

Dear Residents,



A WARM WELCOME TO *Tampines!*

On behalf of Tampines Town Council, I welcome you to your new home and our community! We are thrilled to have you in our neighbourhood and hope that you will build your home with us for many years to come!

Tampines offers a blend of culture, nature and urban life. Explore the busy Tampines N2 Shopping Street (Blk 201A to 201E and 201G, Tampines Avenue 2), or participate in community activities at Our Tampines Hub (OTH); taste a myriad of food options from hip cafes to traditional food centres, or experiment with exotic spices found in our Tampines Round Market & Food Centre. Tampines offers you many options, and it never disappoints!

The best way to familiarise yourself with our award-winning town is to follow the Tampines Heritage Trail. Visit 14 heritage sites found on three thematic routes that include the Tampines Town Trail, the Religious Institutions Trail and the Green Spaces Trail. You will also enjoy a more comprehensive walking and cycling network as a result of ongoing infrastructure enhancements to transform Tampines into a world-class Walking & Cycling Town!



Scan to view the
TAMPINES HERITAGE TRAIL

Besides our many amenities and attractions, residents are encouraged to participate in local estate management matters and community activities. Check out the Residents' Network in your precinct and play a part in shaping the community. You may also discuss any concerns that you may have with our Members of Parliament for Tampines GRC at various platforms such as Meet-the-People sessions.

To find out more about Tampines Town Council, simply scan the QR code below. Feel free to message the Town Council on Facebook if you have any queries!



**Official
Website**

<https://www.tampines.org.sg/>



**Official
Facebook Page**

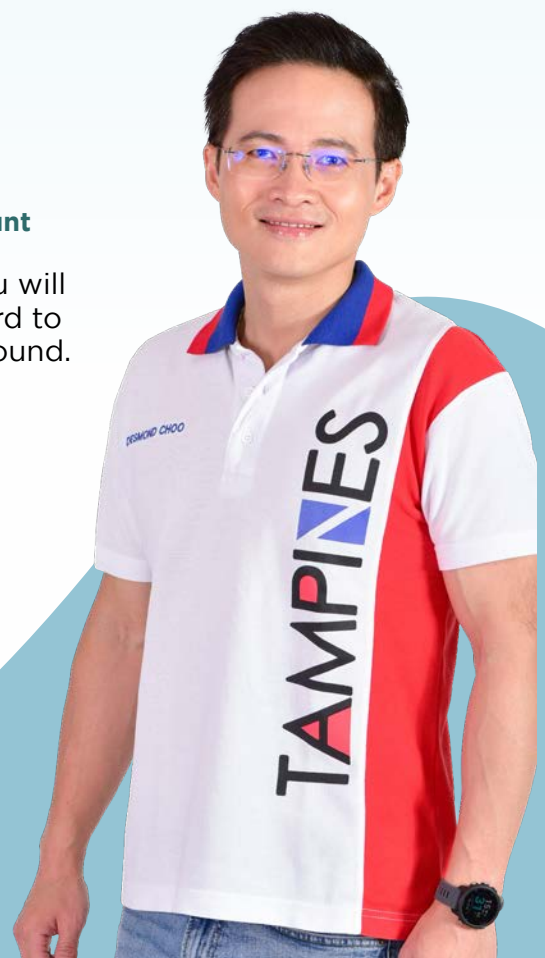


**Official
Instagram Account**

Once again, welcome to Tampines! I am confident that you will love our neighbourhood as much as we have. I look forward to your participation in our activities and hope to see you around.

Together, let's make Tampines our best home!

DESMOND CHOO
Chairman
Tampines Town Council



Come & Meet Us on Monday

MEET-THE-PEOPLE SESSION

Meet-the-People Sessions are held every Monday except for the fifth Monday of the month and public holidays.

敬请注意议会见民众时间将是每个星期一，除了每个月的第五个星期一以及公共假期。

Sesi Bertemu Rakyat (Ahli Parlimen) akan diadakan pada hari Isnin kecuali pada hari Isnin yang kelima setiap bulan dan cuti umum.

