

Frequently Asked Questions (FAQ)

Nanyang Zone 3 Lift Replacement Program (LRP)

For residents of Block 712, 713, 715, 716, 717, 718 Jurong West Street 71, Block 723 Jurong West Ave 5 and Block 724 Jurong West Street 72

1) What is the purpose of Lift Replacement Programme (LRP)?

Under the LRP, old lifts will be replaced with modern lifts that provide greater security and energy efficiency. Improvements include vision panels that allow you to see through the lift door and infra-red and motion sensors which will automatically trigger the door to open or close, according to movements.

2) When is the lift replacement work going to start and end?

The lift replacement is scheduled to **start on 2 November 2020** and would complete by the 3rd Quarter of 2021, barring unforeseen circumstances.

3) How many lifts will be shut down at any one time in a block?

There will be at least 1 lift in service at any one time in the block.

4) Why is it so dusty/noisy? What are you doing to minimise such inconvenience?

Owing to the nature of the works, some noise and dust is expected. However, please be assured that our lift contractor has hoarded up their area of work to reduce the amount of dust and noise generated. We seek your kind understanding and patience during this period.

5) If I need a place to work during the project operations hours, where can I go?

Should you require a more conducive space during the project operations hours, you may wish to consider using the Nanyang Community Club (10.30am to 6pm daily).

6) I received a letter saying that works for LRP would start on 2 November 2020. Why are we being notified so late?

Owing to Covid-19, the LRP was delayed. The contractor is only able to resume works recently and works would start on 2 November 2020.

7) Can the upgrading be paused on weekends as it's very noisy/dusty/etc?

Please be assured that the works would comply with the NEA guidelines, i.e., works would be carried out from 8am to 5pm, Mondays to Fridays (except public holiday), and from 8am to 12pm on Saturdays. No work will be carried out on Sundays.

8) Do I have to pay for the lift replacement?

No. The lift replacement is fully funded by HDB and the Town Council.

9) Why does it take so long for the works to be completed?

It takes about 5 months to complete the replacement of one lift which includes the testing and commissioning of the new lift. Thus, it would take close to a year to replace all the lifts in the block.

10) When the lift is under replacement, how can the Town Council help my elderly or wheelchair bound family member leave their flat, say for medical check-up?

For emergency, please call 995 or 999 to assist your elderly or wheelchair bound family member.

For non-emergency, if your elderly or wheelchair bound family member needs to go down/up one level to reach the working lift before going for a medical check-up, you may contact the Town Council via the following methods.

- Phone: 6791 5755 during office hours from 9am to 5pm
- Email: wctcbl@wctc.org.sg

Please note that all requests require 24 hours prior notice.

11) Where can I get more information of the Lift Replacement?

For more information on the Lift Replacement Programme (LRP), please visit <https://wctc.org.sg>

Alternatively, you may contact the West Coast Town Council via email (wctcbl@wctc.org.sg) or call 6791 5755.

WEST COAST TOWN COUNCIL

Correct as at 26 October 2020