

**Our Vision:** Home With A Heart

**Our Mission:** Building a safe, inclusive, sustainable and vibrant Town



This newsletter is environmentally printed on paper produced by EMAS certified mill.

# COOL TO BE GREEN

## Air-con parts, old furniture and more found during Seletar Island cleanup!

See pg 10 and 11



All photos in the newsletter were taken before Phase 2 (Heightened Alert)



**Green Plan 2030**  
Metrics for the environment

Pg 2 - 5



**Report Card**  
How we fare

Pg 6



**#FacesOfNeeSoon**  
Filling lives with colours

Pg 8 - 9



**A Fire Story**  
Community bands together

Pg 15 - 16



# GREEN PLAN 2030

## TOWARDS OUR GREEN, LIVEABLE AND SUSTAINABLE HOME

### CITY IN NATURE

by increasing and developing green spaces

- Plant one million more trees
- 50% more land for nature parks
- Every household within 10-minute walking distance from a park



### ENERGY RESET

with the use of cleaner and more efficient energy to lower carbon footprint

- Reduce energy usage in HDB towns by 15% with smart LED lights and solar energy
- Green 80% of Singapore buildings
- Cars and taxis to run on cleaner energy



### GREEN ECONOMY

growth by helping enterprises develop capabilities in Singapore

- Enterprise Sustainability Programme
- Create business and job opportunities in green sectors
- Become a leading centre in carbon trading and services



### RESILIENT FUTURE

by planning ahead with long-term solutions

- Produce 30% of our nutritional needs locally by 2030
- Protect coastlines against rising sea levels
- Mitigate rise in urban heat



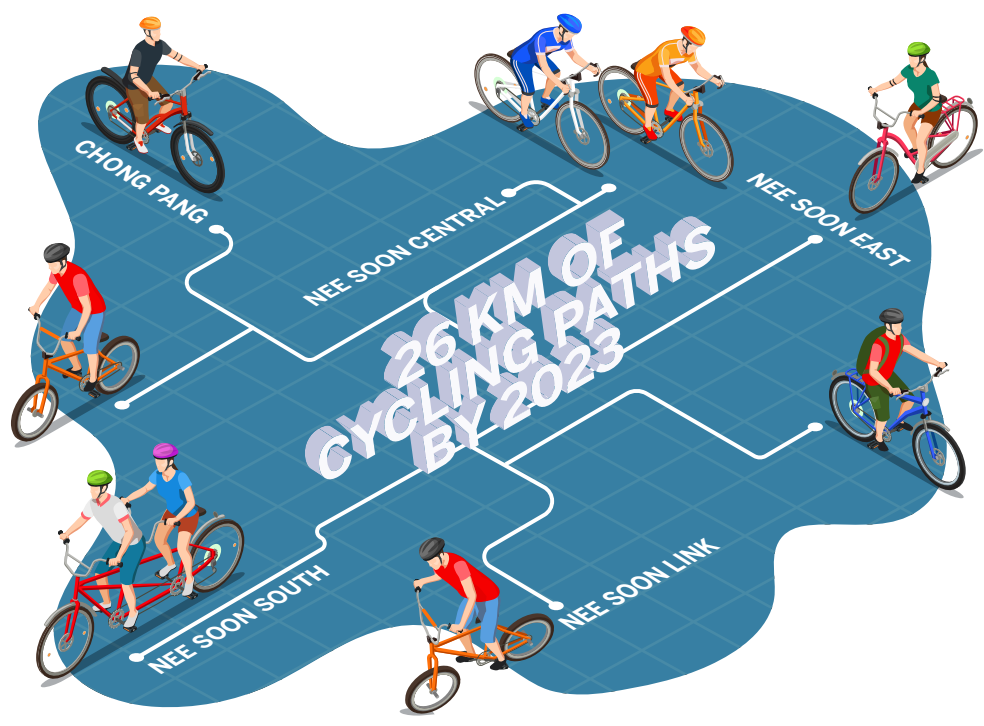
### SUSTAINABLE LIVING

by reducing waste and making the adoption of green practices accessible

- Circular economy
- Eco Stewardship Programme in all MOE schools
- Facilitate green commutes



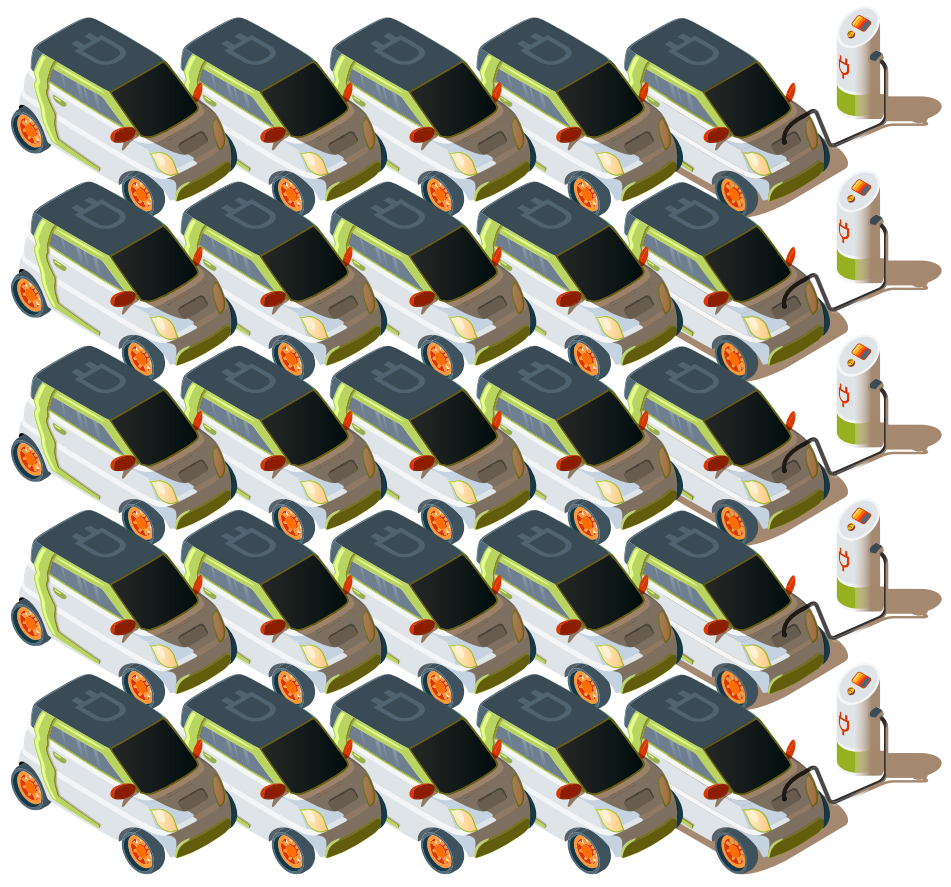
# HOW GREEN IS YISHUN?



