



**Q My family is coming later than me. Will I be assigned to military family housing before they arrive?**

**A** Yes. You may be assigned 30 days in advance of your family's arrival. Please note that you are required to provide the Housing Service Center (HSC) with your family's flight itinerary.

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**Q My family is coming earlier than me. Can they be assigned housing before I arrive?**

**A** Yes, if you have an Advance Travel of Dependents authorization. Your spouse must check in to the HSC upon their arrival with all the required documentation and valid power of attorney, allowing them to accept housing on your behalf. If your family arrives without an approved Advance Travel of Dependents, they are not entitled to any housing or temporary lodging allowances. Also, they will not be eligible for housing referral services and furnishings support.

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**Q What type of electrical service is used?**

**A** The voltage in Singapore is 220/240V, 50HZ. Since american appliances are 110V, they require a transformer for proper operation. Service members who reside in the local economy can be provided transformers upon request and if available. Service members residing in "base" housing have dedicated 110v and 220v outlets available for utilization. Therefore, independent transformers are not issued when residing in leased housing.



**Q Do homes have central heat and air conditioning?**

**A** Base housing is fitted with a multi-split air-con system with 4 – 6 fan coil units, depending on the configuration/size of the house. Local economy housing: air-con systems are a prominent feature in most homes.

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**Q If I have too much furniture, will the government store it for me?**

**A** Service members are provided an opportunity to request long-term storage capabilities in DPS or move.mil for storage. Please discuss this possibility at the beginning of your PCS process.

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**Q Should I bring my own major appliances?**

**A** This is not recommended. The HSC will provide a stove, refrigerator, microwave, washer, and dryer for the duration of your tour. On-base units are equipped with major appliances.

Civilians should inquire with their gaining Command and servicing HR.

There are no storage facilities to store excess household goods within the housing community. Please keep in mind that storage facilities in Singapore are costly, and any storage unit cost will be borne by the service member/civilian employee.



## **Q** Are there limitations on wall décor?

**A** Yes, current Singapore policy:

Surveys completed in 2011 and 2019 concluded that there are Asbestos-Containing Material (ACM) and Lead-Based Paint (LBP) in Sembawang family and unaccompanied housing units. It is important to comply with housing regulations concerning nailing, drilling, sanding, or otherwise disturbing the surfaces of your homes. Our common goal is to prevent ACM and LBP from becoming disturbed. Therefore, the following are prohibited activities in SAC housing:

- a. DO NOT drill or make holes in any ceiling or any wall.
- b. DO NOT hang plants or other objects from the ceiling.
- c. DO NOT sand or remove the ceiling and wall material.
- d. DO NOT pull cable or wiring through or above dropped ceiling spaces.
- e. DO NOT remove existing screws or nails. Request removal of screws or nails through the Housing Office.
- f. DO NOT vacuum, wet wipe, sweep or attempt to clean up suspected or confirmed ACM. Please notify the Housing Office immediately if you notice any debris suspected of being ACM or LBP.



## **Q What is an amah quarters?**

**A** Amah quarters is an annex behind the main house, which includes a laundry room, one or two storage rooms, and a bathroom (shower and toilet). These extra rooms are not considered bedrooms, are not climate controlled, and have no mechanical ventilation installed. For the purpose of housing assignments, these are not factored into consideration and should not be utilized to house eligible dependents.

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## **Q How can I find housing in the community if I don't speak the language?**

**A** HSC counselors are bilingual and very knowledgeable. They will assist with the language barrier. They will serve as the translator and provide insight and knowledge of what's available in the community. The official language of Singapore is Malay. However, the majority of Singaporean citizens speak English.

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## **Q What is housing like in the surrounding community?**

**A** Named after the Sembawang Tree, Sembawang served as a British naval base during the early 1900s. Since the handover of the naval base to the Singapore Government, Sembawang has been converted into a commercial dockyard and continues to handle regular shipping traffic today.