நாடாளுமன்ற உறுப்பினர் சந்திப்பு அங்கம் மாத்தின் ஐந்தாவது திங்கட்கிழமையும் பொது விடுமுறை நாட்களும் தவிர்த்த மற்ற ஒவ்வொரு திங்கட்கிழமையும் நடத்தப்படும்.

MR MASAGOS ZULKIFLI

Minister for Social and Family Development,
Second Minister for Health & Minister-in-charge of Muslim Affairs

Elected Member of Tampines Town Council

Member of Parliament for Tampines GRC

TAMPINES WEST

Blk 143, Tampines Street 12, void deck
Singapore 520143

Mailing address: Blk 140, Tampines Street 12,
#01-426, Singapore 520140

☎ 6782 1177

Mondays: 7.30pm — 9.30pm
(Except 5th Monday of the month & Public Holiday)

📧 masagos

✉ masagos.zulkifli@pap.org.sg

Blocks in this Division:

140-151, 156-166,

801-820, 821-829, 823A, 826A, 827A-B, 828A, 870A-C, 871B-C, 872A-C, 873A-B, 874B-D, 875A-B, 876A-C, 878A-C, 879A-D, 887-889, 887A, 888A, 889A, 890, 890A-D, 891-899, 891A-B, 892A-899A,

902-903, 906-916, 921, 921A, 922, 924-946

TAMPINES EAST

Blk 209, Tampines Street 21, #01-1347,
Singapore 520209

(Except 5th Monday of the month & Public Holiday)

☎ 6783 5577, Mondays: 7.30pm — 9.30pm

✉ pap261@singnet.com.sg

Blocks in this Division:

201-209, 201A-E, 201G, 202A, 208A, 210-230, 230A-H, 230J, 231-238, 239-271,

501-510, 512-513, 512A, 515-520, 515A-D, 518A-D, 519A-D, 520A-C, 522, 522A-C, 523A-D, 524, 524A-B,

618A-B, 619A-B, 620, 620A-B, 621A-B, 622A-B, 623, 623A-C, 624A-B, 625A-B, 626A, 627, 627A-B

DR KOH POH KOON

Senior Minister of State,
Ministry of Sustainability and the Environment
& Ministry of Manpower

Elected Member of Tampines Town Council

Member of Parliament for Tampines GRC

TAMPINES CENTRAL

Blk 856, Tampines Street 82, #01-279
Singapore 520856

☎ 6783 3090

Mondays: 8pm — 9.30pm

(Except 5th Monday of the month & Public Holiday)

📧 drkohpohkoon

✉ tampines.central.mps@pap.org.sg

Blocks in this Division:

601, 601A-D, 602A-B, 603, 603A, 604, 604A-B, 605, 605A-D, 606, 606A-D, 607A-C, 608, 608A-C, 609, 609A-D, 610, 610A-C, 611, 612A-B, 613, 613A-B, 614, 614A-B, 660, 660A-C, 662, 662A-C, 663, 663A-C, 664, 665, 665A-C, 666

701-723, 701A, 704A, 708A, 716A, 720A, 723A, 724-734, 727A, 730A, 735-742, 742A

830-856, 842A-H, 856A-F, 857-864, 857A-B, 858A-E, 859A-E, 860A-D, 861A, 862A, 863A-B, 864A-B, 865-874, 867A, 868A-D, 869A-C, 871A, 874A, 875-886, 880A, 882A, 885A, 886A

MR DESMOND CHOO

Mayor, North East District

Chairman of Tampines Town Council

Member of Parliament for Tampines GRC

TAMPINES CHANGKAT

Blk 114, Tampines Street 11, #01-167
Singapore 521114 (Every 1st and 3rd Mondays)

Blk 358, Tampines Street 33, #01-666

Singapore 520358 (Every 2nd and 4th Mondays)

☎ 6781 5329 / 8831 2368

Mondays: 7.30pm — 9.30pm

(Except 5th Monday of the month & Public Holiday)

