









# HELP AND SUPPORT

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#### Dear Bukit Timah Residents,

I hope you and your families have been keeping safe and well.

The battle against the COVID-19 pandemic is far from over, but it has already left an indelible mark on our lives and in our collective memories.

In our community, the last few months have not been only about sacrifices and inconveniences. It has also been an extraordinary season of care, contribution and mutual help. Witnessing and facilitating so many spontaneous acts of volunteerism and charity in these past few months makes me tremendously grateful to, and proud of, our residents.

I do not know for certain what the post-COVID world holds for us. But I know that we must nurture the new spirit of gotong royong that has been forged in our community. This is why the editorial team and I decided to document our community's own COVID-19 stories in a special edition of We Love Bukit Timah.



**Staying Prepared** contains stories about volunteers stepping forward to support broad measures such as distributing masks, and even sewing reusable masks for the children in our community. This section also documents efforts to help stallholders in Bukit Timah market digitise, so that they can keep themselves and their customers safe.

**Help & Support** contains stories of how we support vulnerable families within our community, as well as migrant workers temporarily housed in our community.

**Residents' Care & Share** contains stories of residents going the extra mile for neighbours and fellow Singaporeans.

At the end of this issue, we have also included **some useful information** on **how you can continue to keep safe, where to reach out to if you need help,** and **how you can volunteer**.

It has been my honour to serve an extraordinary community in these extraordinary times. I hope you like this edition of We Love Bukit Timah, and that you and your family remain healthy and happy.

Sim Ann Adviser to Bukit Timah Grassroots Organisations



#### 亲爱的武吉知马居民:

疫情当前,希望您和家人都平安健康。

我们对抗2019冠病疫情的战斗还远远未到尽头,但它已 对我们的生活和集体记忆留下不可磨灭的烙印。在我们 的社区,过去几个月看到的不仅仅是大家在生活上所做 出的调整与对诸多不便的忍耐,我们更见证了非凡的关 爱精神及无私付出。

这些日子,我协调和目睹了众多自主自发的善行,我深深感激我们的居民,也因我们的社区感到自豪。

我不确定"后疫情"时代会怎么样影响我们的生活,但我 知道我们必须继续发扬这股守望相助的"甘榜精神"。这 也是为什么我和《我爱武吉知马》区讯的编辑团队,决定 要以这期纪念版,记载我们居民爱心抗疫的社区精神。

在**《做好准备》**栏目中,我们记录了义工如何协助在各处 分发口罩,甚至特别为区内孩童缝制布料口罩。我们也 记载了武吉知马巴刹摊贩的数码化进程,体现他们如何 通过无现金交易,确保自己和顾客的安全。

《帮助与支援》栏目分享我们如何扶持区内弱势家庭。 我们也在《居民献爱心》栏目中,记录居民如何无私地帮助邻居和其他国人。

在本期的最后一页,我们为您**提供一些实用信息,**包括 如何继续保持健康安好,万一有需要该向哪里求助,以 及如何成为义工。

时势虽艰难,但我很荣幸能为这个非一般的社区服务。 我希望您会喜欢这期的《我爱武吉知马》区讯,也衷心祝 福您和家人保持身体健康,心情愉快。

> 沈颖 武吉知马基层组织顾问

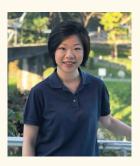
### Penduduk Bukit Timah yang dihormati,

Saya harap anda dan keluarga anda selamat dan sihat.

Perjuangan memerangi wabak COVID-19 masih belum selesai, namun ia telah tinggalkan kesan yang sukar dilupakan dalam kehidupan dan ingatan kita.

Di dalam masyarakat, bulan-bulan yang berlalu bukan hanya mengenai pengorbanan dan kesulitan. Ia juga keadaan luar biasa yang memaparkan penjagaan, sumbangan dan sikap saling membantu. Saya amat bersyukur and bangga dengan penduduk kita kerana dapat menyaksikan serta memudahkan perbuatan amal mereka sebagai sukarelawan.

Saya tidak tahu dengan pasti corak dunia pasca COVID untuk kita. Namun saya tahu kita mesti memupuk semangat baru gotong royong yang telah disemai di dalam



masyarakat. Itulah yang mendorong pasukan editorial dan saya untuk mendokumentasikan kisah-kisah COVID-19 masyarakat kita dalam edisi khas Kami Cintai Bukit Timah.

