

Three cheers for tireless feedback on state of toilets

I REFER to last Thursday's Forum Online letter by Mr David Soh, 'No action taken on toilet repair feedback'.

The Restroom Association (Singapore) would like to commend Mr Soh on his tireless efforts in providing feedback. We believe the three key players to clean and working toilets are users, contractors and cleaners, and owners and operators.

Considerate and responsible users should emulate Mr Soh's commitment to highlight defects to owners, operators, contractors or cleaners. Contractors and cleaners should also give feedback to their owners and operators if they spot any defects. Owners and operators should then take prompt action to ensure such defects are remedied. Public toilets will stay clean and functional when everyone acts responsibly.

We would be more than happy to work with Bishan Community Club (CC) or any other CCs to ensure that all visitors continue to enjoy their high-quality facilities. Recently, a CC went the extra mile to engage our service to assess its toilets for our Happy Toilet Programme (HTP) - download our HTP booklet at www.toilet.org.sg/docs/HTPBrochure.pdf - and it will be the first CC in Singapore with Happy Toilets. We would like to encourage more CCs to come forth and emulate their commitment.

We would also like to take this opportunity to invite the public to start nominating committed toilet owners, operators, contractors, cleaners and individuals for our inaugural Loo Awards 2009 - visit our website at www.toilet.org.sg for more nomination details - to recognise their contributions in helping Singapore achieve a world-recognised standard of restroom cleanliness.

The public can share their views online or download our feedback form from our website. They can also e-mail mysay@toilet.org.sg or SMS 9770-LOOS (9770-5667).

Emerson Hee

For President

Restroom Association (Singapore)