17.5 km of cycling paths in 2021  
26 km of cycling paths by 2023



At least 250 HDBs with solar panels installed



Electric vehicle (EV) to charging point ratio of at least 5:1, assuming a third of cars are EVs, by 2030

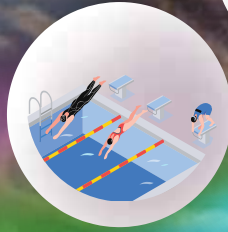
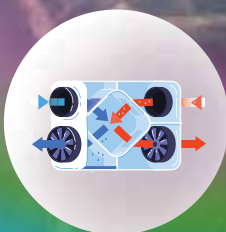
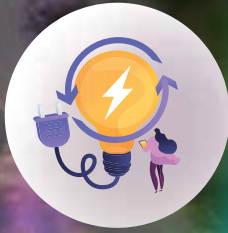


## GREEN DEVELOPMENTS

- HomeTeamNS Khatib
- Nee Soon South Community Club
- Orchid Vista Community Garden



**HOMETEAMNS**



### HomeTeamNS Khatib

Singapore's first "smart" clubhouse.

**Green features:**

- Charging stations for electric cars
- Smart lighting controls
- Approximately 14,746 sqft of solar photovoltaic panels
- ECO filtration system for swimming pool
- Natural cooling system
- Rainwater harvesting system

### Khatib Bongsu Nature Park

In line with the Green Plan to add 200 ha of nature parks by 2030, 40 ha of Khatib Bongsu mangroves and mudflats will be transformed into an upcoming nature park. Nature parks protect our biodiversity, provide more recreation spaces in nature and mitigate the impact of urbanisation.



**Nee Soon South Community Club**



### Seletar Island

This 38.5 ha island provides a much-needed breathing space from urbanisation with clear waters and natural lush greenery. Home to mangroves, the island is an idyllic setting for recreation.

### Nee Soon South Community Club

Come 2022, the community club will be both dementia-friendly and Super Low Energy Building (SLEB) compliant, where it will receive upgrades to reduce energy consumption by more than 50%.

**Green features:**

- Hybrid air-conditioning system
- LED lighting
- In-house smart management system
- Solar panels

### Orchid Vista Community Garden at Nee Soon Link

This rooftop community garden is a ground-up initiative by Nee Soon Link residents. Residents work together to grow fruits and vegetables, which are then shared within the community and with our needy residents.



# TAKE A WALK ON THE GREEN SIDE

Did you know?  
There are at least 16 green spaces in Yishun!

Our parks are oases amidst a concrete jungle. Whether you intend to exercise, get your daily dose of Vitamin D, or just relax in nature, make these green spaces your destination. Come explore what Yishun has to offer!

8am

Sembawang Hot Spring Park (Chong Pang)  
Along Gambas Avenue



Sembawang Hot Spring Park is one of two natural hot springs in Singapore but the only one that is publicly accessible. Featuring a cascading pool, where the hot water cools down naturally as it flows to the bottom tier, you can sit by the shallow pool and soak your feet for free here! This is also a wheelchair-friendly destination with ramps and a specially designed tap at the main water collection point for the disabled.

Learn about the benefits of hot spring water!

- Softens and detoxifies skin
- Soothes irritation from skin conditions
- Relaxes your mind
- Promotes blood circulation



10am

Yishun Nature Park (Nee Soon East)  
329 Yishun Ring Rd, S760329



Check out this mini forest in the middle of Yishun! Featuring walking trails with educational panels, an obstacle-like playground, fitness equipment and even a large web swing, this family-friendly park is suitable for all ages. Play, exercise, and learn all in one place!

12pm

Yishun Park Hawker Centre (Nee Soon East)  
51 Yishun Ave 11, S768867



Situated right by Yishun Park, this hawker centre is an ideal spot for lunch after sweating it out. With over 40 stalls to choose from, you will be spoilt for choice! Also, try the cashless payment and smart tray return system for a seamless dining experience.

2pm

Yishun Pond Park (Nee Soon Central)  
Yishun Central, S760323



Part of the Active, Beautiful, Clean Waters (ABC Waters) programme, this park is known as a “healing” spot for its clear waters and biodiversity. Soak in the tranquillity as you jog or run the 1 km loop around the pond. You can also extend your route further by going along the Yishun Park Connector or Khatib Bongsu Park Connector. Climb up the spiral tower and if you’re lucky, you may spot some interesting wildlife, such as otters and various species of birds.

4pm

3G Park (Nee Soon South)  
833 Yishun Street 81, S760833



Not your average neighbourhood park, the 3G Park is a sensory treat for all generations. Inspired by origamic architecture, it’s not just beautiful to look at (and for Instagram), but it also has various elements of play. Enclosed within the structure are a wide slide and a hammock forest. There is also a play area for toddlers.

6pm

Lower Seletar Reservoir Park (Nee Soon Link)  
833 Yishun Street 81, S760833



No better place to picnic than in a park! Lay out your mat and snacks for a peaceful dining experience surrounded by nature.