📧 DesmondChooPeyChing

✉ desmondchoopcg@gmail.com

Blocks in this Division:

101-114, 117, 124-127, 136-139, 136A,

272-298, 299A-B,

301-343, 307A, 311A, 316A, 330A, 331A, 340A, 345-370, 351A, 354A, 359A, 364A, 366A, 367A, 371-374, 374A, 381-396, 384A, 390A

MR BAEE YAM KENG

Senior Parliamentary Secretary,
Ministry of Sustainability and the Environment
& Ministry of Transport

Vice-Chairman of Tampines Town Council

Member of Parliament for Tampines GRC

TAMPINES NORTH

Blk 444, Tampines Street 42, #01-136
Singapore 520444

☎ 6260 0152 / 8654 4951

Mondays: 7.30pm — 9.30pm

(Except 5th Monday of the month & Public Holiday)

📧 BaeeYamKeng

✉ ykbaee@gmail.com

Blocks in this Division:

401-450, 450A-G, 451-484, 485A-B, 486A-C, 487A-C, 488A-B, 489A-C, 490A-B, 491A-H, 492, 492A-H, 492J, 493A-E, 494, 494A-H, 494J, 495A-F, 496A-G, 497A-H, 497J-L, 498A-H, 498J-N, 499, 499A-D

629A-B, 630A-B, 631A-B, 632A-B, 633A-B, 634A-C, 635A-C, 636A-C, 637A-B, 638A-B, 639A-B, 640A-B, 641A-C, 645A-B, 646A-B, 647A, 648A-C



SERVICE & CONSERVANCY CHARGES (S&CC)

WHAT IS S&CC?

- S&CC is due on the first day of every month and is payable without demand (i.e. no invoice will be sent)
- Residents have one-month grace period to pay their S&CC
- Your S&CC goes towards the maintenance and upkeep of the common property and open spaces within Tampines



Routine Estate Maintenance

- Undertake conservancy and cleaning works
- Provide 24-hour essential maintenance and lift rescue services
- Landscaping and horticultural maintenance
- Building, sanitary, electrical maintenance (including lifts, pumps and public lightings etc)

Cyclical Maintenance Works

- Cyclical Repairs and Redecoration (R&R) and repainting of buildings
- Re-roofing, electrical re-wiring, replacement of water tanks and pumps
- Replacement of lifts and their components



Payment Modes for S&CC

To save time and avoid overcrowding, you can make your S&CC payments via the following methods:



Cheque Payment

You can mail the cheque or drop it off at Tampines Town Council. The cheque should be crossed and made payable to 'Tampines Town Council'. The reverse side of each cheque must bear your full name and residential address.



AXS Machine



Singapore Post Office / SAM Machine



Internet Banking



Credit Card Direct Debit Service (VISA and Mastercard only)



Inter-bank GIRO

Otherwise, you can make your S&CC payments at Tampines Town Council* (via Cash, NETS or Credit Card) or Public Service Centre (PSC) on L1 at Our Tampines Hub (via Cash or NETS only).

Thank you for your understanding and cooperation.

**Only on Mon-Thu (8am-5pm) & Fri (8am-4.30pm)*

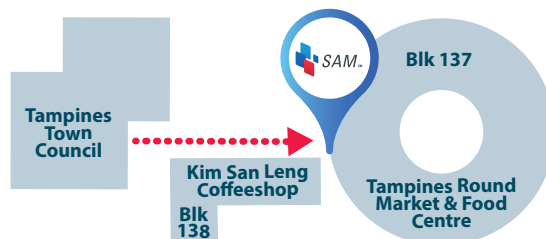
ALTERNATIVE Payment Modes for S&CC

To save time and avoid overcrowding in the Town Council, residents can choose to make their S&CC payments at other locations, such as:

1



SAM machine is located near Kim San Leng Coffeeshop at Block 138.



