

BATAM BUILD - FREQUENTLY ASKED QUESTIONS (FAQ)

1. How can I join Batam Build?

- 1) You could form a team of 10pax with your friends and book a slot through Habitat for Humanity Singapore office. Please give yourself at least 3-4 months in advance for trip preparation.
- 2) Join an open team (if available). We advise that you sign up through our mailing list, so that you will be notified through email when we have future project and volunteer recruitment

2. I do not have any building skill or experience, can I join the build trip?

All volunteers have to be healthy and physically fit to join the build. Volunteers who have any chronic diseases or illness are advised to travel at their own risk. You are strongly advised to bring your personal medication (if any). Volunteers who are expecting are not advised to participate in a build. Habitat reserves the right to reject any volunteers if he/she is medically unfit for the trip.

3. What is the minimum age requirement to join Batam Build?

You must be at least 14 year old and above to be able to join Batam Build programme. A youth team must have at least 1 adult to join as part of team members. A team is considered as youth team where majority of team members are students aged between 14-25 years old.

4. Will we complete the entire house during our build trip?

Not necessarily. A team may complete only certain part of a house or more houses, or complete them. This depends on construction schedules and methods, time available for building, and other factors.

5. Will our donation build the specific house we are working on?

Not necessarily. Your team's donation will go into a pool of funds – Habitat Global Mission Fund, this is a revolving fund that will support the affiliate's building programme and the construction to serve more families even after your team has left.

6. Do we need to bring the construction tool?

No, the tools and materials for construction will be prepared at the site. However, volunteers will need to bring a pair of gloves (compulsory), face mask and rubber boots which could be helpful.

7. What are Habitat houses like?

Habitat houses are built in different styles and in different materials depending on local designs, local weather conditions and local building standards. However, Habitat for Humanity has the same guiding principles in building over the world:

- **Simple.** Habitat houses are modestly sized -- large enough for the homeowner family's needs, but small enough to keep construction and maintenance costs to a minimum.
- **Decent.** Habitat uses quality, locally available building materials. Trained staffs supervise Habitat house construction and educate volunteers and partner families. House designs reflect the local climate and culture.
- **Affordable.** The labor of volunteers and partner families, efficient building methods, modest house sizes and a no-profit, no-interest loan make it affordable for low-income people around the world to purchase a Habitat for Humanity house.

8. Can the donation from my donors be used for my team expenses?

All donors/sponsors must fill up the "Sponsorship Form" when they make a donation to sponsor a team or team member. They will have to indicate clearly in the form whether any excess funds raised can be used to cover team expenses as well. In Habitat, we want to ensure that all donations will be channelled as per donor's intention.

9. Can children join Batam Build?

Many families want an opportunity to travel and volunteer together. Since volunteering for Habitat for Humanity involves working on a construction site, there are certain restrictions for participants under 14 for safety reasons. Youth team must be accompanied by an adult volunteer (at least 21 year old and above) who also joined as part of the team.

10. What is expected from the volunteers during the build trip?

Volunteers are to be respectful towards the community that they are building with as well as need to be flexible with the different working environment/customs and pace. Volunteer are encouraged to come with an open mind and with broad expectations to find the experience enriching and fulfilling.

11. Who can or who should be the team leader?

Anyone can be a team leader. He/she must reside in Singapore to be the main liaison between Habitat and the team members and needs to adhere to all Habitat policies and procedures.

Please email us for further details on the Batam Build procedures which include the Team Leader Roles and Responsibilities.

12. What if I signed up for a slot, but have to cancel?

We are unable to refund any trip deposit paid if you decide to cancel Batam Build trip. Fund received will be channelled towards Habitat Global Mission Fund to serve more families and sustain Habitat programmes.

Please email us for further details on the Batam Build procedures.

13. What if I booked for 2 slots in the beginning, but have to cancel 1 slot?

If you notify us the cancellation more than 60 days of the date of your trip departure, hence, the trip deposit could be rolled over as part of the donation for the team. However, if the cancellation is less than 60 days from the date of your trip departure, hence, it is non-refundable and will be channelled towards Habitat Global Mission Fund to serve more families and sustain Habitat programmes.

Please email us for further details on the Batam Build procedures.

14. What if I signed up for a slot, but have to postpone it at later date?

You will need to inform us at least 60 days before the date of departure if need to postpone the trip and it is subject to availability of the slots. The next slot has to be booked within the same calendar year. If the team informs us less than 60 days, the trip deposit is non-refundable and will be channelled to Habitat Global Mission Fund to serve more families and sustain Habitat programmes.

Please email us for further details on the Batam Build procedures.

15. One of my team members who has signed up can't go for a trip, can there be any replacement?

Any request for replacement has to be done **in writing** at least 7 working days before the date of the trip departure with the submission new form and passport copy for the replacement. The replacement Habitat for Humanity may not accede to any replacement request if is made less than 7 working days before the date of the trip departure.

Please email us for further details on the Batam Build procedures.

16. Can Habitat arrange R&R for my team before or after the trip?

No, Habitat will not arrange any other activities that are not part of build trip. Volunteer could extend their stay after the trip, however, they will have to arrange their own R&R and personal logistics arrangement.

17. What will volunteer do while we are?

You will work alongside the local community to renovate or build a home for a family in need of housing. It's mainly manual labour – digging foundations, mixing cement, laying concrete floors, building walls, and etc. The actual work will depend on the need at the time. Volunteer are reminded to be flexible and be helpful at the build site.

18. What about health and safety insurance?

All team members must purchase accident & illness insurance which is compulsory for all Habitat volunteers. However, this is not travel insurance. Volunteers are encouraged to purchase their own travel insurance separately

Health and safety in most countries where we work may not up to Singapore standards. Habitat will ensure that sites are as safe as possible for you to work on. We will provide safety briefings for you on site, and request that you comply with these, even if the local people do not. We do not want you getting injured!

19. What about visa and travel documents?

Volunteers will need to check with respective embassy with regards to visa application (if necessary) based on the nationality as per passport. They also need to ensure that their passports have few blank pages and have at least 6 months validity.

20. What about vaccinations?

We highly recommend people to take at least tetanus vaccination (at least 2 weeks before departure) and do seek advice from your own personal doctor or traveller's clinic prior to trip.