



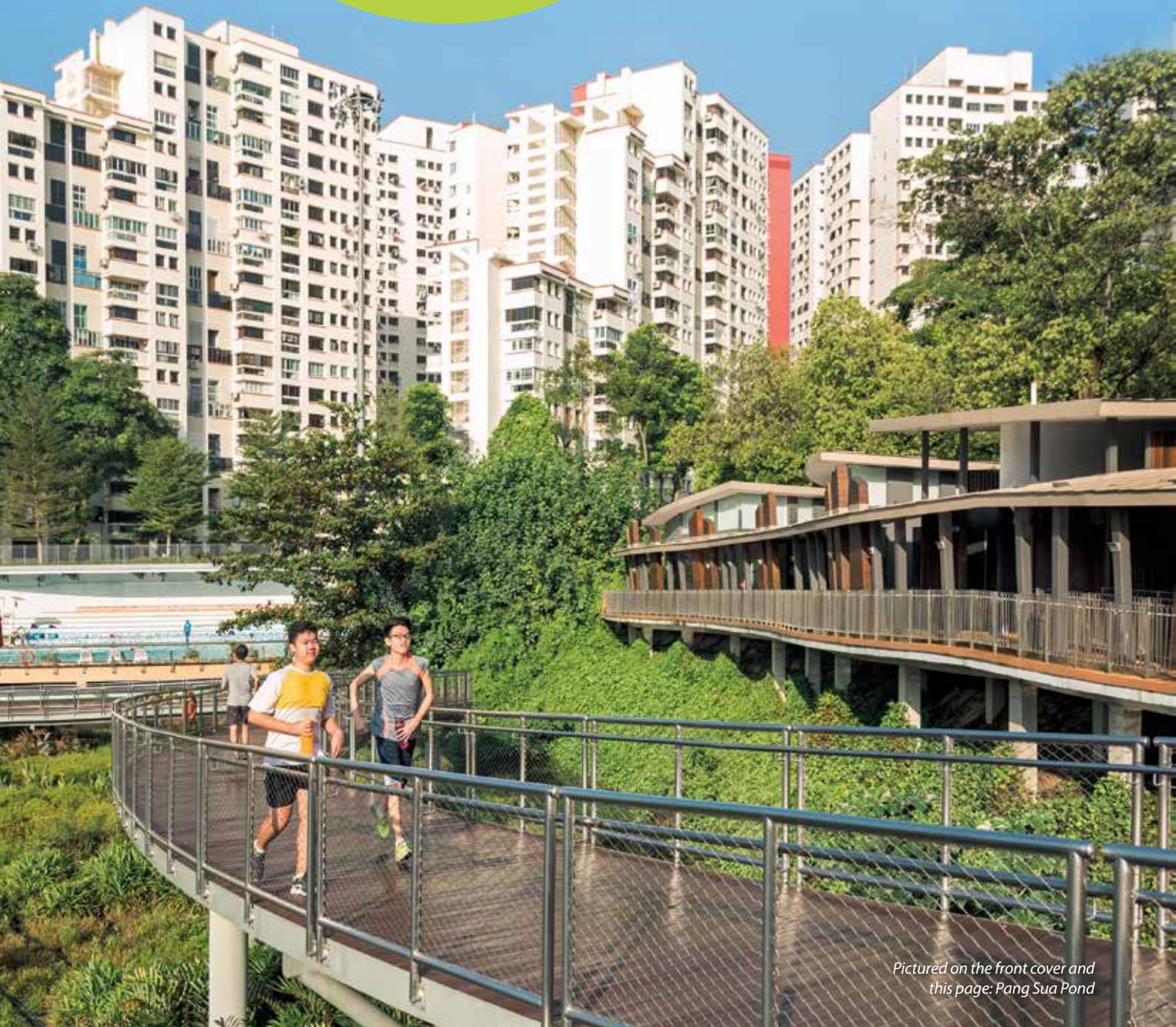
HOLLAND-BUKIT PANJANG
TOWN COUNCIL

Building a Sustainable Town

Holland-Bukit Panjang Town Council
Sustainability Report 2017



More than just a place to live in, Holland-Bukit Panjang Town is our home. It is where we connect to a larger community, nurture our future generations and grow to be better people. For that reason, we are committed to build Holland-Bukit Panjang Town into a sustainable town.



About the report

The first Sustainability Report to be published by Holland-Bukit Panjang Town Council, this report aims to communicate our sustainability practices to stakeholders in a transparent and accountable manner. Covering issues related to governance, stakeholder engagement and the environment, this report establishes the sustainability topics relevant to the operations of Holland-Bukit Panjang Town Council.

Through this report, we seek to identify opportunities for improvement in our sustainability management approach as we integrate sustainability into our strategic plans, stakeholder engagement initiatives and operational processes. By working with our partners and stakeholders, we will continuously seek to advance sustainable practices within the Town Council and our community at large.

Reporting Scope and Period

This report covers activities organised by the Holland-Bukit Panjang Town Council for the period from 1 January 2013 to 31 December 2017, unless otherwise specified. Activities are inclusive of those within Bukit Panjang Constituency and Holland-Bukit Timah Group Representation Constituency (GRC), which are under its care.

Set for publication every four years, the next Sustainability Report will be published in 2021. There is no restatement of information or changes in reporting in this inaugural publication.

International Standards and Guidelines

This report has been prepared with reference to Global Reporting Initiative (GRI) Standards, adopting the "GRI-Referenced" claim. Using a GRI-referenced claim ensures transparency about how the Standards have been applied. This report has been submitted for the GRI-Referenced Service and adheres to the specific wording of a GRI-Referenced claim. This material references Disclosures 102-1, 102-2, 102-3, 102-4, 102-5, 102-6, 102-7, 102-14, 102-18, 102-23, 102-26, 102-40, 102-42, 102-43, 102-44, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53 and 102-56 from GRI 102: General Disclosures 2016.

This report also references the United Nations (UN) Sustainable Development Goals and the Sustainable Singapore Blueprint (SSB) 2015.



Assurance

No external assurance has been sought for this inaugural report.

