

1 Report issues

2 Book facilities

3 Help neighbour

4 Happenings



You can also report issues via OneService Chatbot



Together, let's build a better neighbourhood.



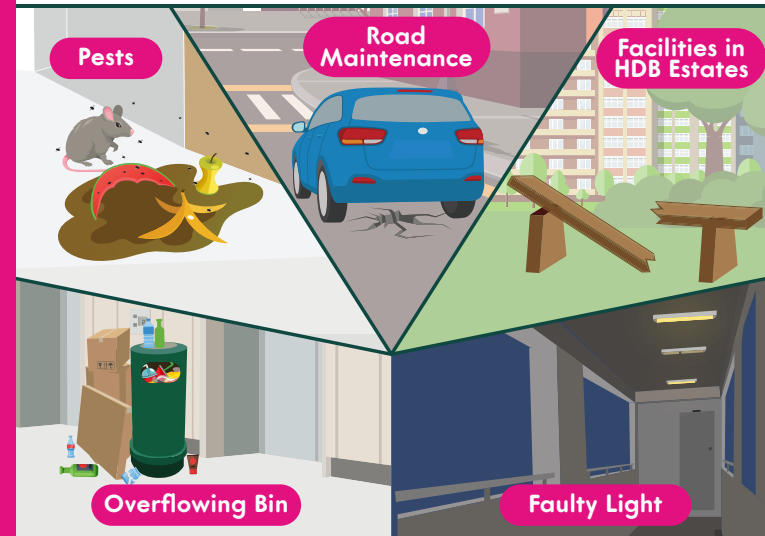
Connect with us!

f @oneservice.community

ig @oneservicesg

td @oneservicesg

ONESERVICE APP
YOUR NEIGHBOURHOOD BUDDY



Use the OneService App to report neighbourhood issues anytime, anywhere.

HOW TO REPORT

STEP 1

Select a category or describe the issue.

Lighting at corridor not working at

For example: Corridor light stopped working today 8pm at Blk 253 Ang Mo Kio St 21 level 2

AI will help sort it out for you.



STEP 2

Add photos, details and location pin.

Share as much information as possible.



Submit case

Describe the neighbourhood issue or select a category

Describe the issue



Illegal parking



Facilities in HDB Estates



Cleanliness



Roads and footpaths



Animals and birds



Pests



Parks and greenery



Smoking



Shared bicycles



Step 2 of 3
Provide details

Provide details

All fields are required unless marked optional.

Facilities in HDB Estates: lighting maintenance

Provide photos of the issue

- Maximum 3 photos with 1 taken up close and 1 taken from a distance.
- Photos must be in JPG, JPEG, HEIC or PNG format.

Add photos



Report submitted

Thank you. We'll notify the relevant authorities to look into this issue as soon as possible.

What's next

- Track status of reported issue
Visit the inbox to view updates for your reported issues.

Done

STEP 3

Review and submit.

Your case is submitted!



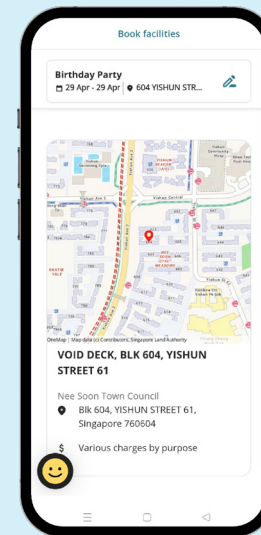
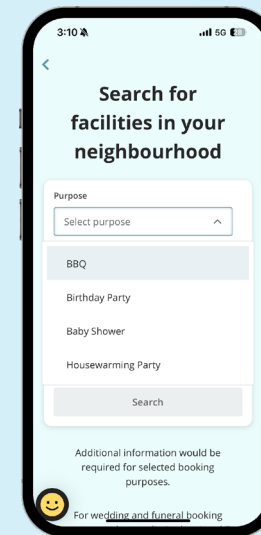
Scan to submit via the OneService App



OTHER FEATURES

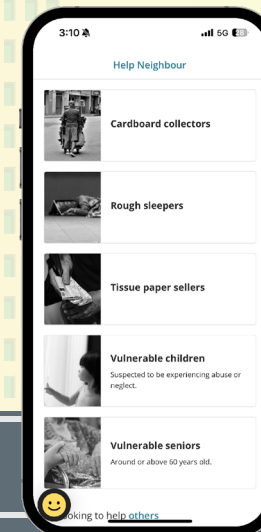
BOOK FACILITIES

Search and book your facilities in your neighbourhood.