# FY2019 TOWN COUNCIL MANAGEMENT REPORT (TCMR) RESULTS FOR APR 2019 — MAR 2020



Nee Soon Town Council has achieved “Green” for all 5 indicators under the TCMR

ESTATE CLEANLINESS	ESTATE MAINTENANCE	LIFT PERFORMANCE	S&CC ARREARS MANAGEMENT	CORPORATE GOVERNANCE
★	★	★	★	★

## PILOT DEMENTIA PROJECT CONCLUDES IN NEE SOON



A pilot project, started in 2019, to transform Nee Soon into a dementia-friendly town concluded on 17 March 2021. MP for Nee Soon South Ms Carrie Tan, together with stakeholders and town council staff, planted a rubber tree and unveiled a plaque at Block 850 to mark this milestone. The rubber tree is the visual anchor for Block 850.

The project, which was started by then MP for Nee Soon South Er Dr Lee Bee Wah, saw a total of 21 blocks in Nee Soon South, including Khatib Central, and Chong Pang painted and equipped with dementia-friendly infrastructure. These blocks were selected based on high foot traffic and high volume of amenities, where there is higher risk of people with dementia losing their way.

Besides creating a safe, comfortable and inclusive space for the young, old, and vulnerable to live, work, and play in, this project also revitalises the neighbourhood. Where repainting of blocks is due every seven years, these 21 blocks will be painted in the same colours and icons – pineapple for red blocks, fish for blue blocks and rubber tree for green blocks – to avoid confusion. This is based on recommendations by experts on dementia, such as Dr Philip Yap, a senior consultant at the Department of Geriatric Medicine at Khoo Teck Puat Hospital (KTPH).

The project also aims to create an extensive support system for all members of the community. At Go-To Points, trained staff and community befrienders are present to identify people with dementia and to guide them home. Caregivers of people with dementia can feel more at peace knowing that the community is playing an active role to ease their burdens.

On future plans, Ms Carrie said: “We continue to work closely with community partners like Montfort Care and GoodLife! @ Yishun to hear from them and get their feedback. We are looking to see if we can expand the number of trained residents to support people with dementia beyond the Khatib Central area and even in neighbouring Residents’ Committees and Residents’ Networks, so we can have this capability across the constituency.”

MP Carrie Tan waters the rubber tree planted at Block 850 before unveiling the plaque

# LEARNING DEVICES GIVE VULNERABLE STUDENTS A LEG-UP



Mr Derrick Goh joins families for a programme overview during the distribution event

The starting point is different for those from financially disadvantaged backgrounds. To give children from these families a good start in life, some pupils of North View Primary School, Yishun Primary School and Naval Base Primary School received shiny new Samsung Galaxy S6 tablets in March. The gifts were presented to the children and their families at the e-KidsExcel @ Nee Soon Distribution of Learning Devices event.

The e-KidsExcel @ Nee Soon programme is a Nee Soon GRC initiative to provide online learning opportunities for children from lower income families. The initiative, partnered by the Ng Teng Fong Charitable Foundation, The Fullerton Group, and Viva Kids Pte Ltd, aims to support 110 Primary 3 & 4 pupils who live in Nee Soon GRC and come under the Ministry of Education's Financial Assistance Scheme.

Mr Derrick Goh Soon Hee, MP of Nee Soon GRC and Chairman of Nee Soon Town Council, wrote in a Facebook post on March 16: "I visited North View Primary School at lunchtime today to meet parents and their kids along with Principal Mrs Soh Mei Foong in support of the e-KidsExcel initiative. In this programme, a total of 40 kids selected by the school will receive a Samsung tablet as well as 50GB of data to attend online classes."

The tablets come with mobile data plans offered by TPG, Singapore's fourth telco. The children will have access to 40 academic enrichment online lessons in science and mathematics, eight coding lessons, and learning journeys organised by the Fullerton Hotel Singapore. These online classes have small teacher-student ratio and are banded according to the pupils' abilities.

"Kids in this programme also will get to participate in sports activities as part of character building," Mr Goh elaborated.

For these kids who are beneficiaries of the programme, it is more than just getting a brand new tablet and access to online classes. It is opening them up to a world of opportunities, giving them the resources to help fulfil their potential.



# ACTION FOR GREEN TOWNS



All 15 PAP town councils are enhancing their sustainability plans and efforts in support of the Singapore Green Plan 2030, aiming to transform our housing estates into better living environments for every resident.

We will partner residents and thought leaders in the sustainability domain to make every PAP-managed town zero waste, energy efficient and greener by 2025. Grassroots Adviser Mr Louis Ng is the appointed Sustainability Champion for Nee Soon Town Council (NSTC) and will be leading NSTC's sustainability committee.

Part of NSTC's zero waste plan is reducing food waste. In January, we installed a food recycling bin at Block 844. We encourage residents and businesses to deposit food waste in the bin. The food waste is then transferred to the waste digester machine to be processed into useful fertilisers for our community gardens.

Share your green ideas with us at [feedback@nstc.org.sg](mailto:feedback@nstc.org.sg)

# EX-TEACHER CONTINUES FINDING FULFILMENT IN HELPING STUDENTS



*Hema shows off the students' artwork at Campus Impact*



# மாணவர்களுக்கு உதவி புரிவதில் மனநிறைவு காணும் முன்னாள் ஆசிரியர்

“I guess you can call me idealistic,” Ms Hemalatha Sathasivam said with a laugh. The soon-to-be 32-year-old wants to make a difference, help the young and make them shine. After 10 years of teaching at Ahmad Ibrahim Secondary School, Hema is pursuing her master’s in social work at the Singapore University of Social Sciences (SUSS). At the same time, she is an intern at Campus Impact, which helps youths from low-income and disadvantaged families.

## Campus Impact

At Campus Impact, “everyone contributes their ideas to come up with the best possible outcome for the client”. Hema works with a team of staff and volunteers, providing youths with a holistic education and supporting their socio-emotional needs through a variety of programmes and activities.

Sometimes, working together with parents of the students is also necessary. “If a child has difficulties, we will talk with the families to learn a bit more and see how else we can help – if counselling or therapy will help.” This, she says, requires patience.

