at Singapore’s premier flower and garden show. Here’s a peek at what went on.

*Minister for Social and Family Development and Second Minister for National Development Mr Desmond Lee at the opening ceremony of SGF 2018, together with the then NParks chairman Mrs Christina Ong, NParks CEO Mr Kenneth Er, and Garden City Fund chairman Prof Leo Tan.*
SGF 2018’s competitive highlights included “African Thunder” by Leon Kluge, which won the Gold, Best of Show, and Horticulture Excellence awards in the Fantasy Garden category.

Prime Minister Mr Lee Hsien Loong having fun taking photos at “The Mallows Dance”, which featured brilliant blooms from the Hibiscus (Malvaceae) family. The display was designed by Community in Bloom gardeners from the Central Singapore Community Development Council district for the friendly Gardeners’ Cup competition.
Deputy Prime Minister and Coordinating Minister for National Security Mr Teo Chee Hean admiring the Pond Gardens.

Emeritus Senior Minister Mr Goh Chok Tong looking at the Floral Canopy, a display of plants that have a natural epiphytic habit in tropical forests, accompanied by NParks Senior Manager Mr Rockney Wong and NParks CEO Mr Kenneth Er.
Coordinating Minister for Infrastructure and Minister for Transport Mr Khaw Boon Wan
gazing at the lush orchid display in Vanda Valley with NParks CEO Mr Kenneth Er.

Minister for Defence Dr Ng Eng Hen with his family enjoying themselves at the “The Wild and the Restless” display by Inch Lim,
which won Best of Show, Gold and Horticulture Excellence awards in the Landscape Garden category.
Minister for Finance Mr Heng Swee Keat and National Heritage Board CEO Ms Chang Hwee Nee appreciating the vibrant orchid blooms in Vanda Valley.

Bringing to life elements from the book “The Secret Garden” by Frances Hodgson Burnett, the Secret Garden of Edibles featured more than 50 species of edibles, including citrus fruits, a variety of cherries, unique tomato cultivars, fragrant herbs, as well as espaliers such as persimmon and coffee.

Launch of Singapore’s first turtle hatchery

On 29 September 2018, NParks launched Singapore’s first turtle hatchery at the Sisters’ Islands Marine Park. Aimed at conserving endangered native turtle species,
the Hawksbill turtle and the Green sea turtle, the hatchery is strategically located on Small Sister’s Island, a protected area zoned for conservation and research. It is supported through the Garden City Fund by HSBC’s 150th anniversary Community Fund.

The turtle hatchery consists of two sections: a turtle field station and an incubation sand pit area. Most of the nests that are transferred to the hatchery are at risk from human disturbances or from predators such as monitor lizards. The rest of the nests will be left to incubate and hatch where they are laid. NParks is working with volunteers and site owners to monitor and protect the nests from human traffic and predators.

*The turtle field station is a hub for hatchery-related activities, volunteer training, as well as curated educational and research programmes.*
The incubation sand pit area comprises three non-magnetic metal cages, where the turtle eggs will be kept. The cages will be partially buried in the sand and will protect the incubating eggs against predators.

HDB Presents LIVINGSPACE, Refreshed Visitors’ Gallery

LIVINGSPACE – HDB’s refreshed visitors’ gallery has re-opened its doors after a year-long renovation! The gallery showcases HDB’s latest housing initiatives and bold planning ideas to provide affordable homes in a quality living environment.

Capturing nearly six decades of Singapore’s housing journey, the revamped HDB gallery tells the HDB story through an immersive, multi-media experience. Visitors can walk through distinctively themed spaces to discover how our towns are planned and designed, and get up close and personal with the cutting-edge urban innovations and sustainability solutions that have helped improve the living environment for our residents.