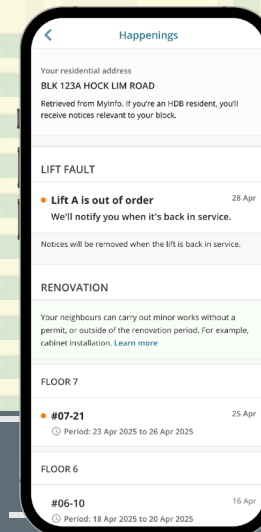
HELP NEIGHBOUR

Support neighbours in need through the OneService App.



HAPPENINGS

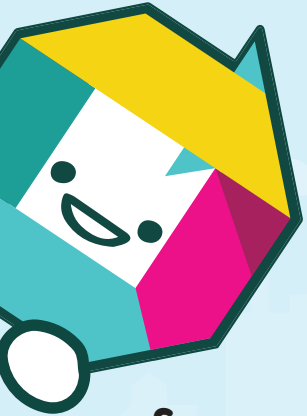
Get updates on renovations and lift faults in your HDB Block.



8 CONSIDERATE BEHAVIOURS FOR A GREAT NEIGHBOURHOOD

Great neighbours make great neighbourhoods. Every small act matters.

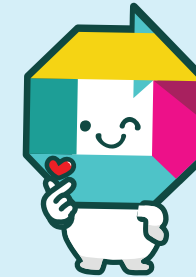
Here are simple ways to do it.



**Let's do this
together!**

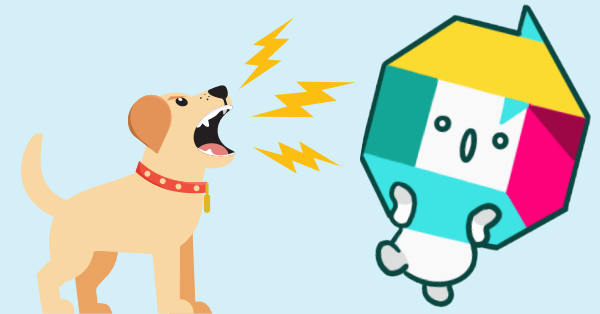
Supported by HDB's
Good Neighbours Movement.

**GOOD
NEIGHBOURS
MOVEMENT**



HELP NEIGHBOURS!

Refer neighbours in need to social service agencies through the "Help Neighbour" feature.



CARE FOR PETS!

Take care of pets responsibly and ensure they do not disturb neighbours.



RECYCLE RIGHT!

Put recyclables in blue bins. Rinse and dry them first.



PREVENT HIGH-RISE LITTER!

Keep things away from windows and ledges so they do not fall.



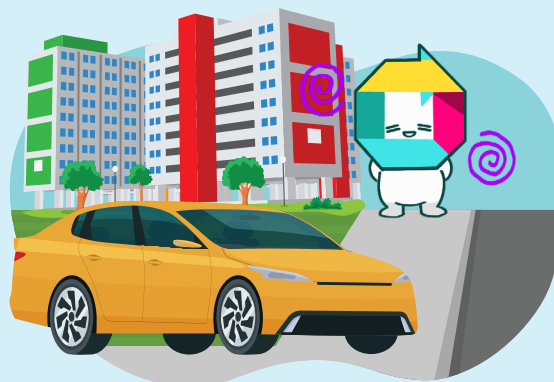
DO NOT FEED PIGEONS

Do not feed pigeons or throw food out of your unit.



KEEP CORRIDORS CLEAR!

Do not leave items in common areas. Contact your Town Council for bulky waste removal.



PARK CONSIDERATELY

Park properly in designated spaces and ensure parking charges are paid. Turn off your engine when stationary to reduce noise and emissions.



KEEP NOISE DOWN!

Keep volume low, especially between 10.30pm and 7.00am.