



Our PRPG, Our Home!

5YR ROADMAP

distinct town identities · sustainable · sense of ownership · empathy · graciousness · social responsibility · inclusivity



CONTINUOUS CORPORATE GOVERNANCE

- Institutionalise audit & review procedures
- Review business continuity plans periodically
- Adopt industry best practises
- Increase awareness in operational settings
- Engage external experts for quality & standards review



DATA DRIVEN ESTATE MANAGEMENT

- Engage multiple stakeholders for targeted outcomes
- Formulate strategic solutions for existential estate issues
- Employ technology advancements & industry best practises



SUSTAINABLE GREEN TOWNS

- Review existing sustainability projects
- Engage residents in sustainability ideas & efforts
- Partner with other town councils, sustainability experts & advocates



QUALITY ENHANCEMENT OF PHYSICAL ENVIRONMENT

- Analyse & adapt trends to residential improvement works
- Refine cyclical work processes to latest safety requirements
- Maximise potential of improvement works



PROGRESSIVE FINANCE & ADMIN PROCESSES

- Collaborate with other agencies for latest customer service applications
- Advancement towards 24/7 contactless account access & payment solutions
- Revamp internal processes towards sustainability targets



DIGITALISATION OF COMMS & ENGAGEMENT

- Formulate & adapt comms & engagement towards #newnormal
- Maximise proactive engagement with residents with social media
- Analyse information consumption habits for effective messaging

2021

2022

2023

2024

2025