Some of the highlights include:

**HomeScape:** Experience the panoramic and picturesque vistas of HDB towns through a mega video installation at Level 1. For an immersive viewing experience, step onto the skywalk and be greeted with spectacular views of the skyscapes and landscapes of HDB towns.
**Journey Space:** Close to 60 years of Singapore’s public housing story are captured through an interactive video wall and photo montage at Basement 1. This space also showcases an artillery shell casing from the gun salute at the funeral of Singapore’s founding father, Mr Lee Kuan Yew, in 2015. This artillery shell was presented to public agencies which were instrumental to the key policies initiated by Mr Lee.

**Plan Space:** Discover the strategies behind the planning of well-designed and sustainable HDB towns. Be captivated by a variety of interesting interactive and tactile exhibits, such as digital maps, video shows, and 3D models.
Eco Space: Learn about the smart and sustainable features that create a more liveable environment in HDB towns. Get up close to our latest urban innovations and sustainability solutions, such as floating wetland systems to intensify greenery, dual bicycle racks to facilitate cycling, and the use of Prefabricated Prefinished Volumetric Construction (PPVC) to improve productivity.

Create Space: Understand the key policies that have transformed our living conditions from slums to the vibrant and endearing homes of today. Explore the wide range of housing options available that cater to Singaporeans’ different budgets and life cycle needs.
Discover also how Toa Payoh town – Singapore’s first satellite town planned and built by HDB in the 1960s – has been revitalised over and over again through various rejuvenation programmes to keep pace with the needs of residents.

**Share Space:** Learn about our programmes and policies to promote cohesive communities in our towns, and relive fond memories of your childhood at our iconic Dragon Playground.

**Future Space:** Step into the future and discover the upcoming plans for new housing estates at Punggol Point, Tengah and Tampines North. Also, uncover the layers behind the planning of Tengah, our youngest HDB town.
LIVINGSPACE is located at HDB Hub Level 1, and is open from Monday to Saturday, 8:30am to 5:00pm. Admission is free.

Scan the QR code for a virtual tour of LIVINGSPACE!

New Award for Enriching Singapore’s Heritage Landscape

Two national monuments, along with a hotel, and the headquarters of home grown biscuit brand Khong Guan, were in the limelight at this year’s Architectural Heritage Awards (AHA).

The AHA ceremony was held on 9 November at the Asian Civilisations Museum. At the ceremony, Minister for Social and Family Development and Second Minister
for National Development Mr Desmond Lee presented the awards to the following winners:

- Jurong Town Hall (9 Jurong Town Hall Road)
- The Great Madras (28, 30, 32 Madras Street)
- Khong Guan Building (2 Mactaggart Road)
- Kwek Hong Png Wing and Riverfront Wing of the Asian Civilisations Museum (1 Empress Place)

An Award for New Design in Heritage Contexts was presented for the first time at the ceremony. The Kwek Hong Png Wing and Riverfront Wing of the Asian Civilisations Museum bagged this award for their exemplary and innovative designs that integrated well with the national monument and its historic context.

The 2018 Award for Restoration and Innovation went to Khong Guan Building. Built in 1952 by the Chew family who founded Khong Guan Biscuit, the three-storey conserved building saw an eight-storey extension sensitively designed, and creatively inserted to create more space.

Jurong Town Hall and The Great Madras won the 2018 Awards for Restoration. The project team for Jurong Town Hall rejuvenated the Modernist building and reprised its role as an icon for industrialisation in Jurong. On the other hand, the project team for The Great Madras revamped the pre-war Singapore Improvement Trust apartment building into a nostalgic boutique hotel that enlivened the street with its “Open Lobby” concept.

Minister Lee lauded the community for taking tremendous care and effort in restoring these heritage buildings to give them a new lease of life.

With the latest four winners, 134 projects have received the AHA since it was first launched in 1995. Conferred by the Urban Redevelopment Authority (URA), the annual AHA celebrates the role of quality restoration in shaping Singapore into a distinctive and endearing city. Well-restored heritage buildings also link Singaporeans to the past, giving us a greater sense of history and identity.

The AHA came in the midst of the Architectural Heritage Season, a month-long programme organised by URA to celebrate Singapore’s built heritage. A series of activities including talks, exhibitions and tours has been lined up to deepen public appreciation of heritage gems, and to build professional capabilities in quality restoration.