Campus Impact also reaches out to some schools and engages at-risk students identified by the institution. She said: “This is the time where there is a lot of confusion about their identity. The fear of exclusion gets them to do what their peers do. When you converse with them, you realise they understand that what they are doing may not be right. But they do not know how to cope.” As a social worker, Hema is a mediator.

## What Does It Take to Be a Social Worker?

Hema was inspired by a group of social workers who used to come to her school and engage with her students. “When I was in school, I used to teach Normal Academic and Normal Technical students. It got me thinking about how family background and other factors play a part in shaping a child’s development.”

As an educator, time and structure were limiting factors for Hema. Her desire to help students beyond the classroom pushed her to switch careers. On whether academic qualifications are necessary to volunteer, she said: “I think more than the knowledge, the knowhows, it’s your values.” She cites that individual experiences are also great assets to the team. With her experience as an educator, Hema can easily gain rapport with students, and knows what encourages or motivates them.

## Second Nature

Helping others is second nature to Hema. She formed a small group with her sister and close friends, volunteering ad hoc for social service agencies like Melrose Home, Beyond Social Services and Rainbow Centre.

Having learnt Indian classical dance for the past 25 years, Hema wishes to eventually use dance as a platform to reach out to students and engage them meaningfully. “Social work is fulfilling for me personally,” she said. “I believe if all of us put aside one hour in any way, volunteering can help change things, even on a systemic level.”

“நீங்கள் என்னை லட்சியவாதி என்று சொல்லலாம்.” என சிரித்துக்கொண்டே சொன்னார் குமாரி ஹேமலதா சதாசிவம். விரைவில் 32 வயதை எட்டவிருக்கும் ஹேமா, இளையருக்கு உதவி செய்து, அவர்களின் வாழ்க்கையில் ஒரு திருப்பத்தை உண்டாக்க விரும்புகிறார். அகமது இப்ராஹிம் உயர்நிலைப் பள்ளியில் 10 ஆண்டுகாலம் ஆசிரியர் பணிபுரிந்த ஹேமா, தற்போது சிங்கப்பூர் சமூகவியல் பல்கலைக்கழகத்தில் சமூகப்பணித் துறையில் முதுநிலை பட்டம் படிக்கிறார். அதே சமயத்தில், குறைந்த வருமானக் குடும்பங்களைச் சேர்ந்த இளையர்களுக்கு உதவி புரியும் கேம்பஸ் இம்பெக்ட் அறப்பணி அமைப்பில் தொழிற்பயிற்சி பெறுகிறார்.

## கேம்பஸ் இம்பெக்ட்

கேம்பஸ் இம்பெக்ட்டில், “சேவைப்பயனருக்கு ஆக்சிற்றந்த விளைவுகளை உண்டாக்க ஒவ்வொருவரும் யோசனைகளைப் பங்களிக்கிறார்கள்”. அமைப்பின் அலுவலர்களையும் தொண்டாற்றுகின்றவர்களையும் உள்ளடக்கிய குழுவுடன் ஹேமா செயல்படுகிறார். இக்குழுவினர், இளையர்களுக்கு முழுநிறைவான கல்வி வழங்கி, பல்வேறு திட்டங்கள், நடவடிக்கைகள் மூலம் அவர்களின் சமூக, உணர்வுபூர்வத் தேவைகளுக்கும் ஆதரவளிக்கின்றனர்.

சில சமயங்களில், மாணவர்களின் பெற்றோர்களுடன் சேர்ந்து செயல்படுவது தேவையாகிறது. “ஒரு பிள்ளைக்குச் சிரமங்கள் இருந்தால், அதுபற்றி மேலும் தெரிந்து கொள்ளவும், ஆலோசனை அல்லது சிகிச்சை போன்ற வேறெதும் உதவியாக இருக்குமா என்பதைக் கண்டறிய குடும்பத்தினருடன் நாங்கள் பேசுவோம்.” இதற்குப் பொறுமை மிகவும் அவசியம் என்கிறார் ஹேமா.

கேம்பஸ் இம்பெக்ட் சில பள்ளிகளை நாடிச் சென்று, பாதிப்புக்கு உள்ளாகக்கூடியவர்கள் எனப் பள்ளிகளால் அடையாளம் காட்டப்படும் மாணவர்களுக்கு உதவி புரிகிறது. “இந்த வயதில் தங்களுக்கு சுயஅடையாளத்தைப் பற்றி அவர்களுக்கு நிறைய குழப்பம் இருக்கும். ஒதுக்கப்பட்டு விடுவோமோ என்ற பயத்தால், சமவயதினர் செய்வதைப் பின்பற்றுவார்கள். அவர்களுடன் உரையாடும்போது, அவர்கள் செய்வது தவறானதாக இருக்கலாம் என்பது அவர்களுக்குப் புரிந்திருப்பதை உணர்வீர்கள். ஆனால், அவர்களுக்குச் சமாளிக்கத் தெரியாது.” சமூகப் பணியாளரான ஹேமா, நடுநிலையாளராகவும் செயல்படுகிறார்.

## சமூகப் பணி புரிய என்ன தேவை?

ஹேமா வேலை செய்த பள்ளிக்குச் சென்று, அவரது மாணவர்களுக்கு உதவி புரிந்த சமூகச்சேவைப் பணியாளர்களே அவருக்கு ஊக்கமாக அமைந்தனர். “நான் பள்ளியில் வழக்கநிலை பாடப்பிரிவு, வழக்கநிலை தொழில்பிரிவு மாணவர்களுக்குக் கற்பித்தேன். ஒரு பிள்ளையின் வளர்ச்சியில் குடும்பப் பின்னணியும் மற்ற காரணிகளும் வகிக்கும் பங்கைப் பற்றி அந்த அனுபவம் என்னைச் சிந்திக்க வைத்தது.”

