

# Have a Happy Toilet

WE REFER to last Friday's letter by Mr Murali Sharma, 'Focus on hygiene process'.

He pointed out that many stalls seem to be blessed with an 'A' certification but the grading usually does not seem to cover the toilets.

The Restroom Association (Singapore) would like to urge food and beverage operators to take his feedback positively and work with us to rate their toilets under our Happy Toilet Programme (HTP) - download the HTP booklet at [www.toilet.org.sg/docs/HTPBrochure.pdf](http://www.toilet.org.sg/docs/HTPBrochure.pdf) for details - to become quality service providers offering quality toilets.

Our recent survey revealed that more than 90 per cent of the respondents felt that toilets should be graded. The association understands that F&B operators find it hard to keep their toilets clean because of high usage, irresponsible users and vandalism.

If they participate in our HTP, we will work with them to roll out public education programmes to remind users to practise good toilet habits which include appreciating cleaners and clean public toilets.

One good example is Koufu Pte Ltd, one of the Loo Awards recipients last year. It is the first F&B operator with 5-star Happy Toilets in its foodcourt located at West Mall Shopping Centre.

There are also several coffee shops with 3- and 4-star Happy Toilets - visit our Loo Map at [www.toilet.org.sg/loomapdirectory.html](http://www.toilet.org.sg/loomapdirectory.html) for the locations - and we hope more will soon follow suit to spruce up their toilets to meet our HTP standards.

The public can share their views online or download our feedback form from our website.

They can also e-mail us at [info@toilet.org.sg](mailto:info@toilet.org.sg) or SMS us at 9770-LOOS (9770-5667).

**Emerson Hee**

**For president**

**Restroom Association (Singapore)**

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