

# WELL-MAINTAINED, CONNECTED & CARING NEIGHBOURHOODS

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## WELL-MAINTAINED NEIGHBOURHOODS: Using Technology for High-Quality, Prompt and Pre-emptive Services

### Reducing no. of issues faced by residents



Smart Lighting System collects and analyses data on lighting performance, enabling the prediction of potential faults and proactive maintenance to be carried out.



Piloting digital tools and technologies such as machine learning and Artificial Intelligence (AI) to manage greenery and parks in the Bishan-Ang Mo Kio area.

### Integrating services around residents

Piloting a new model of municipal services delivery in Tampines in late 2021, to address municipal issues efficiently and seamlessly at the town-level.



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## CONNECTED NEIGHBOURHOODS: Through Inclusive Digitalisation

**Inclusive, convenient, and on-the-go reporting**



- 2-step reporting of municipal issues through **OneService Lite QR codes** placed at high-traffic areas. Expanding to Chinese soon, and later in Malay and Tamil.
- Report municipal issues on-the-go through **OneService Chatbot** via Telegram and WhatsApp, from 2H2021.

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## CARING NEIGHBOURHOODS: Through Partnership with Passionate Residents

### Encouraging Greater Neighbourliness



- Connect persons in need of assistance to agencies using the upcoming **"Help Neighbour"** feature in the OneService App from 2H2021. This initiative is a collaboration between the Ministry of Social and Family Development, MSO, and Agency for Integrated Care.
- Alert neighbours in the same block to upcoming renovations with the **"Happenings"** feature in the OneService App.

### Co-creating community-based solutions

**"Love Our 'Hood Initiative"** to support residents in developing and implementing community-based solutions in their neighbourhoods, starting with Mountbatten from January to March, and Bukit Gombak and Pioneer later in 2021.

Community Norms on Neighbourly Noise

Responsible Pet Ownership



### Facilitating long-term partnerships

Supporting over 2,000 residents and community partners through the **'OneService Kakis' network**, with dialogues and resources to translate ideas into action.

### How to get involved:

Follow us on Facebook and Instagram to get the latest news!

**OneService Community**

**oneservicesg**

Download the **OneService App!**



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