ABSTRACT

Since March 1991, all HDB public housing estates have been handed over to town councils for their management and maintenance. There are currently 25 town councils managing the various single as well as Group Representative Constituencies.

The town councils have to discharge their maintenance management responsibilities effectively and efficiently within a limited budget. To achieve this, they must be able to properly monitor the execution of their maintenance management function and also carry out audit checks to ensure that they are meeting standards and targets set.

The writer observed that many town councils do not have a comprehensively established set of maintenance controls and audit systems. Without these, the efficiency and effectiveness of the town councils in executing their maintenance management function is likely to be adversely affected.

This study will examine the maintenance control and audit process of three town councils namely City Centre Town Council, Holland Town Council and Jurong East Town Council. It will examine their effectiveness as well as shortcomings. The writer will also identify and recommend a maintenance control and audit model for implementation by the three town councils under study as well as other town councils.