CASH

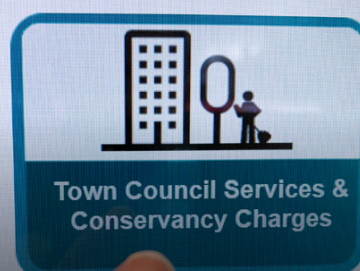
2



e-Lobby in the Public Service Centre at Our Tampines Hub (Level 1)

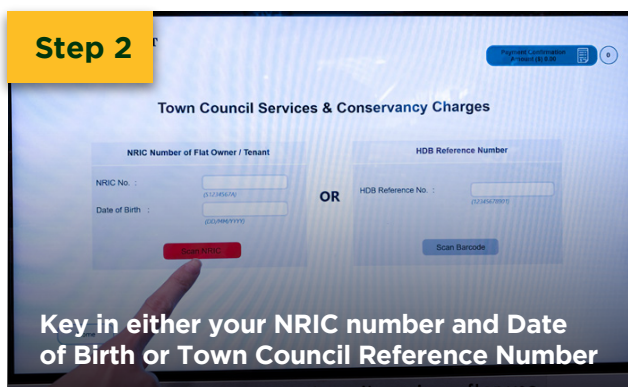


Step 1

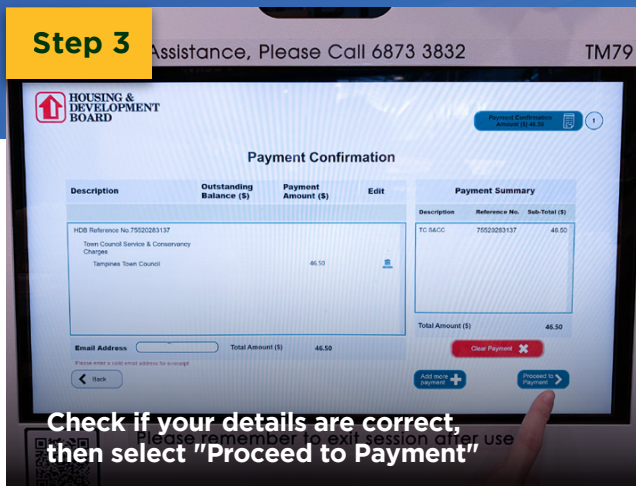


Select "Town Council Services & Conservancy Charges" on the screen

Step 2



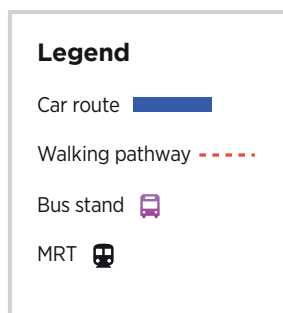
Note: HDB Reference Number and Town Council Reference Number are the same.



Approach the Public Service Centre officers on duty for assistance (from 9am to 9.30pm daily) or contact them at 6340 3636

Note: HDB Payment Kiosk can only be used for paying current-month bill and advance payment (one month). For S&CC arrears, penalty and legal fees, please visit the Town Council.

HOW TO GET TO OUR TAMPINES HUB



Getting to OTH by Car:

The Basement 2 Car Park can be accessed by Entrance A & C, via Tampines Avenue 4 & 5 or via Tampines Walk. The Basement 1 Car Park can be accessed by Entrance B (see directions outlined above)



Getting to OTH by Train:

Alight at Tampines MRT Station (DT32, EW2) (approx. 5 min walk)



Getting to OTH by Bus:

Bus stops A & B - 3, 10, 20, 22, 23, 31, 34, 39, 65, 67, 292, 293
Bus stop C - 22, 293

