

Cabby goes the distance to return iPhone

LAST Saturday, I left my iPhone in a cab.

When I discovered that it was missing, I called TransCab's lost-and-found hotline and also requested my telco to lock the phone's SIM card.

I found out later that the taxi driver had found my iPhone and

had been trying to reach me at home the entire day.

His task was made harder by the locked SIM card. However, his son managed to read the card and get my home number.

We then arranged to meet at Paramount Hotel, where he was celebrating a birthday with his family.

The world could do with more people like this taxi driver and his wonderful family. Such honesty is refreshing and a joy to discover.

I would like to say a big thank you to Tony, his wife, Joo Lian, and their children.

Tony is a credit to TransCab

and a role model to all cabbies in Singapore.

MR JOSEPH WONG

WRITE TO US AT myp@sph.com.sg with your name, address and number. We reserve the right to edit letters for clarity and length.

HDB balances residents' needs in LUP

REFER to the letter from Mr Kwan Jin Yao, "Residents' feedback on LUP vital" (*my paper*, June 21).

We agree that residents' feedback is important in the implementation of the Lift Upgrading Programme (LUP). Consultation with residents has been a key part of the LUP procedure since its launch in 2001.

Upon the selection of a precinct for LUP, a local working committee is set up to oversee the design and construction works. The committee is chaired by a local adviser or an appointed grassroots leader. Members include precinct residents.

The committee studies lift-upgrading designs proposed by consultants. It also provides feedback and guidance on LUP solutions and the implementation process. Other residents are consulted on the proposals through straw polls and surveys. Their feedback is then used to refine the design before the main LUP poll is conducted.

For the main poll, residents are given details of the upgrading works. They can visit an LUP exhibition held at their precinct, find out more from an upgrading brochure or speak with our officers to understand the LUP works involved.

The LUP for a block will proceed only if a majority (75 per cent or more) of benefiting households vote for it.

HELPDESK 我的字典

Procedure: 步骤 bù zhòu

Precinct: 管辖区 guǎn xiá qū

Ventilation: 通风设备 tōng fēng shè bèi

Trade-offs: 权衡 quán héng

Typically, the entire process, including consultation and construction for an LUP precinct, takes about three years. However, HDB considers this to be time well-invested, as it allows us to deliver an LUP solution that better meets the needs of most, if not all, residents.

The lift-upgrading works for the vast majority of precincts have been implemented successfully with the overwhelming support of residents.

Nevertheless, in a small number of precincts, the LUP solution required is not so straightforward and HDB has to balance the competing interests of different groups of residents.

For example, in the Tampines LUP precinct which received media coverage recently, we had to balance the requests of residents who preferred installing fins at lift lobbies for greater privacy against those of residents who preferred not to have the fins, so as to let in more light and ventilation.

While HDB is committed to meeting residents' needs, we seek their understanding that some trade-offs are sometimes inevitable in order to reach a solution that will benefit the majority of residents and minimise inconvenience to others.

MR LAWRENCE PAK
DEPUTY DIRECTOR
(UPGRADING PROGRAMMES MANAGEMENT)
HOUSING & DEVELOPMENT BOARD



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