**Tetap Bersedia** mengandungi kisah-kisah mengenai relawan yang telah tampil menyokong pelbagai langkah seperti pengagihan pelitup

#### அன்பார்ந்த புக்கிட் தீமா குடியிருப்பாளர்களே,

நீங்களும் உங்கள் குடும்பத்தாரும் பாதுகாப்பாகவும் நலமாகவும் இருப்பீர்கள் என நம்புகிறேன்.

கொவிட்-19 கிருமிப்பரவலுக்கு எதிரான போராட்டம் இன்னும் ஓயவில்லை. ஆனால், இந்தக் கிருமிப்பரவல் அதற்குள்ளாக நம் வாழ்க்கையிலும் நமது கூட்டு நினைவுகளிலும் நீங்காத முத்திரையைப் பதித்துவிட்டது.

கடந்த சில மாதங்களாக நம் சமூகம் தியாகங்களுக்கும் சிரமங்களுக்கும் உள்ளாகி இருந்தாலும், பராமரிப்பு, பங்களிப்பு, பரஸ்பர உதவி ஆகியவற்றை வழங்குவதில் சிறந்து விளங்குகிறது. கடந்த சில மாதங்களில் பலரும் தாமாக முன்வந்து தொண்டூழியமும் அறப்பணியும் ஆற்றியதைக் கண்டபோதும், அவர்களின் நற்காரியங்களுக்குத் துணை புரிந்தபோதும், நம் குடியிருப்பாளர்களை நினைத்து பெருமளவு பெருமை அடைந்து, நன்றி கூற விழைந்தேன்.

கொவிட் நெருக்கடிக்குப் பிறகு நம் நிலைமை எப்படி இருக்கப் போகிறது என்பது எனக்கு உறுதியாகத் தெரியாது. ஆனால், நம் சமூகத்தில் நாம் புதிதாக வளர்த்துள்ள கொத்தோங் ரோயோங் உணர்வை நாம் கண்டிப்பாகப் பேணிக் காக்கவேண்டும் என்பதை நான் அறிவேன். அதனால்தான் எனது தொகுப்பாசிரியர் குழுவினரும் நானும் சேர்ந்து, "புக்கிட் தீமாவை நேசிக்கிறோம்" சிறப்புப் பதிப்பில் நம் சமூகத்தின் கொவிட்-19 கதைகளைப் பதிவுசெய்யத் தீர்மானித்தோம்.

**தயார்நிலையில் இருப்போம்** பகுதியில், முகக்கவச விநியோகம், நம் சமூகத்திலுள்ள பிள்ளைகளுக்காக மறுபயன்பாட்டு முகக்கவசங்களைத் தைத்தல் போன்ற dan malah menjahit pelitup bagi kanak-kanak di dalam masyarakat. Bahagian ini juga mendokumentasikan usaha membantu pegerai di pasar Bukit Timah menjalani digitalisasi, supaya mereka dapat memastikan keselamatan pelanggan dan diri mereka sendiri.

**Bantuan dan Sokongan** mengandungi kisah-kisah bagaimana kami menyokong keluarga yang kurang kemampuan di dalam masyarakat, selain pekerja asing yang ditempatkan buat sementara di dalam masyarakat.

Jagaan dan Perkongsian Penduduk mengandungi kisahkisah penduduk yang membantu jiran-jiran dan warga Singapura yang lain.

Di akhir penerbitan ini, kita juga menyertakan **beberapa** maklumat penting tentang bagaimana anda boleh kekal selamat, di mana anda boleh dapatkan bantuan, dan bagaimana anda boleh menjadi relawan.

Ia merupakan suatu penghormatan bagi saya dapat berkhidmat kepada masyarakat luar biasa dalam masamasa yang luar biasa. Saya berharap anda menyukai edisi Kami Cintai Bukit Timah, dan anda serta keluarga anda sentiasa berada dalam keadaan selamat dan sihat.