ஓர் ஆசிரியராகப்பணிபுரிவதால், நேரமும் அமைப்புமுறையும் ஹேமாவைக் கட்டுப்படுத்தின. வகுப்பறைக்கு அப்பால் மாணவர்களுக்கு உதவி புரியவேண்டும் என்ற விருப்பத்தால், அவர் வாழ்க்கைத்தொழிலை மாற்றிக்கொள்ள முடிவெடுத்தார். தொண்டாற்றியும் புரிவதற்குக் கல்வித் தேர்ச்சி அவசியமா என்று கேட்டதற்கு, “கல்வித் தேர்ச்சியைவிட அறிவாற்றலும் உங்களுக்குள்ள பண்புகளும் அதிக முக்கியம் என்று நினைக்கிறேன்,” என்றார் அவர். ஒவ்வொருவரது தனிப்பட்ட அனுபவங்களும் குழுவுக்கு மிகப்பெரிய சொத்துகளாகும் என்றும் அவர் குறிப்பிட்டார். ஆசிரியராகக் கிடைத்த அனுபவத்துடன், ஹேமாவால் மாணவர்களுடன் எளிதில் பழக முடிகிறது. அவர்களை ஊக்குவிப்பதற்கான வழிமுறைகளும் அவருக்குத் தெரியும்.

## இயற்கைப்போக்கு

மற்றவர்களுக்கு உதவி புரிவது ஹேமாவின் இயற்கைப்போக்கு. தமது சகோதரி, நெருங்கிய நண்பர்கள் ஆகியோருடன் அவர் ஒரு சிறு குழுவை அமைத்து, மெல்ரோஸ் ஹோம், பியோண்ட் சோஷியல் சர்வீசஸ், ரேன்போ சென்டர் போன்ற சமூகச் சேவை அமைப்புகளுக்கு அவ்வப்போது தொண்டாற்றிச் சேவை புரிகிறார்.

கடந்த 25 ஆண்டுகளாகப் பாரம்பரிய இந்திய நாட்டியம் பயின்றவரும் ஹேமா, மாணவர்களை எட்டிச்சென்று, அர்த்தமுள்ள வகையில் அவர்களுக்கு உதவி புரிய நாட்டியத்தை ஒரு தளமாகப் பயன்படுத்த விரும்புகிறார். “சமூகப் பணி எனக்கு மனநிறைவளிக்கிறது. நாம் அனைவரும் ஏதாவதொரு வழியில் ஒரு மணி நேரத்தை ஒதுக்கினால், அமைப்பு சார்ந்த நிலையிலும் கூட, தொண்டாற்றியப் பணியின்மூலம் மாற்றங்களை உண்டாக்க முடியும் என நான் நம்புகிறேன்,” என்றார் அவர்.

“IT GOT ME THINKING ABOUT HOW FAMILY BACKGROUND AND OTHER FACTORS PLAY A PART IN SHAPING A CHILD’S DEVELOPMENT.”

— HEMA, SOCIAL WORKER

# KEEP CLEAN, NEE SOON!



*MPs for Nee Soon GRC participated in a cleanup at Seletar Island*

Transforming from a cleaned to a truly clean town requires picking up after ourselves, as Nee Soon residents discovered on a sunny Sunday on 25 April 2021. In conjunction with the annual SG Clean Day, Nee Soon residents, armed with trash pickers and garbage bags, spread out across Nee Soon to clean up every piece of litter in sight to show their commitment towards keeping the town clean. Cleaners are given a day off annually to ingrain in residents the importance of personal responsibility towards cleanliness of shared spaces in the community.

In Nee Soon South, siblings Averie, 8, and Nikki Wong, 9, also participated in the litter-picking exercise. “My teacher said we can help others pick up trash. At school, we also clean our classroom. When I see someone littering, I will ask the person to pick it up and throw it into the rubbish bin,” Nikki said. Averie mentioned that this was not their first time. Their mother, Jenny, tries to bring them along whenever these exercises occur. Picking up litter is a good habit. I want them to know that taking care of the environment is very important.”

Away from the Nee Soon mainland, the five MPs for Nee Soon GRC, together with a group of volunteers, also embarked on their day of cleanup. On Seletar Island, 381 kg of trash was picked up in just one hour. Plastic bottles, ropes, toys and even an air-conditioning unit littered the shoreline and waters, some clearly there for a long time. Seletar Island is known to be a kayaking hotspot, which MP Carrie Tan describes as “idyllic”.

The Public Hygiene Council (PHC) is in discussion with town councils to make SG Clean Day a more regular affair.





# SAFETY TIPS TO PREVENT PMD- & PAB-RELATED

Brought to you by Central Region Trauma Services (CRTS) in collaboration with Nee Soon Town Council and KTPH Emergency Surgery and Trauma.

Personal mobility devices (PMDs) and power-assisted bicycles (PABs) have been convenient tools of transport and delivery in recent years. However, did you know that, with increased usage of these devices, the number of related household fires has also increased? Annual statistics released by the Singapore Civil Defence Force (SCDF) showed that there were 26 PAB-related fires in 2020, up from 13 the year before.

Traumatic injuries associated with such incidents include burns, gas and smoke inhalation, and toxin exposure. These injuries can range from mild to severe, and can even be fatal if not treated immediately.



## Here are some safety tips that can help keep you and your loved ones safe!

### Dos

- Ensure that all devices purchased meet the fire safety standards. Use or purchase EN15194-certified PAB devices with LTA's orange seal of approval or UL2272-certified PMDs.
- Use original power adapters that carry the Safety Mark.
- Charge the batteries in a cool and dry area, away from combustible items.



### Don'ts

- Avoid charging the batteries over the recommended time frame, especially overnight.
- Do not use defective batteries that are bloated, corroded or powdery.
- Do not modify or repair the device on your own.



## In case of fire

- Shout "FIRE" several times and get everyone to go to an open area.



- Stay low to the ground to avoid smoke and fumes.



- Go to the nearest exit and close the doors behind you.



**Call 995(SCDF)**

## TRUE OR FALSE? Dr Jerry Goo Tiong Thye

Director, Emergency Surgery and Trauma (ESAT), Department of General Surgery, Khoo Teck Puat Hospital

**Q** Pouring water on a person on fire can extinguish the flames.

**A** True to a certain extent. It is advisable to instruct the victim to drop and roll on the ground. You may also use a wet cloth to smother the flames. Do not touch the injured area until paramedics arrive.