Besides free guided tours around well-restored heritage buildings such as The Warehouse Hotel, Jurong Town Hall, and Fullerton Heritage, you can also bring your family to Kampong Glam Day Out on 24 November. Don’t miss this chance to take a walk down memory lane with celebrity tour guide Najib Ali, get acquainted with the traditional trades of the historic district, and enjoy nostalgic childhood snacks while watching a movie under the stars.

To find out more about the Architectural Heritage Season and other interesting initiatives organised by URA, visit https://ura.sg/subscribe.
Kwek Hong Png Wing at the Asian Civilisations Museum, winner of the Award for New Design in Heritage Contexts 2018

Riverfront Wing at the Asian Civilisations Museum, winner of the 2018 Award for New Design in Heritage Contexts
Jurong Town Hall,
winner of the 2018 Award for Restoration
The Great Madras,
winner of the 2018 Award for Restoration
New Singapore Food Agency to Oversee Food Safety and Security

From 1 April 2019, all food-related functions currently carried out by the Agri-Food & Veterinary Authority of Singapore (AVA), the Health Sciences Authority (HSA), and the National Environment Agency (NEA) will be consolidated under a new statutory board – the Singapore Food Agency (SFA). SFA will be formed under the Ministry of the Environment and Water Resources (MEWR).

In parallel, all non-food plant and animal related functions of AVA will be transferred to the National Parks Board (NParks) under the Ministry of National Development (MND). NParks will become the lead agency for animal and wildlife management, as well as animal and plant health.
In the interim, AVA, NEA, HSA, and NParks will continue to carry out their existing functions.

**Lead Agency to Develop Food Supply and Industry - “From Farm to Fork”**

SFA will enhance regulatory oversight over all food-related matters from farm to fork and further strengthen Singapore’s food safety regime. This move will also facilitate better partnership with food businesses to develop new capabilities and more business-friendly regulations.

For example, the harmonising of licensing standards and combining existing licences for farmers, food manufacturers, food retailers, and food service operators will enable these businesses to seamlessly adapt and transform their business models and look at new ways to grow their operations.

With a dedicated agency overseeing food safety regulations across the entire chain, we will be able to strengthen the management of food-borne disease outbreaks through tighter coordination of responses to food-related issues and engagement with various stakeholders and the public. This will enable SFA to address lapses more quickly and more holistically, and will streamline public feedback to one point of contact.

To deepen Singapore’s capabilities in food safety, a National Centre for Food Science (NCFS) will also be established under SFA to consolidate the food laboratory capabilities of the three agencies under one roof. The NCFS will bring together key competencies in food diagnostics and research and development in food safety.
City in a Garden

The transfer of AVA's plant- and animal-related functions will allow NParks to provide one-stop service to Singaporeans and stakeholders on animal management and animal welfare issues, manage human-animal interactions, and improve the detection of and response to zoonotic diseases.

A new Animal and Veterinary Service (AVS) will be formed under NParks as the main touch-point on animal-related issues for pet owners, pet businesses, and animal welfare groups. It will also take over AVA’s current role as the first responder for animal-related feedback, and will continue to uphold high standards in animal welfare and health.

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As part of the Sino-Singapore Tianjin Eco-city’s 10th anniversary celebrations, the Eco-city hosted the China-Singapore International Green Building Conference on 28 and 29 September 2018.

Jointly organised by the Eco-city Administrative Committee (ECAC), the China Society for Urban Studies, and Singapore’s Building and Construction Authority (BCA), the conference showcased the progress and achievements of the Eco-city in green development over the past decade.

The theme of the Conference was From Green Building to Green Urban Area (从绿色建筑迈向绿色城区). The plenary session was held on the morning of 28 September, followed by three sub-forums on green buildings, passive house, and urban water management in China in the afternoon.