Sim Ann Penasihat kepada Pertubuhan Akar Umbi Bukit Timah

பரந்த நடவடிக்கைகளுக்கு ஆதரவளிக்க முன்வந்த தொண்டூழியர்களின் கதைகள் இடம்பெற்றுள்ளன. புக்கிட் தீமா சந்தையிலுள்ள கடைக்காரர்கள் மின்னிலக்க மையத்தின்மூலம் தங்களையும் வாடிக்கையாளர்களையும் பாதுகாப்பாக வைத்திருக்க உதவும் முயற்சிகளையும் இப்பகுதி பதிவு செய்கிறது.

**உதவியும் ஆதரவும்** பகுதியில், நம் சமூகத்தில் பலவீனமான நிலையிலுள்ள குடும்பங்களுக்கும், தற்காலிகமாக நமக்கிடையில் தங்க வைக்கப்பட்டிருக்கும் வெளிநாட்டு ஊழியர்களுக்கும் நாம் எவ்வாறு ஆதரவளிக்கிறோம் என்பதை விவரிக்கும் கதைகள் இடம்பெறுகின்றன.

**வசிப்போர்களின் பராமரிப்பும் பகிர்வும்** பகுதியில், அண்டைவீட்டாருக்காகவும் சக சிங்கப்பூரர்களுக்காகவும் கூடுதல் முயற்சி எடுத்த குடியிருப்பாளர்களின் கதைகள் இடம்பெற்றுள்ளன.

இந்தப் பதிப்பின் முடிவில், **நீங்கள் தொடர்ந்து பாதுகாப்பாக** இருக்கவும், உதவி தேவைப்படும்போது அதை நாடிச் செல்லவும், தொண்டூழியம் புரியவும் வழிகாட்டும் பயனுள்ள தகவல்களைச் சேர்த்திருக்கிறோம்.

இதுபோன்ற வழக்கமீறிய காலகட்டத்தில் வழக்கமீறிய சமூகத்திற்குச் சேவையாற்றுவது என் பாக்கியம். "புக்கிட் தீமாவை நேசிக்கிறேன்" பதிப்பு உங்களுக்குப் பிடிக்கும் என நம்புகிறேன். நீங்களும் உங்கள் குடும்பத்தாரும் ஆரோக்கியமாகவும் மகிழ்ச்சியாகவும் இருக்க வாழ்த்துகிறேன்.

## Volunteers sewed over 1,500 MASKS FOR RESIDENTS

As part of the People's Association's Mask Sewn with Love initiative, volunteer seamstresses in Bukit Timah came together to sew over 1,500 children's masks for residents. These homemade reusable cloth masks were produced within a month, and distributed to more than 650 households with the help of volunteers.

The initiative was led by Mdm Ong Yuk Hong, PBM, Chairman of the Bukit Timah Community Club Women's Executive Committee. Mr Jason Lee, Chairman of Dunearn Neighbourhood Committee and member of the Bukit Timah Citizens' Consultative Committee, coordinated the orders and distribution of the children's masks. Ms Sim Ann, Adviser to Bukit Timah Grassroots Organisations (GROs), helped publicise the initiative through social media channels, and even sewed some of the masks herself.

Residents were especially appreciative of the masks for children, as these enabled them to better protect their little ones. In fact, the initiative was partly motivated by earlier feedback from some residents that they had difficulty finding suitable face masks for children.

"Most of the children had thought that masks only came in black, white or mono colours, so they were excited to try on the handsewn masks of various colours and cartoon prints," added Mdm Ong. She gave kudos to the army of volunteer seamstresses for selflessly contributing their time and effort. "Hand-sewing the masks sometimes made our eyes and fingers tired, but after completion, we felt a sense of achievement."













APPRECIATION VIDEO BY RESIDENT

## Bukit Timah WET MARKET'S DIGITAL JOURNEY

Heightened concerns about hygiene during COVID-19 have led more residents to embrace digital payments, since physical currency that passes through many hands can carry germs.

To support stallholders at the Bukit Timah Wet Market in going digital, our grassroots volunteers worked with the Infocomm Media Developmenat Authority, the National Environment Agency and DBS Bank to help stallholders implement cashless payment options. As a result, customers can now use their mobile phones to pay for fruits, vegetables, meat and more at the market, and they can even make use of the market's free WiFi!

