

# NEA fines coffee shops without soap in toilets

WE REFER to the letter, "Coffee-shop loos should have soap" (*my paper*, May 8), by Mr Chan Chee Beng.

Public-toilet operators or building management are required to ensure that their public toilets are clean and in good working order at all times.

It is a must to provide soap.

We contacted Mr Chan and followed up with checks of the toilets he visited where soap was not provided.

Fines were imposed on operators who were found to be still not providing soap during our checks.

To raise public awareness of the need for clean public toilets and user responsibility, the National Environment Agency (NEA) and the Restroom Association (Singapore), or RAS, have initiated many public-education programmes such as "My coffee shop shines", "My mall shines" and the "Happy Toilet Programme".

NEA will continue to work with RAS and the community to create platforms to spread this important message.

Members of the public can call the NEA's 24-hour Call Centre on 1800-CALL NEA (1800-225-5632) or give their

feedback to the RAS through their website at [www.toilet.org.sg](http://www.toilet.org.sg) to alert us about poorly maintained public toilets for our follow-up.

We thank readers for the feedback and appreciate their concern.

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