

How did you feel about going to the loo?



5-star toilet at Blk 162 Ang Mo Kio Ave 4

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Users of a certain toilet in Ang Mo Kio Avenue 4 have been doing more than just wash their hands after going to the loo.

They've been filling out survey forms and many of them are saying they are pleased with efforts to keep the toilets clean.

Mooted at the end of April this year, the feedback gathering initiative is part of the Ang Mo Kio-Yio Chu Kang Town Council's efforts to raise the standard of toilet cleanliness in all its seven divisions.

The toilet at the market and food centre at Block 162, Ang Mo Kio Avenue 4, was on Saturday, the first in the Central Singapore district to receive a five-star rating from the Restroom Association of Singapore.

Only two other market and food centres have a similar rating and they're in the Northeast District.

A five-star rating requires that a toilet has dry floors, basic amenities like handsoap, toilet paper and is odour- and litter-free.

Ang Mo Kio GRC MP Inderjit Singh is aiming, in the next six months to a year, for the other seven market and food centres to have toilets with at least a four-star rating.

To do this, he says cleaners will be sent for a 48-hour training course with the World Toilet College, a Best Toilet Manage Award will be launched and public education about cleanliness stepped up.

He adds that efforts to improve service standards started even before news broke that town council management report cards will be issued.

"More than a year ago we had formed a few task forces, among them, a customer service task force, and the second one was a cleanliness and maintenance task force. This was on top of our regular town council committees. Our idea is to see how we can further improve the standard of service that we give to our residents. We've been actually doing surveys among our residents which we never used to do in the past."

Now that the H1N1 flu is spreading, Mr Singh says they're also stepping up efforts to maintain cleanliness elsewhere such as the food centres.

Nine of the stalls at the market and food centre at block 162 has an 'A' grade.

The goal, he says, is to enable half of the 40 stalls there to also qualify for an 'A' grade in the next six months.