Accessibility

Consistent with Holland-Bukit Panjang Town's practice to advocate responsible consumption and production of resources, only limited copies of this report will be printed. This report is available for viewing and downloading at www.hbptc.org.sg

Feedback

We welcome your enquiries and feedback for clarification and improvement. Do send your comments and suggestions addressed to **Sustainability Manager** at mailbox@hbptc.org.sg

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All information is correct at the time of publishing.
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Chairman: Allen Ang

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Consistent with Holland-Bukit Panjang Town Council's ongoing efforts to promote environmental responsibility, limited copies of this report are printed on 250gsm Green Forest Smooth and 120gsm Green Forest Smooth – FSC™ certified papers.

Chairman's Message

Dear stakeholders,

To many of our residents, Holland-Bukit Panjang Town is more than just a town. It is a place they call home, and where their families and friends grow together with them. At Holland-Bukit Panjang Town Council, we are glad to be able to contribute towards our residents' well-being through ensuring the cleanliness of the estate, the maintenance and performance of shared facilities, and the prudent spending of service and conservancy funds.

However, we recognise that the key to realising a greener and healthier town, where everyone can enjoy good health and quality living standards, is the



We recognise that the key to realising a greener and healthier town, where everyone can enjoy good health and quality living standards, is the continued development of the town's hardware and *heartware*.

continued development of the town's hardware and *heartware*. That is why even as we continue to focus our efforts on keeping our town clean, beautiful and efficient, we set out to imagine how we can build a better town for all tomorrow. Our aspiration for Holland-Bukit Panjang Town is reflected in the title of our inaugural sustainability report "Building a Sustainable Town".

Our Inaugural Sustainability Report

To guide our progress towards becoming a sustainable town, we referenced the United Nations (UN) Sustainable Development Goals (SDGs) and the Sustainable Singapore Blueprint (SSB)





We are confident that through working collaboratively with our stakeholders, we will be able to find solutions that empower the achievement of a progressive and inclusive Holland-Bukit Panjang community.

2015; identify goals that are relevant to us; and mapped out tangible milestones.

Notably, it is clear that for our vision to come true, the collective effort of all stakeholders is needed. Hence we look to strengthen our stakeholder communication and engagement efforts with a sustainability report. Through referencing the Global Reporting Initiative (GRI) Standards – a universal reporting framework – in this report, we seek to clearly communicate our sustainability efforts as well as to demonstrate our planned and transparent approach to stay on track in achieving set milestones and, ultimately, the goals.

Our Sustainability Journey

Although this may be Holland-Bukit Panjang Town Council's inaugural sustainability report, our sustainability journey has actually started many years ago. As a result, our residents today enjoy the convenience of having one recycling bin to every residential block, as well as

opportunities to engage in gardening activities in our 37 community gardens and leisure walks in pristine parks conveniently located in the town.

Hearteningly, we are not alone in our sustainability journey. Many of our partners and volunteers have pitched in. For example, we work in partnership with the National Environment Agency (NEA) and our stall owners at the hawker centres to ensure that patrons can dine in cleaner environment. In addition, 220 resident volunteers have also come forward as "Friends of Town Council", helping us to rekindle the *Kampung Spirit* within Holland-Bukit Panjang Town.

Our Commitment to Building a Sustainable Town

We are, however, still in the early days of our sustainability journey. We see many more opportunities in enhancing our sustainability efforts to serve the community better. At the same time, we are mindful that the demographics of our community are changing.

Facing an ageing community, we have to be sensitive to the needs of seniors in our town, calling for the building of infrastructure with more senior-friendly features. This can be challenging for a developed town like Holland-Bukit Panjang which already has its facilities in place. Nonetheless, we are confident that through working collaboratively with our stakeholders, we will be able to find solutions that empower the achievement of a progressive and inclusive Holland-Bukit Panjang community.

Dr Teo Ho Pin
Chairman

Holland-Bukit Panjang Town Council



GOALS WERE ADOPTED
FROM UNITED
NATIONS SUSTAINABLE
DEVELOPMENT
GOALS



18

TARGETS ARE SET
TO GUIDE OUR
JOURNEY TOWARDS
SUSTAINABILITY

Envisioning a Sustainable Town

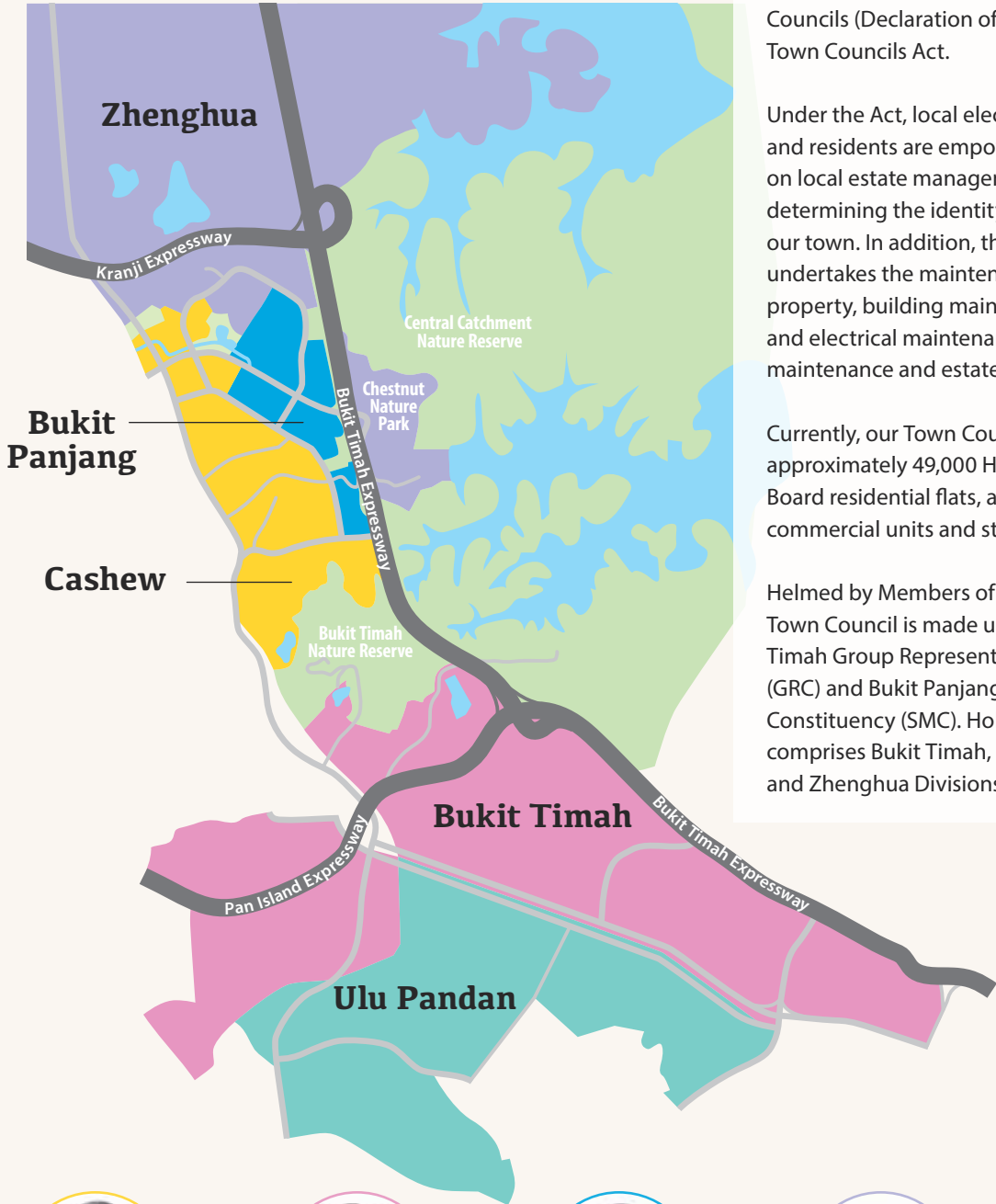
We embark on our sustainability journey as a long-term effort that is driven by continual improvement. Beyond adopting clear goals and setting realistic targets, we have also identified relevant programmes which engage the efforts of our various stakeholders.