The initiative has been well-received, with residents lauding the convenience of using mobile payments. This initiative will continue to help more stalls at the Bukit Timah Wet Market go cashless, and this growing adoption will enable more hawkers to benefit from the ease and efficiency of digitalisation.

### SCAN THE QR CODE TO OUR VIDEO TO FIND OUT MORE





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Keeping our



此外,熟食摊贩6月也免 繳清理桌子和使用中央清洗 碗碟设施的费用。

#### Sim Ann 沈颖 오 May 29 at 9:05 PM · 🕄 [EDITED: We now have free wifi at Bt Timah Market too!] Buy fish, meat, fruits, veggies, eggs and more at the wet market using only your mobile phone? At Bukit Timah market, you can! At least one stall in each major category of fresh groceries now offers mobile payment. Thank you Infocomm Media Development Authority - IMDA, DBS







Our dedicated town council cleaners have been working tirelessly to ensure that our neighbourhoods stay clean, and they have been doubling their efforts during COVID-19.

**NEIGHBOURHOODS CLEAN** 

Since the Disease Outbreak **Response System Condition** (DORSCON) level was raised to Orange in February, the cleaning team for the Bukit Timah division of the Holland Bukit Panjang Town Council has increased the frequency of routine cleaning for public areas.

Their hard work is very much appreciated by residents, who have shared words of support

and encouragement as the cleaning team takes on a greater workload.



SCAN THE QR CODE TO OUR VIDEO TO FIND OUT MORE

# **LENDING A HELPING HAND**

From providing nourishment to lending a listening ear, these initiatives uplifted needy residents facing COVID-19 challenges



#### **BUKIT TIMAH 200**

This community outreach initiative, also known as BT200, aims to ensure needy residents receive adequate and timely social assistance, especially those who may fall through the cracks of existing government social assistance programmes. During the COVID-19 pandemic, the BT200 became an important pillar of support for residents who found themselves in need.

Among them was Mr Abdul Razak bin Senawi, who was recovering from a workplace injury. The BT200 team helped him to apply for financial assistance from various agencies, and arranged for a daily meal programme as Mr Razak found it difficult to travel on his own during the circuit-breaker period. Said his wife Janet D'cotta: "I would like to say a big thank you to the team. It has been truly touching to receive the support and friendship from the volunteers."

#### BUKIT TIMAH COMMUNITY DEVELOPMENT WELFARE FUND (CDWF) MEAL PROGRAMME

The circuit-breaker period also saw many hawker centres, coffee shops and eateries staying closed, or offering only takeouts and deliveries. However, not everyone had the means and mobility to order takeout and deliveries, or even to cook for themselves at home. The CDWF Meal programme was created to help such residents in Bukit Timah. It supplies nutritious lunches and dinners (created by catering company Belly Good) for over 80 residents, who could pick them up from a convenient neighbourhood location.

Among the team of dedicated volunteers who distributed the meals was Mr Freddie Lai, vice-chairman of Trivelis RC. "Although I had to shift some of my own commitments to make time, I am motivated by the looks on the residents' faces when they collect their meals. It makes me feel that we are making a difference in their lives," he said.

The funding for this programme was raised by the Raffles Girls School Alumnae through Ms Georgina Lee. A team of volunteers distributed the meals daily. Originally planned just for April, the programme was extended into May and June, and will continue into the post-circuit breaker period until organisers are

confident that needy residents are able to source food without any hassle.

#### PERCEPTUM FUND

The fund was started by Mr Kelvin Lee, founder of Perceptum Education, located at 896 Dunearn Road. The project raised \$30,000, including funding from parents of Perceptum Education, and was matched to \$120,000 by the CDWF. Their generosity was inspired

by, and in response to, Mr Lee's kindness when he waived tuition fees for all students in March, at the start of the COVID-19 pandemic.

The fund is an interim financial assistance scheme for those who lost their jobs or income due to COVID-19. Besides food expenses and household bill arrears, it also provides education bursaries and awards.

The fund is administered through the Community Development Welfare Fund, which is managed by

the Bukit Timah Citizens' Consultative Committee. Said committee chairman Dr Kenny Sim: "We are heartened that the Perceptum fund joins us as part of our financial aid structure in making sure residents in need receive timely assistance before government support measures kick in."