**Q** I can use a fire extinguisher on a person on fire.

**A** It should be used as a last resort on a person. The fire extinguisher takes time to extinguish flames. It may aggravate burn injuries further. Instructing the person to drop and roll on the ground is a faster and better way to extinguish the fire.

# TOWN COUNCIL APPOINTS NEW MANAGING AGENT

Nee Soon Town Council has previously announced the appointment of C&W Services Pte Ltd (C&W) replacing EM Services Pte Ltd (EMS) as the new Managing Agent (MA) of the Town Council via our website on 1 June 2021.

The award and appointment of C&W was based on an open public tender which saw the participation and competitive bids from four major property management groups that are familiar names in the industry, including the incumbent MA, EMS. The Town Council appointed a tender committee comprising town councillors, including residents, grassroots leaders and industry experts, who were supported by an independent tender consultant to structure and conduct the public tender process to evaluate all options.

C&W was selected based on a comprehensive list of criteria, taking into consideration price, quality of services and experience offered following an interview by the tender committee where they fulfilled all criteria and ranked highest. The independent consultant and tender committee also noted the expertise of C&W on town council management as they are currently the MA for both Marine Parade and Jurong-Clementi Town Councils.

Our MA team is now led by Ms Christina Goh, who has 21 years of broad experience in town management. She was previously General Manager of Chua Chu Kang Town Council and, most recently, Head of Projects at Marine Parade Town Council. She had also managed two dormitories and one quarantine centre. She leads a team of experienced staff, and our Town Council will introduce them and share their aspirations for Nee Soon GRC in the coming months as they settle down.

During this transitional period, residents can be assured a smooth handover, with no disruption to key services, ongoing projects, and day-to-day operations. There is no change to the existing cleaning contractors. Our town councillors are working closely with the new MA team to monitor services such as upgrading, cleaning and maintenance, and financial management.

Residents who wish to contact the Town Council may continue to do so via the **hotline 6758 0129** or email at [feedback@nstc.org.sg](mailto:feedback@nstc.org.sg). They can also contact the **24-hour hotline at 1800-241-7711**.



“As responsible stewards of Nee Soon GRC, our Town Council has always been committed to delivering value to our residents. This open and competitive MA tender exercise was conducted to fulfil this commitment. I would like to thank Mr Lim Ee Tiong (ARB RIBA UK), Chairman of the tender and transition committee, and his team for providing their expertise, dedication, and guidance all through this tender process. I would like to thank the EMS team for services rendered to Nee Soon GRC and would like to also extend a warm welcome to C&W. We look forward to their contributions to further improve on the services rendered to residents and to help us make Nee Soon a Home with a Heart.”

— Mr Derrick Goh, Chairman of Nee Soon Town Council and Member of Parliament for Nee Soon GRC

## Ask Jasmine

Dr Jasmine Siang is a licensed behavioural specialist and psychotherapist with more than 12 years of experience in Individuals, Couples and Family Therapy. Her expertise includes abuse, anxiety, eating disorders, relationships, emotional issues, trauma, etc.

She firmly believes change is always possible and healing is an art. It takes time. It takes practice.

It takes trust.

This column is not intended to serve as a substitute for any financial, medical, legal or other professional advice.

If you have specific concerns or an urgent situation in which you require professional, psychological or medical help, you should seek help from a licensed professional, physician or mental health professional.



### Dear Jasmine,

I am married to a man I deeply love, and we have two lovely children. I thought I was the luckiest woman in the world until my husband started verbally abusing me four years ago. Every time he scolds me or calls me names, I always forgive him as I thought his verbal abuse towards me is due to his stressful job and not part of who he is.

My husband also regrets his actions afterwards. He would then apologise and shower me with sweet nothings and gifts for the next few days... until he loses his cool and starts scolding me again. My husband says that he would like to change his behaviour. I sincerely believe his intention to change and want to give him and our marriage a second chance. What should I do next?

### Second Chance



### Dear Second Chance,

It is hard to admit that the man you married is abusive, especially when you know he is capable of being nice and doing nice things. Thus, you justify his behaviour by saying it is because of stress from work and “not part of who he is”.

Doing this deflects responsibility from your husband and pins the blame to external stressors, such as work. But the thing is, external stressors will always be present. That is out of his control and yours. What we can control, however, is how we manage stress.

It may seem like you are being understanding every time you forgive him, but it shows you lack boundaries and are giving him permission to take his stress out on you. You claim he regrets his action by offering you gifts and sweet nothings, but he is merely compensating for his bad behaviour and asking for forgiveness to move on. Things are going great again... until they don't. This cycle will not end because your husband knows he can get away each time.

Saying sorry without attempting to change is not regret. If he truly regrets his action and wants to give your marriage a chance, there should be a plan in place. So, you ask: what's next?

1. Recognise that this is not an occasional instance of stress; it is a pattern. Verbal abuse cannot be gentle and links closely to emotional abuse. You need to protect not just yourself or your marriage but your children too.
2. Confide in someone you trust. Don't bear the pain alone. You may be ashamed to tell people for fear of distorting the perfect picture, but there is nothing wrong with struggling and seeking help.
3. Communicate with your husband. Ask him how you can help him change and lay out the terms if he does not. Of course, we are not expecting him to change immediately but he needs to know that there will be consequences to his actions.

In these four years, you have learnt to enjoy the good days and prepare for the worst. This can be unhealthy and tiring. Instead of bracing for the storm each time, why not build a roof over your head? Changing our reaction to stress can be hard work – we are only humans after all – but it will be worth it in the long run.