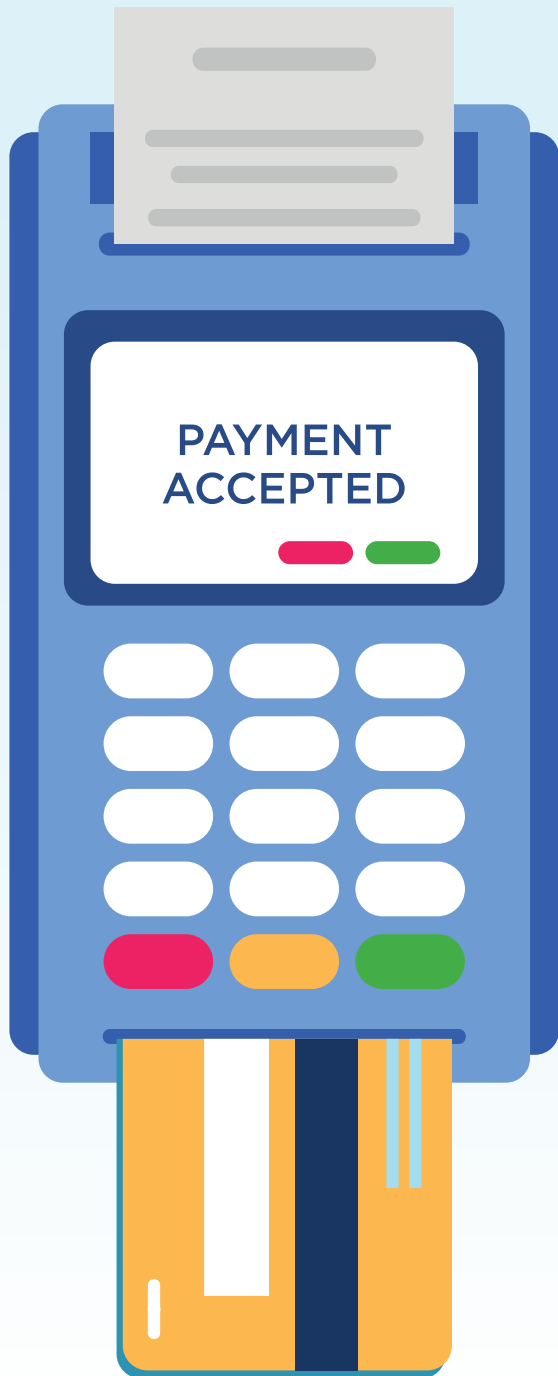


Getting to OTH by Taxi:

The taxi stand is at North Arrival Plaza via Tampines Walk and Arena @ OTH via Tampines Street 82

North Arrival Plaza Taxi stand number: **i51**
Arena @ OTH Taxi stand number: **i50**

Things to Note Regarding S&CC Payments



GIRO deduction

- GIRO deduction is made on the 28th of every month. If deduction is unsuccessful, a second GIRO deduction will be made on the 7th of the following month*

**Late payment fee may incur if both deductions are unsuccessful on the 10th of the following month*

Late payment penalty

- Impose late payment penalty fee of 2% per month of outstanding S&CC for residential units and 5% per month of outstanding S&CC for commercial units
- Disallow use of common facilities except on compassionate grounds such as funeral wake
- Take private summons to recover arrears
- Recover all legal and administrative costs incurred
- Work with HDB to tag the sale of season parking tickets

APPLICATION FORMS FOR DOWNLOAD



GIRO form
<https://bit.ly/GIROform>



Recurring Credit Card (RCCS) application form
<https://bit.ly/TTCccform>



Other forms
<https://bit.ly/TTCotherforms>

Complimentary Bulky Items Removal Service



Contact us 3 working days in advance to arrange for an appointment. Items will be collected for removal on the agreed date between 2 pm – 5 pm.

This service applies only to the first 3 bulky items to be disposed per month.

Please do not leave items at the common area before or after the agreed date/time. Improper disposal of bulky items can create fire hazards.

