

# Loo cleanliness depends on users, operators and cleaners

WE REFER to Mr David Soh Jin Hoe's letter, "No repairs to loo at Bishan East CC" (*my paper*, Sept 24).

The Restroom Association (Singapore) would like to commend Mr Soh for his tireless efforts in providing feedback.

The three key players in cleaning and maintaining working toilets are users, contractors and cleaners, and owners and operators.

Considerate and responsible users should emulate Mr Soh's commitment in highlighting defects to restroom owners and operators, or contractors and cleaners.

If contractors and cleaners spot any defect, they should also give feedback to the loos' owners and operators, who should take prompt action to ensure such defects are remedied. Public toilets will be kept clean and functional when everyone acts responsibly.

We will be more than happy to work with community clubs (CCs) to ensure that their visitors continue to enjoy their high-quality facilities. Recently, a CC went the extra mile to en-

gage our services to assess its toilets under our Happy Toilet Programme (HTP), and it will be the first CC in Singapore with loos graded as Happy Toilets. Our HTP booklet can be downloaded at <http://www.toilet.org.sg/docs/HTPBrochure.pdf>

We encourage more CCs to come forth and emulate its commitment.

We invite the public to nominate committed toilet owners and operators, contractors and cleaners, and individuals for our inaugural LOO Awards 2009, to recognise their contributions in helping Singapore achieve a world-recognised standard of restroom cleanliness. More nomination details can be found at [www.toilet.org.sg](http://www.toilet.org.sg)

We thank Mr Soh for his feedback. Members of the public can share their views online or download our feedback form from our website. They can also send an e-mail to [mysay@toilet.org.sg](mailto:mysay@toilet.org.sg) or SMS to 9770-LOOS (9770-5667).

**Mr Emerson Hee**  
**For President**  
**Restroom Association (Singapore)**