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Toilets for the disabled always open for use

I REFER to the letters, 'Don't lock up toilets for disabled in MRT stations' by Mr Leo Chen Ian (ST, May 18) and 'Smokers puff away in toilets for disabled' by Ms Jillian Woon Sook Yin (ST, May 26).

Toilets for disabled persons are put in place for their convenience. At SBS Transit, we do not lock up such toilets as that would defeat the purpose of having them in the first place.

If cleaning is in progress, our cleaners would put up signs to indicate this.

Unfortunately, there were several occasions when able-bodied members of the public misused these toilets. An example was cited by Ms Woon in regard to the toilet at Chinatown Station - it was locked and when she knocked, she received no response but, several minutes after, a couple emerged.

We are indeed dismayed by such inconsiderate acts and would like to remind the public that such toilets are reserved for the use of the disabled. We encourage members of the public to report any misuse.

We thank the writers for their feedback.

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