"Concurrent to our pursuit to build a sustainable town, we are committed to better serve the community as well as foster a greener and healthier living environment where everyone enjoys good health and quality living standards."

– Dr Teo Ho Pin, Chairman,
Holland-Bukit Panjang
Town Council

About Holland-Bukit Panjang Town Council



The Holland-Bukit Panjang Town Council was formed on 13 November 2001 under the Town Councils (Declaration of Towns) Order 2001, Town Councils Act.

Under the Act, local elected representatives and residents are empowered to decide on local estate management matters – determining the identity and character of our town. In addition, the town council also undertakes the maintenance of common property, building maintenance, mechanical and electrical maintenance, horticultural maintenance and estate improvement works.

Currently, our Town Council manages approximately 49,000 Housing & Development Board residential flats, and over 800 commercial units and stalls (food and market).

Helmed by Members of Parliament (MPs), the Town Council is made up of Holland-Bukit Timah Group Representation Constituency (GRC) and Bukit Panjang Single Member Constituency (SMC). Holland-Bukit Timah GRC comprises Bukit Timah, Cashew, Ulu Pandan and Zhenghua Divisions.



Dr Vivian Balakrishnan

MP for Holland-Bukit Timah GRC (Cashew)
Elected Member of Holland-Bukit Panjang Town Council



Ms Sim Ann

MP for Holland-Bukit Timah GRC (Bukit Timah)
Vice-Chairman of Holland-Bukit Panjang Town Council



Dr Teo Ho Pin

MP for Bukit Panjang Constituency
Chairman of Holland-Bukit Panjang Town Council



Mr Liang Eng Hwa

MP for Holland-Bukit Timah GRC (Zhenghua)
Vice-Chairman of Holland-Bukit Panjang Town Council



Mr Christopher de Souza

MP for Holland-Bukit Timah GRC (Ulu Pandan)
Elected Member of Holland-Bukit Panjang Town Council

Mission

The state of our estate reflects the collective efforts of Holland-Bukit Panjang Town Council and our stakeholders. Therefore, we strive to work collaboratively with our stakeholders to build a desirable living environment through focusing on six key areas.



Close to

49,000
residential
units



Close to

500
commercial
units



Over

300
market and
food stalls

Estate Cleanliness



Estate Maintenance



Lift Performance



Service and Conservancy Charges Arrears Management



Corporate Governance



Financial Adequacy

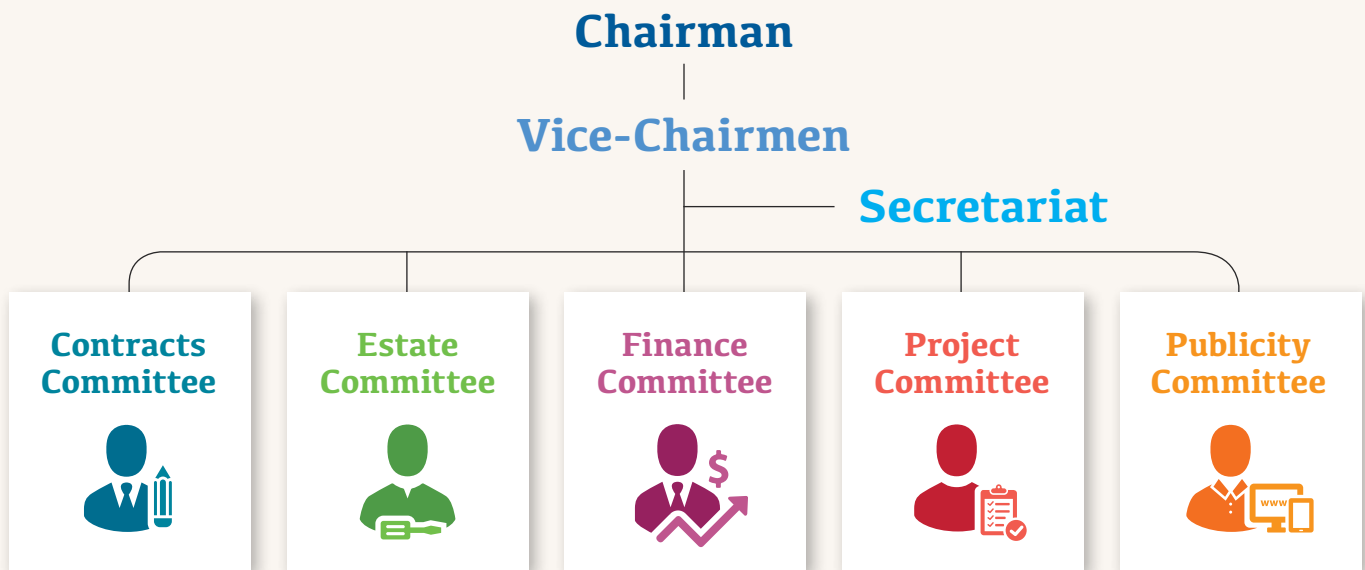


102-5 Ownership and legal form, 102-6 Markets served, 102-7 Scale of organisation



Our Organisation Structure

Town Councils are led by elected Members of Parliament (MPs). The Town Council Chairman is appointed by the elected MPs of their respective towns. As autonomous entities, Town Councils take charge of local estate management matters and their respective day-to-day operations.