Mr Lawrence Wong, Minister for National Development and Second Minister for Finance, delivered an opening speech at the conference and commended the Eco-city’s achievements, especially its breakthrough in implementing green building standards.

The Eco-city is the second flagship Government-to-Government project between Singapore and China, and aims to be a model of sustainable development. BCA has been an active partner in the project from the start, and was involved in the selection of the Eco-city site, as well as overseeing the KPIs of achieving 100% green buildings and 100% barrier-free buildings.

BCA was also instrumental in the formulation of two green building standards for the Eco-city, namely the Green Building Evaluation Standard (GBES) and the Green Building Operation and Maintenance Standards (GBOMS).
Green Building Evaluation Standard

BCA jointly developed the GBES for the Sino-Singapore Tianjin Eco-city with the ECAC and the PRC Ministry of Housing & Urban-Rural Development in 2009. GBES adopts best practices from both countries, and is a hybrid of Singapore’s BCA Green Mark and China’s National Green Building Evaluation Standard (the “Three-star System”). It has been set as a mandatory requirement for building projects in the Eco-city.

In 2015, BCA and ECAC jointly revised the standard to take into account new technologies and new national guidelines. The revised standard was approved by the Tianjin Municipal Urban-Rural Development & Transport Commission in 2016, and was recognised by the Chinese government as the equivalent of its national standard for the Eco-city in that same year.

Green Building Operation and Maintenance Standards

All new buildings in the Eco-city are designed to be green. To help ensure that these buildings perform optimally, BCA and ECAC jointly developed GBOMS in 2013 to promote best practices in green building operation and management.

GBOMS was finalised in 2017 and approved by the Tianjin Municipal Government to be a standard for the Eco-city with an effective date of 1 July 2018. GBOMS is the first standard in this category across the whole of China.

BCA and ECAC are now conducting a GBOMS pilot for the buildings in the Eco-city.
The CEA Consumer Personality Quiz
Making a property transaction soon? Take this one-minute quiz to find out what type of consumer you are!

1. **When would you negotiate your agent’s commission, if at all?**
   - Before he starts work (1 point)
   - After the transaction is completed (2 points)

2. **Would you sign a prescribed estate agency agreement with your agent to document the agreed commission rate plus other terms and conditions?**
   - Yes (1 point)
   - No (2 points)

3. **Would you fill in the Customer’s Particulars Form?**
   - Yes (1 point)
   - No (2 points)

4. **Would you expect the other party’s agent to assist you with your paperwork, especially if you did not engage an agent?**
   - Yes (2 points)
   - No (1 point)

5. **What would you do at the end of the transaction?**
   - Honour your agreement with your agent and pay him commission for his services rendered (1 point)
   - Negotiate your agent’s commission before paying (2 points)

This is actually a quiz to see how responsible you are as a consumer.

If you scored:
- 5 points: Good job! You are well aware of how you can work well with your property agent.
- 6-10 points: Whoops! You need to be more aware of your responsibility as a consumer.

Here are some tips to get you started:
- **Be fair to your agent**: Negotiate your agent’s commission before he starts work, and not at any point after.
- **Protect both parties’ interests**: Use the prescribed estate agency agreement to document everything agreed upon between you and your agent. Sign the agreement before he starts work to minimise any misunderstandings or disputes that may arise along the way.
- **Cooperate with your agent**: Filling in the Customer’s Particulars Form is one of the measures property agents must take to prevent money laundering and counter terrorism financing in Singapore. Cooperate with your agent!
- **Respect boundaries**: You should not expect the other party’s property agent to provide advice or assist you in paperwork whether for a fee or otherwise. If
you are not familiar with procedures and regulations, you should engage your own agent.

- **Honour your agreement:** You should honour and pay the agreed commission for the services your agent had rendered at the end of the transaction.

Find out more about how you can be a responsible consumer at [www.cea.gov.sg/happyconsumer](http://www.cea.gov.sg/happyconsumer).

Are you a responsible consumer? Take the quiz to find out!

*(Selected graphics created by [Freepik](https://www.freepik.com)*)