

Restrooms closed during cleaning as a safety measure

I REFER to Ms Lam Sook Ching's Forum Online letter, 'Train station loos should stay open longer' (July 9).

We wish to clarify that train station restrooms are closed for 30 minutes three times a day during off-peak hours. This is to allow our cleaning contractors to refresh the restrooms for the comfort of all users throughout the day. For the safety of users, the cleaning contractors will open the restrooms only when the floors are dry. This is to forestall slipping.

We thank Ms Lam for her feedback that in a spirit of graciousness, the cleaner at Boon Lay MRT station could have allowed her to use the restroom. We will look into how we can improve in this area while keeping in mind user safety and convenience.

Lastly, we would like to take this opportunity to share that train station cleaning rosters are displayed outside all station restrooms.

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