Contracts Committee

1. Advise on legal matters pertaining to contracts
2. Review and endorse all contracts procedures
3. Advise on tender contract specifications and conditions
4. Evaluate and make contract award recommendations, except for town improvement projects and projects of the Publicity Committee

Estate Committee

1. Review maintenance programme, cyclical works and major repair works in common areas, open space, landscape sites and estate facilities
2. Monitor service delivery level in estate maintenance and cleansing
3. Recommend policy and by-laws procedure governing the management, maintenance and use of common property
4. Liaise with Government, statutory authorities and other agencies on matters relating to estate management and maintenance
5. Study and recommend new techniques and cost effective methods in estate management and maintenance

Finance Committee

1. Regulate and administer the proper allocation and use of the Town Council Funds
2. Prepare annual budget estimates and statement of accounts, determine the accounting policies of the Town

3. Advise on achieving better economy, efficiency and effectiveness in Town Council funds management and make investment recommendations to the Town Council on surplus funds
4. Oversee arrears management policy, monitor the arrears of service and conservancy charges payment due to the Town Council and recovery of such arrears

Project Committee

1. Develop the Town's identity and character through town improvement projects
2. Advise on the aesthetic improvement of the environment
3. Evaluate and recommend on the award of tenders related to town improvement projects
4. Liaise with Government and statutory authorities on guidelines and policies on project development and funding

Publicity Committee

1. Promote Town Council's image as a professional, efficient, effective, yet friendly and caring organisation
2. Enhance understanding and appreciation for the Town Council's work through communication activities and publicity materials
3. Evaluate and recommend on the award of tenders related to publicity materials and public relations projects
4. Liaise with grassroots organisations, Government and statutory authorities on the promotion of educational campaigns and publicity programmes.

Our Sustainability Framework

A sustainability framework – founded upon our mission to foster a desirable living environment for all – guides the management of Holland-Bukit Panjang Town Council.



Our Stakeholders

Holland-Bukit Panjang Town considers stakeholders as entities and individuals who are significantly affected by our activities, or whose actions can impact our strategy implementation towards the stated objectives. Currently, we proactively and continuously engage our key stakeholders in regular interactions, including written and digital communication, face-to-face meetings and briefings, to address issues, feedback and concerns.



Stakeholders



Key Topics and Concerns

Residents

- A clean, green and safe environment that allows for quality living and bonding
- Prudent use of service and conservancy funds
- Inclusiveness of infrastructure for all residents
- Avenues for resident engagement
- Sense of belonging to the town

Volunteers

- Adequacy of resource support for programmes
- Availability of support for capability building

Staff

- Caring employer
- Opportunity for career development
- Quality of internal communication
- Safe workplace
- Relevant skills and knowledge

Suppliers

- Clarity in rules of engagement
- Collaboration opportunities in community projects

Government Agencies

- Active role in advancing Sustainable Singapore Blueprint (SSB) 2015 goals

Non-governmental Organisations (NGOs) and Civil Society

- Reduce negative environmental impact
- Champion sustainable practices



How We Respond

- Put up information on Town Council's communication channels
 - Ensure contracts awarded are value for money
 - Ground up initiatives such as dialogues, town hall forums and community gardens
 - Organise events and activities
 - Encourage participation in town improvement projects, including seeking feedback through Friends of Town Council programme, and from residents
-
- Work closely with Town Councilors/grassroots leaders
 - Collaborate with partner agencies on knowledge sharing sessions and training
-
- Provide a safe work environment
 - Staff bonding activities
 - Career progression
 - Training and development programmes
 - Regular staff meetings and sharing sessions
-
- Adopt contractual terms and specifications for sustainability
 - Work with contractors on clean and green projects
-
- Compliance with SSB policies
 - Collaborate to advance common goals
-
- Collaborate with NGOs on relevant programmes
 - Promote NGOs practices through featuring contents on Town Council's communication channels
-

Our Sustainability Goals

Guided by our sustainability framework, we referenced the 17 Sustainable Development Goals (SDGs) under United Nations (UN) and adopted seven goals relevant to Holland-Bukit Panjang Town after a rigorous evaluation process.

3

Good Health and Well-Being

Ensure healthy lives and promote well-being for all at all ages

7

Affordable and Clean Energy

Ensure access to affordable, reliable, sustainable and modern energy for all

4

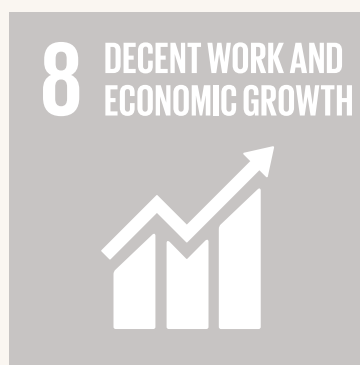
Quality Education

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

11

Sustainable Cities and Communities

Make cities and human settlements inclusive, safe, resilient and sustainable



12 Responsible Consumption and Production

Ensure sustainable consumption and production patterns

17 Partnerships for the Goals

Strengthen the means of implementation and revitalise the global partnership for sustainable development

13 Climate Action

Take urgent action to combat climate change and its impacts





393

LIFTS ARE EQUIPPED WITH
LIFT SURVEILLANCE SYSTEMS
WITH **INSTALLATION**
ONGOING FOR ANOTHER
705 LIFTS



126

SOLAR PHOTOVOLTAIC
(PV) PANELS WERE
INSTALLED



93,257

LED LIGHTS HAVE BEEN
INSTALLED FOR **441**
BLOCKS IN OUR TOWN

Creating a Sustainable Environment

We take the lead in championing sustainability within the town. Besides installing practical and environmentally sustainable infrastructure, we also incorporate green features that are beneficial and aesthetically pleasing to our living environment.



**1 RECYCLING BIN IS
PLACED AT EVERY BLOCK**
TO ENCOURAGE RESIDENTS
TO EMBRACE RECYCLING

*Solar Panels on the
rooftop of Block 240,
Bukit Panjang Ring Road*



Paving the Way for Clean and Affordable Energy



Solar PV panels at Bukit Panjang estate



Driven by the vision to build a sustainable town, we have adopted a two-pronged approach to reduce electricity consumption while generating clean and renewable energy.