**Jasmine Siang, Behavioural Specialist/Psychotherapist**

Help is always available

**For women and sexual assault care:**  
Association of Women for Action and Research (AWARE): 1800 777 5555

**For marital relationships:**  
Care Corner Counselling Centre: 6353 1180

**For mediation and dispute resolution:**  
Eagles Mediation and Counselling Centre: 6788 8220

**For children- and youth-related issues:**  
WINGS Counselling Centre: 6383 5745

**For mental health issues:**  
Shan You Counselling Centre:  
6741 9293 / 6745 9293



**Have a concern?**  
Simply scan this QR code and submit your enquiry here to be shortlisted.



### Sudoku

	3					1		
	8					6		7
			7					
		7		9				3
2					3	9		
			6			4		
	6	5	8					
				1			2	6
8	4							

Difficulty level: **Medium**

Join the dots to celebrate Hari Raya with Nanas, Squish and all our Muslim residents!

**Answer**

6	1	5	7	9	8	3	2	4	8
9	2	8	7	1	5	6	7	6	
3	7	7	6	2	8	5	9	1	
1	7	4	2	5	9	8	6	3	
8	9	6	3	7	1	4	7	5	2
5	3	2	8	6	4	7	1	9	
4	6	3	9	8	7	1	2	7	5
7	9	1	3	2	2	6	8	4	
1	8	2	4	5	1	6	3	6	7



#### CHONG PANG



**Mr K Shanmugam**  
Minister for Home Affairs and Minister for Law  
MP for Nee Soon GRC  
Adviser to Nee Soon Town Council

**Meet-the-People Sessions**  
Address: Blk 107 Yishun Ring Road, #01-207, Singapore 760107  
Tel: 6758 3039 | WA: +65 8249 4662  
Email: mps@chongpang.org  
Operating hours: Tuesdays 7.30pm onwards (except PH & eve of PH)  
f K Shanmugam Sc @kshanmugam\_ K Shanmugam

#### NEE SOON CENTRAL



**Assoc Prof Muhammad Faishal Ibrahim**  
Minister of State for Ministry of Home Affairs and  
Ministry of National Development  
MP for Nee Soon GRC  
Adviser to Nee Soon Town Council

**Meet-the-People Sessions**  
Address: Blk 609 Yishun St 61, #01-235, Singapore 760609  
Tel: 6752 2532  
Email: MPS.NSC@gmail.com  
Operating hours: Mondays 7pm onwards (except PH & eve of PH)  
f muhammad.faishal.ibrahim1 @muhammadfaishalibrahim

#### NEE SOON EAST



**Mr Louis Ng Kok Kwang**  
MP for Nee Soon GRC  
Adviser to Nee Soon Town Council

**Meet-the-People Sessions**  
Address: Blk 227 Yishun St 21, #01-520, Singapore 760227  
Tel: 6755 1946  
Email: Louisng4nse@gmail.com, nee.soon.east.mps@pap.org.sg  
Operating hours: Mondays 7.30pm - 9pm  
(first 4 Mondays of the month, except PH & eve of PH)  
f @louisngkokkwang

#### NEE SOON LINK



**Mr Derrick Goh Soon Hee**  
MP for Nee Soon GRC  
Chairman of Nee Soon Town Council

**Meet-the-People Sessions**  
Address: Blk 445 Yishun Ring Road, #01-44, Singapore 760445  
Email: derrickgohsh.mps@gmail.com  
Operating hours: Mondays 7.30pm - 9.30pm  
(first 4 Mondays of the month, except PH & eve of PH)  
f @derrickgohsh

#### NEE SOON SOUTH



**Ms Carrie Tan Huimin**  
MP for Nee Soon GRC  
Vice-Chairman of Nee Soon Town Council

**Meet-the-People Sessions**  
Address: Blk 850 Yishun St 81, #01-94, Singapore 760850  
Tel: 6759 3413 | WA: +65 9634 5259  
Email: CarrieTanNSS@gmail.com  
Operating hours: Mondays 7.30pm - 9.30pm (except PH & eve of PH)  
f CarrieTanCares @carrietancares

**LOCATE US**  
**Yishun**  
Blk 290 Yishun St 22, S(760290)  
**Nee Soon Central**  
Blk 751 Yishun St 72, #01-186, S(760751)  
**Nee Soon South**  
Blk 845 Yishun St 81, #02-00, S(760845)  
**Nee Soon Link**  
Blk 411 Yishun Ring Rd, #01-1819, S(760411)

**EMSU**  
**Essential Maintenance Service Unit (EMSU)**  
After office hours: 1800 241 7711



Tel: 6758 0129  
Email: feedback@nsc.org.sg  
f Nee Soon Town Council  
@neesontc  
Nee Soon Town Council  
NeeSoonTC



Keadaan sebuah unit selepas api dipadamkan

## BERANI MEREDAH API

Pada 29 Jun, Menteri K Shanmugam sedang berada di dalam mesyuarat di Kementerian Undang-Undang ketika beliau menerima panggilan yang memaklumkan kepadanya tentang kebakaran di Blok 141 Yishun Ring Road, sebuah blok di kawasan Chong Pang di mana beliau merupakan penasihat akar umbi selama lebih daripada 30 tahun.

Kebakaran yang bermula dari bilik tidur utama sebuah unit di tingkat tiga telah merebak ke unit-unit di tingkat empat dan lima. Asap tebal dapat dilihat berkepul-kepul dari unit yang terjejas.

Ketika penduduk dipindahkan dari bangunan tersebut, seorang pembantu rumah berlari ke arah unit di mana api itu bermula. Dia dilihat mengetuk pintu berkali-kali untuk memujuk wanita tua yang tinggal di sana untuk keluar dari unitnya. Wanita tua yang bersendirian di rumah ketika api itu bersemarak, menghadapi demensia. Akhirnya, apabila dia membuka pintu, pembantu rumah tersebut dengan cepat menolong untuk menyelamatkannya.

Pihak SCDF tiba enam minit setelah menerima panggilan kecemasan.

Dengan menggunakan alat pernafasan, pasukan bomba meluru masuk ke dalam unit yang terjejas dengan tiga jet air dan berjaya mengawalkan api dalam masa 10 minit. Di tengah-tengah operasi memadamkan kebakaran, mereka menggunakan jet air tambahan dari luar blok untuk meredakan api yang keluar dari tingkap bilik tidur.