# **DOING THEIR PART**

The following are some examples of individuals and companies who have contributed time and resources to helping the community during this difficult period.

Ms Ang Kai Shin and Mr Kelvin Mun

A grassroots volunteer with the Bukit Timah Citizens' Consultative Committee, Ms Ang was looking for a way to supply Bukit Tmah's less privileged residents with masks. She connected with Mr Mun, a family friend who set up a production facility to make masks in May. To date, he has donated 10,000 masks to Bukit Timah residents.



## ITAP (Singapore)

Represented by Mr Alex Wu, this company donated 9,000 masks and 60 refurbished laptops to needy residents in the Holland-Bukit Timah GRC. The masks were donated as part of SG United, where companies contribute to community initiatives. The laptops were in good condition, and meant to help residents to stay connected during the circuit-breaker period.





## Kowloon Club

To mark its 30th anniversary, the club raised \$120,000 to purchase 300,000 masks. Of these, 100,000 masks were donated to vulnerable communities in Holland-Bukit Timah GRC. The other 200,000 masks were donated to vulnerable communities in Bishan-Toa Payoh, Pasir Ris-Punggol, East Coast, MacPherson and Ang Mo Kio.

## Mr Thong Jong Woei

A resident of Trivelis, Mr Thong distributed over 1,000 bottles of hand sanitiser to Neighbourhood Police Centres in Clementi, Bukit Panjang, Bukit Timah and Kampong Java, as well as St Luke's



Eldercare Centre, Hannah Seniors Activity Centre, Orange Valley (Clementi) Nursing Home, and MINDS Clementi. He also distributed 2,000 disposable threeply masks to lowincome families in the community.

## Mr Derek Han

A Bukit Timah resident and Managing Director of TRAXX Payments Pte Ltd, Mr Han, donated 5,000 masks to eight voluntary welfare organisations and childcare centres in Bukit Timah. Although masks were in short supply at the time, he was able to secure a limited supply to support the needs of front-line community organisations.



### 8 HELP AND SUPPORT

## Bukit Timah residents **SHOW CARE AND CONCERN** FOR MIGRANT WORKERS





Call it a Covid-era housewarming: a group of Bukit Timah residents welcomed 1,030 migrant workers into the neighbourhood with care packs and well wishes as these essential workers moved into temporary housing in the former Ngee Ann Polytechnic staff apartments at 90, 92 and 94 Kismis Avenue.

The workers had been tested for the coronavirus and given the all-clear. In a show of kampong spirit, over 20 residents, collectively known as the Bukit Timah Foreign Worker Support Group, prepared over 1,000 care packs for these migrant workers, and raised more than \$27,000 in cash and in-kind donations under the Migrant Workers' Assistance Fund. The group is led by Ms Annie Gan, a member of the Bukit Timah Citizens' Consultative Committee.

Other non-profit initiatives such as the Migrant Workers' Centre, Project Chulia Street and SG Makers Against COVID-19 also contributed to the initiative by donating a range of items. These included food,

prayer mats, personal toiletries, and "ear savers", which are extensions that help reduce pain around the ears caused by mask straps.

Due to the restrictions put in place due to circuit breaker regulations, the members of the Bukit Timah Foreign Worker Support Group mobilised their family members to help with the logistics of the operation. Their homes became mini factory-like packing units, with husbands, wives, children and grandparents contributing to the logistical chain that assembled the care packs in a matter of days.

Besides the care packs and well-wishes for their new temporary neighbours expressed through a digital card, the team has stayed in touch with dormitory staff and continued to make donations of fruits and snacks. Said volunteer Bernard Chan: "The workers already miss their families. We as Singaporeans shall rally with them together to fight this virus and come out strong."



Bukit Timah welcome with care packs for foreign workers

Melissa Yir group of residents from Buk mah welcomed 1,030 foreig orkers into their neighbourhoo

of the resident volunteer inne Choong, 54, wanted t ers must be feeling lost

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ers Assistance Fund. The cash was used to buy items that were not donated in-kind and the various items were then packed by the volunteers in their own homes.