The installation of 126 solar photovoltaic (PV) panels between Pang Sua Park Connector and Block 223 Petir Road since 2015 has enabled us to leverage solar energy to power lighting in common areas. The excess electricity that is generated above and beyond what is needed for the lifts and pumps is credited against the monthly electricity bill of the Town Council, resulting in cost savings for our town. There are plans to install solar PV panels to another 122 blocks.





LED lights installed in all blocks



An estimate of

4,221
tonnes of CO₂

reduced from the
installation of LED lights

Complementary to these initiatives is also the installation of 93,257 light-emitting diode (LED) lights for 441 blocks in our precinct since 2011. Fitted with motion sensors, the LED lights are not only energy saving but also brighter than fluorescent lighting and with lifespans that are approximately three times longer. From these efforts, Holland-Bukit Panjang Town has directly contributed to the reduction of approximately 4,221 tonnes of carbon gases.



Did you know?



Holland-Bukit Panjang Town Council's office has been certified as an Eco-Office by the Singapore Environment Council (SEC) since 2014. The certification recognises Holland-Bukit Panjang Town Council's efforts in incorporating environmental practices into the daily lives of office workers as well as inspiring and educating management and non-management staff to do their part in preserving the environment.



Procuring Sustainably and Safely



In advancing the safety of the built environment for our residents, as part of Holland-Bukit Panjang Town Council's procurement practices, we specify and check on appointed contractor's eligibility in bizSAFE practices and their Clean Mark accreditation. We also ensure that environmentally friendly materials approved by relevant authorities are used for the works.

One example is that in every Repairs and Redecoration (R&R) tender, we will specify the requirement to use solvent free paints, which are water-based and environmentally friendly.

Applying the same standards when assessing the need for external façade repairs, we actively investigate for defects on external façade using non-invasive and non-destructive methods. And only when the defects are deemed to be beyond repairs, new designs will be proposed and put through for evaluation, ensuring prudence in procurement.



Did you know?

Holland-Bukit Panjang Town Council works closely with National Environment Agency (NEA), to ensure that the exhaust hood filters at hawker centres are properly maintained with a scheduled monthly maintenance.

This programme helps to reduce smoke and heat emission within the various premises.



Maintenance of exhaust hood filters



Enabling Sustainable Green Practices



Recycling bin

Leading the way towards sustainability, we go beyond embracing green practices within the Town Council to create optimal conditions that enable our residents to do likewise. For example, in encouraging our residents to recycle waste, we place one recycling bin at every block within the precinct. The setup of 12 recycling points under Recycle @ North West by the Residents' Committees (RCs) is in tandem with the initiative to also advance our residents' recycling knowledge.

In an effort to reduce air pollution, we have replaced 260 old oil drums used as incense burners in Holland-Bukit Panjang Town with new eco-burners, which enable better combustion and produce less smoke and ashes.

These initiatives combined with our ongoing cleaning programmes see us fostering a cleaner environment for our residents. They also enhance our residents' knowledge and practice on recycling.

Did you know?

The Bukit Panjang Hawker Centre and Market that was built by NEA has been recognised by Building & Construction Authority with the highest Green Mark Platinum Award. Some of the notable green features include:

- ✓ Achieving estimated annual energy savings of 635,442 kWh and water savings of 57,124 m³
- ✓ Naturally ventilated with adjustable louvres
- ✓ Energy-efficient lights and fans
- ✓ Daylight optimisation with sun pipes and sensors
- ✓ A rainwater harvesting system and plumbing with "excellent" water efficiency label
- ✓ Sustainable products were used in building the Centre
- ✓ Vertical green walls and food waste recycling plans



Vertical green walls



Bukit Panjang Hawker Centre

It also boasts of an inclusive environment that caters to residents with varying needs:

- ✓ Rooms equipped with nursing and diaper changing facilities
- ✓ Family cum handicap friendly toilets
- ✓ Pro-family dining corner
- ✓ Child-height wash hand basins



Creating a Safe and Inclusive Neighbourhood for All



Pang Sua Pond

As we strive towards becoming a sustainable town, the well-being of our residents remains at the heart of what we do. For that reason, we proactively look to create a built environment that is not only safe and inclusive for all, but also ready to meet the rising needs of our residents in the coming years.



Sheltered walkway and lift surveillance system



Barrier-free access ramp



Have you seen?

The pinned up artworks on the Art Gallery outside the Town Council Office are periodically updated to liven up the place and nurture art appreciation among residents.



The result is, we continuously look to expand the network of covered walkways and install more lift surveillance systems. To date, 393 lifts are already equipped with lift surveillance system; and we are in the midst of installing the same for another 705 lifts by 2020.

In addition, we have embarked on actualising a senior and child friendly town blueprint for Holland-Bukit Panjang Town. With the 3G Wellness Centre being one of the first initiatives to promote intergenerational and community bonding activities, we are also currently working on ensuring barrier free access throughout Holland-Bukit Panjang Town along with the construction of facilities such as elderly fitness corner and centres, community halls, hardcourts, exercise stations and playgrounds. When completed, we expect that these physical

spaces will create more social nodes that enable residents of different ages to come together and interact – engaging in activities, learning new skills and staying physically and socially active.



Reaching Out to Our Stakeholders

We reach out consistently to our stakeholders – educating and engaging them whenever possible. Along the way, we are encouraged to observe increasing participation from the stakeholders, including residents and partners who proactively advocate and support our sustainability programmes.



OVER

450

TREES HAVE BEEN
PLANTED



OVER

15,000

STUDENTS AND RESIDENTS
LEARN, PREVENT, SPOT AND REPORT
CASES OF POTENTIAL MOSQUITO
BREEDING GROUNDS THROUGH
THE **MOZZIE WATCH KEEPER** @
NORTH WEST MOBILE
APPLICATION



667

RESIDENTS ARE ENGAGED
IN OUR COMMUNITY
GARDENS



37

COMMUNITY GARDENS
IN OUR TOWN



Promoting Active Lifestyle with Community Gardening



Community gardeners in Fajar

Our town is home to a vibrant community gardening culture – with 37 community gardens set up around the estates. Besides adding appeal to the town, the produce harvested from the gardens provides food source for the community. Rooftop gardens sited above multi-storey carparks further transform the carparks into spaces ideal for community bonding and interaction.