Call us at

6781 2222

(during office hours Mon-Fri, 8am – 5pm)

24-hour EMSU hotline:

1800-325 8888



For more details,
scan this QR Code

Email us at feedback@ttc.org.sg

Write in to us at <https://www.tampines.org.sg/ContactUs/Feedback>



Removal service does not include



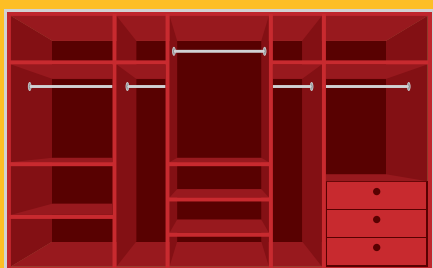
Renovation debris



Items for house-moving



**Fish tank, glassware
and other fragile items**



**Built-in items such
as cupboards**



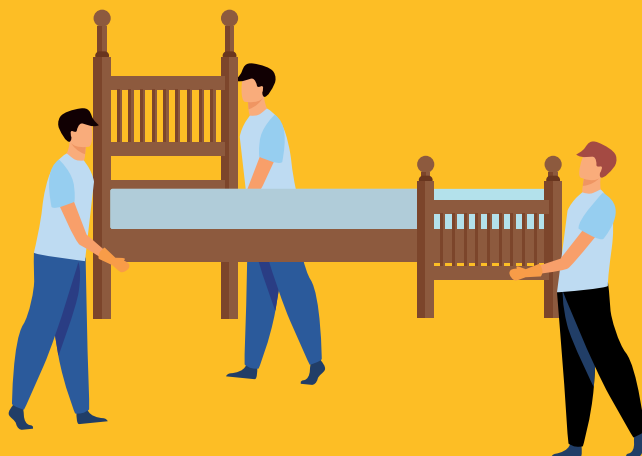
Safe deposit box



**Piano/big musical
instruments**



**Fitness equipment/
gym set**



**Any other item that has to be managed by
more than two conservancy workers**

Please **DO NOT** throw
the following items into
the refuse chute

请不要把以下物品丢
进垃圾槽

JANGAN buang
barang-barang berikut
ke dalam corong sampah

தயவுசெய்து பின்வரும்
பொருட்களை சாய்வுதள
மறுப்பினுள் எறிய வேண்டாம்



LONG OBJECTS



BULKY ITEMS



RENOVATION DEBRIS



HEAVY OBJECTS



FLAMMABLE ITEMS



BULKY CARTON BOXES
(For proper disposal, please cut
boxes into small pieces)



Please bag your
refuse and throw
it in the refuse
chute. The size of
refuse bag should
be smaller than
the hopper
opening.

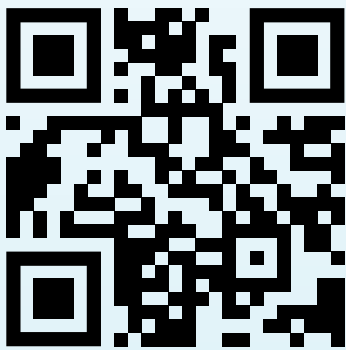
REGISTER TO GET OUR FLYER BOX* TODAY!

***Limited to 1 flyer box per household**

Have you seen flyers being stuffed between your door gate or slotted under your door?

A flyer box is what you need!

Designed by the Tampines Town Council, the flyer box will be provided to our residents at no cost.



Simply scan the QR Code, fill out the form to indicate your interest and a flyer box will be mailed to you soon!

**Flyer Boxes
are Available
for Tampines
Residents!**



GET IN TOUCH *With Us*



Tampines Town Council

136 Tampines Street 11, Singapore 521136

☎ **6781 2222**

✉ **feedback@ttc.org.sg**

Operating Hours:

Our Office

Mon to Thu: 8.00am to 5.00pm

Fri: 8.00am to 4.30pm

Sat, Sun & Public Holidays: Closed

Payment & Fees

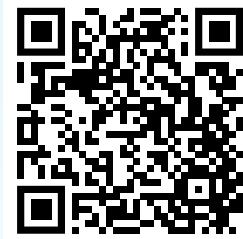
Mon to Thu: 8.00am to 5.00pm

Fri: 8.00am to 4.30pm

Sat, Sun & Public Holidays: Closed

Essential Maintenance Service Unit (EMSU) 24-hour hotline

☎ **1800 325 8888**



Scan this QR code to
access other useful
links and contacts

If you need assistance with the forms and other matters,
please visit us at the Town Council.