Dengan usaha bersepadu dan kerja berpasukan, pasukan bomba berjaya mengawalkan api di

dalam unit-unit yang terjejas dan mencegah kerosakan yang selanjutnya.

Lima orang anggota SCDF yang tidak bertugas, yang kebetulan berada di kawasan tersebut, bergegas ke tempat kejadian selepas menerima berita mengenai kebakaran itu. Mereka turut membantu dalam operasi perubatan dan pemadaman kebakaran.

Seramai 10 orang, termasuk seorang pegawai polis, dihantar ke Hospital Besar Singapura kerana terhidu asap kebakaran.

Menteri Shanmugam tiba di tempat kejadian sejeurus kemudian untuk bekerjasama dengan agensi berkenaan – Majlis Perbandaran, Lembaga Pembangunan Perumahan, Persatuan Rakyat – dan sukarelawan akar umbi demi membantu para penduduk yang terjejas.

“Jawatankuasa Penduduk di kawasan tersebut bertindak dengan cepat untuk membantu mereka. Kami juga menyediakan kelab masyarakat dengan kemudahan, dan kemudian kami berkomunikasi dengan HDB, persatuan akar umbi, dan telah menemukan empat unit lain untuk merumahkan mereka yang terjejas buat sementara waktu. Malam ini, mereka mempunyai tempat tinggal dan sudah tentu kami akan bercakap dengan mereka mengenai bantuan yang selanjutnya,” kata Menteri Shanmugam di satu sidang media yang diadakan tidak lama kemudian pada hari itu.

Majlis Perbandaran telah melakukan pemeriksaan lif, paip dan bekalan elektrik serta kerja-kerja pembaikan yang diperlukan, termasuk penggantian pemegang plastik bagi menutup

wayar elektrik di koridor, paip, lampu, kotak meter dan lain-lain yang mengalami kerosakan akibat kebakaran tersebut. Kerja-kerja mengecat semula juga dilakukan di bahagian luar bangunan dan di kawasan umum.

Tukang-tukang pembersihan Majlis Perbandaran telah digerakkan dengan segera untuk membantu membersihkan blok dan kawasan umum. Mereka juga membantu penduduk blok mengeluarkan barang-barang dari unit yang terjejas.

“Ini mengingatkan semula kepada kita akan peri pentingnya supaya berhati-hati ketika berada di rumah. Kita mempunyai penduduk yang semakin tua dan kita perlu berwaspada terhadap kemalangan kebakaran. Kita bernasib baik kerana tidak ada kematian, tetapi kami akan melakukan segala-galanya untuk membantu penduduk. Majlis Perbandaran ada di sini, RC ada di sini, orang CCC saya ada di sini, jadi kami akan membantu mereka yang terjejas,” kata Menteri Shanmugam.

Kita bernasib baik kerana tidak ada kematian, tetapi kami akan melakukan segala-galanya untuk membantu penduduk. Majlis Perbandaran ada di sini, RC ada di sini, orang CCC saya ada di sini, jadi kami akan membantu mereka yang terjejas.

– Minister K Shanmugam mengenai kejadian kebakaran di Blok 141 Yishun Ring Road



Pekerja dari Majlis Perbandaran mengecat semula bahagian bangunan yang terjejas



A town council cleaner cleaning the lift lobby area after the flames died down



Minister Shanmugam talking to an affected resident at the community club

## COURAGE UNDER FIRE

On 29 June, Minister K Shanmugam was in a meeting at Ministry of Law when he received a call alerting him of a fire at Block 141 Yishun Ring Road, a block in the Chong Pang constituency where he has been grassroots adviser for over 30 years.

A fire that started from the master bedroom of a unit on the third floor had spread to the upper units on the fourth and fifth floor. Thick smoke could be seen billowing from the affected units.

While residents were evacuating the building, a domestic helper ran towards the unit where the fire started. She was seen knocking furiously on the door to persuade the elderly lady living there to evacuate her burning unit. The elderly lady, who was alone at home when the fire broke out, suffers from dementia. When she finally opened the door, the domestic helper quickly helped her to safety.

The SCDF arrived six minutes after receiving the call for help.

Donning heavy breathing apparatus sets, the firefighters dashed into the affected units with three water jets and brought the fire under control within 10 minutes. At the height of the firefighting operation, they used an additional water jet from the exterior of the block to suppress the fire leaping out from the bedroom windows.

With concerted efforts and teamwork, the firefighters managed to contain the fire within the affected units, preventing further damage.

Five off-duty SCDF personnel, who were in the vicinity, rushed to the scene when they received news about the fire. They rendered assistance with medical and firefighting operations.

A total of 10 people, including a police officer, were conveyed to Singapore General Hospital for smoke inhalation.

Minister Shanmugam arrived at the scene shortly to work with respective agencies – Town Council, Housing Development Board, People's Association – and grassroots volunteers to help affected residents.

“The Residents’ Committee in the area moved in very quickly, helped them. And we sort of gave them the CC [community club], provide them with amenities, then we are talking to HDB, the grassroots here, and have found them four other units for temporary housing. Tonight, they have a place to stay and then we will, of course, talk to them about further assistance,” said Minister Shanmugam at a press conference later that day.

The Town Council conducted checks on lifts, pipes and electrical supply, and necessary repair works, including replacement of corridor trunking, pipes, lightings, and meter boxes, etc., which were damaged by the fire. Repainting works were also done to the external façade and common areas.

Town Council cleaners were also activated immediately to help with cleaning the block and common areas. They also helped residents of the block clear items from the affected units.

“This brings back the importance of being careful in the house. We have an ageing population and we need to be careful about fire accidents. We were lucky that there were no fatalities, but we will do everything we can to help people. The Town Council is here, the RC is here, my CCC people are here, so we'll take care of the people who have been affected,” said Minister Shanmugam.

We were lucky that there were no fatalities, but we will do everything we can to help people. The Town Council is here, the RC is here, my CCC people are here, so we'll take care of the people who have been affected.

– Minister K Shanmugam on the fire incident at Block 141 Yishun Ring Road



SCDF arriving at the scene