In addition, the physical activities involved in gardening provide residents with a good workout while engaging them in a shared interest, bringing them closer to one another. As at 31 December 2017, the number of community gardeners in our town stands at 667.



Bountiful harvest from community gardeners



Did you know?

A group of 22 senior residents, between 57 and 79 years old, have been employed as our town gardeners. They stay active, form social bonds through new friendships, and further their knowledge in gardening while making a dignified living for themselves.



Town gardeners



Cashew Community Garden



Ghim Moh Community Garden



Toh Yi Community Garden



Bukit Panjang Community Garden



Zhenghua Community Garden



Fostering Care for the Environment through Tree Planting



Holland-Bukit Timah GRC



Cashew Division



Bukit Panjang Division



Ulu Pandan Division



Zhenghua Division



Over

450 trees

have been planted

Every year, residents are engaged in tree planting activities at the different estates within our town. Through these activities, the residents not only contribute to greening our town's environment, but are also reminded of the importance of caring for the environment by taking positive actions. Over 450 trees have been planted in the past five years.



Activating the Community to Promote Town Cleanliness

Beyond depending on the cleaners to keep our town clean, we also encourage our residents to take ownership in the cleanliness of our neighbourhood by taking part in initiatives such as the “Hold on And Bin IT” campaign and litter picking activities during the annual Cleaners’ Appreciation Day.

On an ongoing basis, we also organise litter picking programmes targeting students from neighbourhood schools with the goal of reinforcing positive clean habits from a young age.



Cleaners' Appreciation (Ulu Pandan)



Have you seen?

Around our town, we use Battery Operated Carts (BOC) to help our cleaners collect and transport refuse efficiently and safely from the bins or refuse chutes to the bin centre for disposal into compactors.



Launch of Keep Clean, Singapore 2017



Operation We Clean Up



Rallying the Community to Fight Mozzie Together

Recognising that the fight against dengue calls for collective effort, we actively reach out to our residents to do the five-step mozzie wipeout exercise at home every year during the peak mosquito breeding season.



House visit



Mozzie Watch Keeper @ North West

In 2016, a mobile app which allows the community to learn, prevent, spot and report cases of potential mosquito breeding grounds was developed in collaboration with National Environment Agency (NEA) and North West Community Development Council (CDC). The campaign drew participation from over 15,000 students and residents. It also raised \$30,000 for the North West Student Support Fund through contribution from Building & Estate Management Alumni (BEMA) of National University of Singapore.



Bukit Timah Mozzie Awareness Outreach



Community unites to fight mozzie



Launch of Mozzie Watch Keeper @ North West



Motivating Stakeholders to Embrace Green Habits



Advertising flyer box

The support of our partners and residents is key to the sustainability of many of our programmes. Therefore, we actively reach out to involve them in our sustainability journey forward.

While the distribution of advertising flyer boxes to households encourages our residents to take part in the Green Homes @ North West programme, the placement of used textbooks collection boxes at our Town Council's office provides an avenue for residents to give away textbooks they no longer need to others who need them.



49,000
households

each received an
advertising flyer box
with green messages



RESIDENTS AND OTHER
STAKEHOLDERS ARE
ACTIVELY ENGAGED IN THE
REMAKING OUR HEARTLAND
(ROH) INITIATIVE AND
NEIGHBOURHOOD RENEWAL
PROGRAMMES (NRP)



Cycling track outside Petir Park



2,268

BICYCLES CAN BE PARKED
IN THE **305 YELLOW**
DEMARCATED BOXES
SET ASIDE AT VOID DECKS



OVER

220

RESIDENTS HAVE BEEN
ENLISTED TO BE "FRIENDS
OF TOWN COUNCIL"

Advancing Shared Community Ownership

We recognise that to be truly sustainable, our community has to embrace sustainability practices as the way of life. That is why our sustainability programmes are founded upon strong, unwavering and strengthening community ownership.



Providing Green Urban Spaces for Community Bonding



Firefly Park

Through inclusive green spaces like Bukit Panjang Park, Clementi Neighbourhood Park, Firefly Park and Petir Park, our residents have opportunities to enjoy and interact with the rich biodiversity in the area. Resultantly, their appreciation for and desire to preserve these places have heightened.

Notably, many of these parks also present as great places for residents to exercise and bond, assimilating these places into venues for everyday activities.

Features of Chestnut Nature Park



Covers

81
hectares



5.6
kilometres
hiking trail



8.2
kilometres
mountain biking trails



First **pump track** in Singapore



Facilities for
renting or washing
mountain bikes



7-storey tower provides
panoramic view



Hiking trail



Biking trail

The Chestnut Nature Park is managed by National Parks Board (NParks).

Features of Zhenghua Nature Park



Spans
17.3
hectares



Over
30
species
of plants



Home to
37
species
of birds



The Zhenghua Nature Park is managed by NParks.

Features of ABC Waters @ Pang Sua Pond



**Elevated
boardwalk**
for jogs and walks



2
viewing
decks



Multipurpose
stage with seating
capacity of over

250



Largest man-made
**floating wetland
system** in Singapore



6
primary and secondary
schools have adopted
the pond



Did you know?

We have a butterfly garden within our Holland-Bukit Panjang Town. Featuring over 60 species of butterflies, the garden situated at Blocks 213/214 Petir Road spots the moderately rare royal Assyrian amongst others such as Horsfield's Baron, The Knight, Branded Imperial, Common Lascar and Bigg's Brownwing.



The ABC Waters @ Pang Sua Pond is managed by Public Utilities Board (PUB).



Enhancing Mobility within Our Town

In line with Singapore's vision of becoming a car-lite society, we partnered the Grassroots Organisations, Land Transport Authority (LTA), National Parks Board (NParks) and SG Bike Pte Ltd to implement a geostation technology system for our town.

The system allows our residents to use either the mobile application or their EZ-link card to unlock the sharing bicycles and dock the bicycle after use in the

demarcated yellow boxes. In addition, this system also ensures that bike sharing is executed in an orderly manner by curbing illegal parking in common areas except for designated yellow boxes and approved bicycle parking areas.

To complement this new scheme, 305 yellow boxes have been demarcated at void decks in the town for residents to enjoy convenient access to bike sharing services.



