


MISCOMMUNICATION BEHIND TOILET ISSUES

 WE THANK Mr David Soh Jin Hoe for his letter, "No repairs to loo at Bishan East CC (*my paper*, Sept 24).

The Bishan Community Club Management Committee has a regular maintenance programme for the upkeep of its facilities, including the toilets.

Defects are reported to the managing agent, who oversees repairs by our appointed contractor.

In this instance, there was a breakdown in communication between the two parties, which resulted in a delay in the repairs.

We apologise for the inconvenience experienced by Mr Soh.

The toilet has since been repaired and we are replacing the soap dispensers with heavy-duty stainless-steel ones, which are more durable.

We thank Mr Soh for his feedback and look forward to welcoming him and his family at our community activities.

We invite him to call the Bishan East Constituency Office on 6259-4720 if he has further feedback.

Mr Tay Pen Soo
Vice-Chairman
Bishan Community Club
Management Committee