Like other estates in Singapore, Sembawang started from humble beginnings as the site of the Nee Soon Rubber estate. It was home to many kampongs and villagers until the 1980s, when most of them were relocated so the area could be developed. As an effort to preserve the kampong atmosphere of Sembawang, the Sembawang MRT station was designed with a kampong-styled roof and has a bay for 350 bicycles for workers traveling to and from the shipyard.





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With much of its past steeped in naval history and now playing a prominent role in Singapore's shipping trade, Sembawang residents can enjoy seafront views and catch glimpses of the many different ships coming in and out. Places such as Sembawang Park offer a space for outdoor recreational activities set against a stunning backdrop of the open sea.

Modern HDB estates are juxtaposed against old colonial black and white bungalows, adding to the quaintness of this neighborhood. Retail shops, restaurants, cafes, and other services are available from a couple of large shopping malls such as Sembawang Shopping Centre and Sun Plaza Shopping Centre, while local supermarkets (e.g., Fairprice and Giant) and wet markets scattered around the neighborhood offer convenience for getting your everyday necessities and groceries.

SAC HSC maintains 71 family housing units with a combined mixture of 2,3, and 4 bedroom units, including 6 unaccompanied housing units for active duty service members.

Interesting neighborhood features add diversity to life here, including the Sembawang Hot Springs – the only natural hot spring in Singapore, which is visited by residents and non-residents alike. With several kopitiams conveniently located around the neighborhood, you'll never have to worry about being hungry!

Due to its commercial importance with the dockyard and shipping trade, the neighborhood has been blessed with a well-integrated transport system of bus interchanges, road networks, and a direct MRT station (Sembawang and Canberra). The availability of local schools, the convenient transport systems, and good amenities has led many families to choose to live in this neighborhood. With a higher concentration of HDB estates than condominiums, this area sees more local residents than expatriates and still houses many older residents.



**A** Sembawang is bordered on the north by the Johor Strait, on the east by Simpang, on the south by Yishun and Mandai, and on the west by Woodlands.

Commute:

Downtown: 30-45 minutes by car (depending on traffic) by car/taxi / 50-70 minutes by public transport

Briefings to be aware of:

Housing briefs for living in the local economy (community housing) are conducted every MONDAY from 1330hrs - 1500hrs. It is highly recommended that you attend this brief before contacting local agents/realtors. Registration is required for the following personnel:

- Unaccompanied military personnel with paygrades E-5 & above
- Accompanied military personnel who have 5 or more dependents.
- DoD Civilians

Fleet and Family Services Office coordinates New Comers Orientation regularly. Please reach out to them for registration/more information through **email:** [SAC\\_FFSO@OCONUS.NAVY.MIL](mailto:SAC_FFSO@OCONUS.NAVY.MIL)

Important Contacts for your move:

1. Fleet and Family Service Office provides relocation assistance for new members and families into Singapore. **DSN: 315-421-2314 or local number +65 6750 2314;**  
**Email [SAC\\_FFSO@OCONUS.NAVY.MIL](mailto:SAC_FFSO@OCONUS.NAVY.MIL)**

2. Singapore Household Goods (HHG) Office:  
**DSN: 315-421-2523 or local number +65 6750 2523**

3. Navy Gateway Inns & Suites (NGIS):  
Contact them online at: [www.dodlodging.net](http://www.dodlodging.net)  
**DSN: 315-421-2299 or local number (+65) 6752-8245**  
**Email: [NGIS\\_Reservation\\_SG@fe.navy.mil](mailto:NGIS_Reservation_SG@fe.navy.mil).**

Please make reservations for at least 30 days. PLEASE NOTE THAT THE USE OF GOVERNMENT TEMPORARY LODGING FOR ACTIVE-DUTY PERSONNEL IS REQUIRED UNLESS NGIS ISSUES A CERTIFICATE OF NON-AVAILABILITY (CNA).