At the launch of bike sharing services

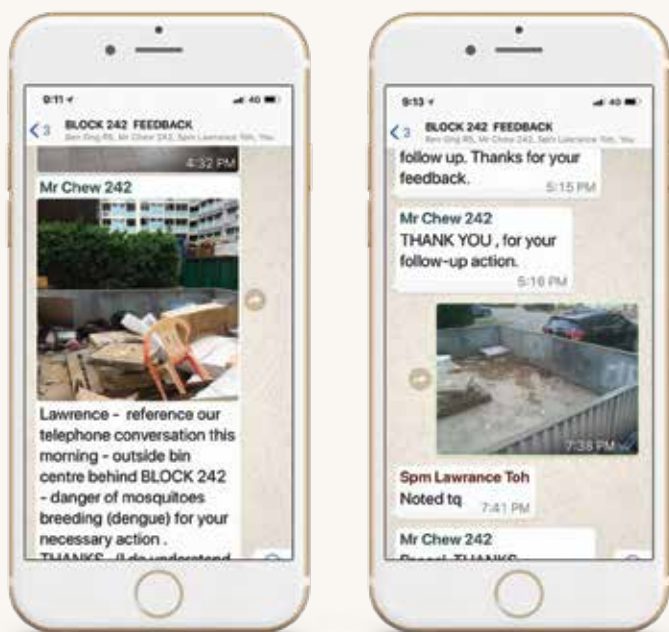


2,268 bicycles

can be parked in the 305 yellow boxes set aside at void decks in the town for residents to enjoy convenient access to bike sharing services



Empowering Better Communication



Communication and feedback underpin the success of many programmes we initiate in the town. In a bid to rekindle the *Kampung Spirit* within our town, we have enlisted the help of over 220 residents to be “Friends of Town Council”.

More than providing a platform for residents to come forward and share suggestions and feedback, the programme hopes to inspire a strong sense of ownership among residents. Since its introduction, our “Friends” have alerted us to incidents of black out, pest population increase, etc.

In addition, the restructured “Citizens on Patrol” programme that was started in 1999 was enhanced in 2011 to recruit residents in the community. Through this initiative, residents have provided information concerning the safety aspect of estates, including lighting out of order or potential fire hazard areas along corridors.



Did you know?

Residents can also choose to provide feedback to the Holland-Bukit Panjang Town Council through the iTown@SG app. Feedback received will be attended to according to its status.

- ☒ Feedback with the “immediate” status, which usually concerns safety issues, are attended to within 24 hours
- ☒ “Urgent” feedback will be addressed within three working days
- ☒ “Routine” feedback will get a response within five working days



Scan to download the iTown@SG app:



Play Store



App Store



Shaping Our Town with Our Stakeholders



Walkabout at Farrer Road



Dialogue session in Zhenghua

Towards building a sustainable town where every resident can enjoy enhanced quality of living, we actively engage our stakeholders in the Remaking Our Heartland (ROH) initiative and Neighbourhood Renewal Programmes (NRP).

Apart from sharing our vision and plans for the town through newsletters, annual reports and Town Improvement Plans which are published every five years, we also hold regular dialogue sessions with our stakeholders to hear their feedback on concerns and update them on progress of respective projects. Consequently, we see stakeholders demonstrating unwavering support throughout the duration of development as well as expressing satisfaction from completed works.



Before upgrading



After upgrading

Change 1

Before Upgrading

The vibrant market street has unsightly canvas and narrow walkway

After upgrading

Large overarching canopy to provide shelter against weather and market street was retiled with anti-slip tiles



“Once the decision to upgrade the Bukit Panjang Neighbourhood Centre was made, we moved fast so as to reduce inconvenience to residents and minimise stall owners’ income loss during the upgrading period. We also provided regular updates to keep everyone informed.”

– **Lawrence Toh**, Assistant General Manager, Holland-Bukit Panjang Town Council