During the circuit-breaker period, some families were not able to visit family members living elsewhere and keep a close eye on how they were doing. Fortunately, good neighbours can make a big difference during such trying times.

This was exactly the case for one Toh Yi Drive resident, an elderly retiree who lived alone. He had recently been discharged from the hospital, and had to use a manual wheelchair to get around. One day, after going out to buy food, he was having difficulty navigating his wheelchair up the long slope along Toh Yi estate, and since not many people were out and about during the circuit breaker, he couldn't even seek help from passersby. Luckily, some residents spotted him, and later approached Sim Ann, grassroots advisor to Bukit Timah GROs, regarding his difficulties. In response, Bukit Timah 200 (BT200), the community's social assistance scheme, sprang into action. After making contact with the retiree and persuading him to accept their assistance, BT200 volunteers sourced for a suitable motorised wheelchair for him, and worked with the supplier to deliver the wheelchair to the resident within a week.

> The volunteers also joined the resident for his first "test drive" with the new wheelchair, helping him to calibrate it for a more comfortable experience. Now, he is able to navigate the neighbourhood with ease, and is very thankful for his Toh Yi neighbours and the BT200 volunteers for looking out for him.

## LOOKING OUT FOR NEIGHBOURS during the circuit-breaker period







## **NEW VOLUNTEERS STEP UP** to serve fellow residents during COVID-19

An unexpected gift to the community during the circuit breaker period came in the form of new volunteers who spontaneously offered to help with various tasks.

It started with the distribution of government-issued masks. Some residents, after collecting their own masks, offered to

stay on at the collection point to help give out the rest.

This group soon grew and took on more tasks, providing much-needed helping hands during the circuit breaker period when many services were curtailed. This included assisting persons under quarantine and those serving their stay-home-notices with critical errands, as well as ensuring that families of children who requested for volunteer-sewn masks could receive them. In total, about 1,500 sewn masks were distributed to around 650 households.

Team Bukit Timah is deeply grateful to these first-time volunteers, as they strengthened our pool of ready manpower, over and above our seasoned core of existing grassroots volunteers. We could not have delivered many of the community initiatives without their selfless contribution!

Comfort and affordability were key factors as the volunteers sourced for suppliers.

Letters to households as well as posts on social media about the group buy were met with strong response. To date, the initiative has garnered over 800 orders for face masks and face shields. At \$2.50 per pack of two face masks or two face shields, the masks come in four sizes suitable for adults and children, while the face shield comes in two sizes for children aged six and below, and those aged seven and up.

Interested residents can place their orders on <u>btcares.</u> <u>sg/groupbuy</u>, by Wednesday, 24 June 2020. Collection of the face masks and face shields will take place on Saturday, 27 June and Sunday, 28 June 2020 at Trivelis and Tuan Sing Building from 10am – 6pm.

> For more information on the group buy please visit **btcares.sg/groupbuy**.

## **GROUP BUY** for face shields and reusable face masks

When Ms Sim Ann, Adviser to Bukit Timah GROs, learned that Bukit Timah residents wanted to purchase additional face masks and face shields for their children, she proposed the idea of a not-for-profit resident group buy.

Led by Mr Ben Cheung, Chairman of Mayfair Park Neighbourhood Committee (MPNC), the volunteers collated orders and consolidated payment.

#### BTCares by Team Bukit Timah

#### BTCares Residents' Group-Buy for Masks & Face Shields Orders







# NEW NORMAL Adapted from gov. SAFE COMMUNITY



Stand at least

**1 metre apart** 



Throw used tissues and masks into trash bins



**AVOID** shaking hands



Wash or sanitise hands after touching common surfaces

### KNOW OF SOMEONE WHO NEEDS HELP DURING THIS PERIOD?





Flush toilet fully and keep toilets clean and dry

## INTERESTED TO BE A VOLUNTEER?

### CALL US AT 64662912 TO JOIN US!

Operating Hours: Monday to Friday, 11am - 6pm

WE BUKIT TIMAH

Editor: Angela Wong

Our Grassroots Adviser, Ms Sim Ann, can be reached at: hbtsimann@gmail.com

No part of this newsletter should be published without the consent of the Editor.

Address: 20 Toh Yi Drive Singapore 596569 Tel: 6466 2912 Fax: 6468 5378