Bangkit Art Street in Bukit Panjang

Change 2

Before Upgrading

Poor ventilation and cluttered passageway

After upgrading

Openings for natural cross-ventilation and energy efficient fans



Before upgrading



After upgrading

Change 3

Before Upgrading

Narrow passageway

After upgrading

Roomy and airy walkway



Before upgrading



After upgrading

Change 4

Before Upgrading

Shopfronts with no signages

After upgrading

Attractive shopfronts and orderly signages

Change 5

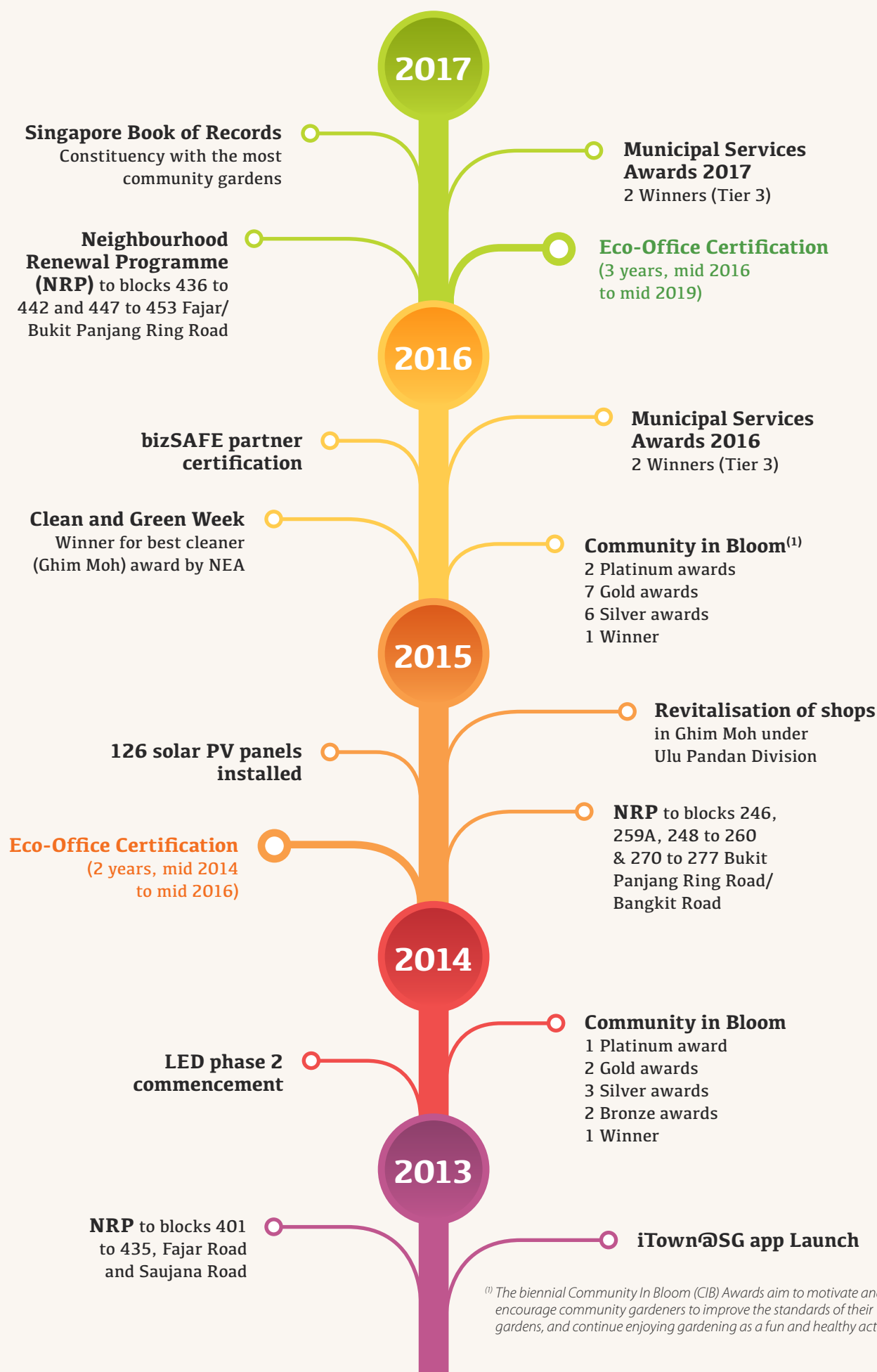
Before Upgrading

Messy display of merchandise with self-made bamboo pole hanging system

After upgrading

Pleasant and neat display of merchandise with stainless steel racks


Holland-Bukit Panjang Town Sustainability Journey



Realising a Sustainable Town

Based on seven adopted SDGs and building upon our current achievements, we have mapped out a set of measurable and actionable milestones and targets to be achieved by 2030.

Goals	Where We Stand	Long-term Targets by 2030
3 GOOD HEALTH AND WELL-BEING  <p>Ensure healthy lives and promote well-being for all at all ages</p>	Community Gardens <ul style="list-style-type: none"> 37 community gardens Plot size of 10,612 square metres Bukit Panjang Community Garden Trails Tree Planting <ul style="list-style-type: none"> Planted 51 trees for SG50 and 42 trees for launch of SG50 Streetscape 370 trees were planted during Clean and Green Singapore and launch of Chestnut Nature Park Community Gardeners <ul style="list-style-type: none"> 667 gardeners 	<ul style="list-style-type: none"> Increase community garden plot sizes by 100% Increase the number of gardeners by 100% Plant another 1,000 trees Continue to provide communal amenities such as multipurpose courts, playgrounds, elderly fitness corner, community halls, cycling and walking paths to encourage communal sports and physical exercises participation by residents
4 QUALITY EDUCATION  <p>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p>	<ul style="list-style-type: none"> Mozzie Campaign Keep Singapore Clean Learning Green Habits/Rewarding Green Habits Recycling by Residents' Committee and Public Waste Collector Install banners or posters with environmental messages or educational information Half page content in Town Council's newsletter on green messages 	<ul style="list-style-type: none"> Organise 700 community education programmes or activities Encourage 10,000 participants per year for community education programmes Continue with green messaging
7 AFFORDABLE AND CLEAN ENERGY  <p>Ensure access to affordable, reliable, sustainable and modern energy for all</p>	Solar Energy <ul style="list-style-type: none"> Solar PV panels installed at six existing blocks and open space 261 contestable blocks, equivalent to 50% of blocks in the five divisions, enjoy savings on tariffs with energy purchase from electricity retailers 	<ul style="list-style-type: none"> Install solar PV panels to at least 50% of HDB residential blocks Provide contestable electricity supply to 100% of all blocks Plan to fit another 122 blocks with solar PV panels
11 SUSTAINABLE CITIES AND COMMUNITIES  <p>Make cities and human settlements inclusive, safe, resilient and sustainable</p>	Friends of Town Council <ul style="list-style-type: none"> Identified more than 220 Friends of Town Council Lift Surveillance System (LSS) <ul style="list-style-type: none"> 393 lifts, equivalent to 35% of lifts, are fitted with LSS Neighbourhood Renewal Programme (NRP) <ul style="list-style-type: none"> 7 NRP projects Benefited 13,588 households with expenditure of approximately \$60 million 	<ul style="list-style-type: none"> Recruit 10,000 Friends of Town Council Install lift surveillance cameras in 100% of all lifts by 2021

Goals	Where We Stand	Long-term Targets by 2030
12 RESPONSIBLE CONSUMPTION AND PRODUCTION  Ensure sustainable consumption and production patterns	LED Installation <ul style="list-style-type: none"> 93,257 lights at 441 blocks had been replaced with LED lighting and achieved savings of 28,191 kWh savings a day, or 10,290 MWh savings a year or reduction of 4,221 tonnes of CO₂ per year 	<ul style="list-style-type: none"> Attain 100% LED lighting installation at all corridors, staircases, streets and landscape areas by 2021 Continue to adopt new smart technologies to achieve responsible consumption of water and electricity Set up an energy and water consumption monitoring system so as to reduce wastages and pilferages
13 CLIMATE ACTION  Take urgent action to combat climate change and its impacts	Eco Burners <ul style="list-style-type: none"> 260 eco-burners in use currently Eco-Office <ul style="list-style-type: none"> Certified as an Eco-Office by the Singapore Environment Council 	<ul style="list-style-type: none"> Full implementation of green procurement policies by 2021 Attain Eco-Office Certification annually at our Holland-Bukit Panjang Town Council office
17 PARTNERSHIPS FOR THE GOALS  Strengthen the means of implementation and revitalise the global partnership for sustainable development	Existing Partners <ul style="list-style-type: none"> National Environment Agency Housing and Development Board National Parks Board Land Transport Authority Public Utilities Board North West Community Development Council Municipal Services Office Schools Merchant associations People's Association Residents' Committees Citizens' Consultative Committees Agri-Food & Veterinary Authority Public Hygiene Council Singapore Environment Council Singapore Police Force 	<ul style="list-style-type: none"> Strengthen 3P (Public, Private and People) partnerships to enhance sustainability in town management

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