



HOMELESS HEARTS
OF SINGAPORE

Annual Report FY2025

Building a City of Refuge: The Next Generation

About Us.....	2
General Information.....	2
Our Vision.....	2
Our Mission.....	2
Overview of Charity.....	3
Welcome Message: The Next Generation.....	4
Leadership Structure.....	5
Co-Founders.....	5
Secretary.....	5
Board Appointment.....	5
Core Team Members.....	5
Highlights of the Year.....	6
2025 at a Glance.....	6
The Next Generation Is Already Here.....	6
Finance Overview.....	7
Volunteer Sign-ups.....	8
Lived experience becoming community.....	9
Homelessness Statistics.....	9
Our Community Outreach.....	13
Overview of Activities.....	13
Practical Support & Interim Accommodation.....	14
Street Outreaches.....	16
Festive Celebrations and Special Events.....	23
Healthcare.....	27
Education & Awareness.....	28
Media Mentions / Interviews.....	35
Research & Advocacy.....	36
The Year Ahead.....	37
Looking Ahead.....	37
Our Plans & Commitments for 2026.....	37

About Us

General Information

HOMELESS HEARTS (LTD.)

UEN: 201839495C

Registered Address

20 Cecil Street, #07-03 Plus, Singapore 049705

Banker

DBS Bank Limited

Independent Auditor

KMC & Partners LLP

Governance detail

Refer to Leadership Structure.

Our Vision

We envision Homeless Hearts to serve as a platform to inspire fellow volunteers to start their own grounds-up initiatives to serve and befriend any homeless in their own local neighbourhoods, so that one day every homeless person in every neighbourhood in every age group and every background will find full community support to help them reintegrate back into full community again.

Our Mission

To make Singapore a City of Refuge and support (via community, infrastructure, and policies) for the displaced and isolated in our nation.

To help the homeless re-integrate into community via community-building, temporary aid, advocacy, and local partnerships.

Overview of Charity

Homeless Hearts (Ltd.) ("Homeless Hearts of Singapore / HHOS") was founded in July 2014 by Abraham Yeo and Mervin Lee. HHOS was officially registered as a charity under the Charities Act (Chapter 37) on 1 Nov 2019.

HHOS is a secular homeless befriending group based on Christian values (as the co-founders are Christians). It is open to all - regardless of race, language or religion. We take a relational approach in collaborating with fellow community partners to help our homeless friends navigate the relevant community support systems, and reintegrate into the community.

From a 2-man team serving in 2 central locations in 2014, today, HHOS has grown to about 200+ volunteers serving about 70 homeless friends on the streets per week across 16 zones all around in Singapore. Since 2019, HHOS has been a partner of MSF's Partners Engaging and Empowering Rough Sleepers (PEERS) network.

Our key strategies are:

- i. advocating to the public and private sectors in Singapore regarding the importance of homeless / stateless through talks and walks, and,
- ii. befriending the homeless relationally and journeying with them as they navigate the support systems, and,
- iii. collaborating with fellow community partners to help bring holistic care directly to where the homeless are
- iv. demonstrating models and examples of relational befriending for those interested in starting their own initiatives

Welcome Message: The Next Generation

Dear friends of Homeless Hearts,

2025 was a year that kept bringing us back to a simple question: who will carry this work forward when we are no longer the ones doing it?

Eleven years after HHOS began with just two friends walking the streets, we found ourselves meeting students, young volunteers, educators, healthcare workers and social-service professionals who were asking how they too could stop for the one in front of them. During the year, 215 people signed up to volunteer with us. Some may stay for a season; some may become long-term befrienders; some may eventually start something of their own. That is okay. HHOS was never meant to own the work of caring.

At the same time, our City of Refuge data reminded us that “the next generation” is not only about volunteers. Almost half of the people with a known age who approached us for help in 2025 were below 35. Many were working. Many were dealing with family breakdown, unstable accommodation or the absence of people they could safely rely on.

This is why we still believe that people do not become homeless only because they run out of resources. Often, somewhere along the way, relationships have broken down too. A bed may solve tonight. A house may solve a housing problem. But belonging takes people.

So perhaps the next generation of a City of Refuge is not a bigger HHOS. Perhaps it is more neighbours, families, students, churches, community groups, professionals and ordinary Singaporeans learning to make room for one another. Some will give. Some will host. Some will listen. Some will simply keep coming back.

By God’s grace, may we keep becoming smaller in the best possible way — less a centre that everyone has to come through, and more a small fire that helps other fires catch.

Thank you to every homeless friend who trusted us with your story, every volunteer who showed up, every partner who walked with us, and every person who stopped long enough to notice someone others might have passed by.

Together,

The HHOS Core Team

Homeless Hearts of Singapore

Leadership Structure

Co-Founders

Abraham Yeo & Mervin Judah Lee

Secretary

Tze Sek Sum Patrice Charles (Appointed on 6 May 2024)

Board Appointment

Name	Current charity board appointment	Date of appointment
Abraham Yeo	Director / Chairman	21 Nov 2018
Spencer Mok	Director / Head of Backend SOP team	21 Nov 2018
Derek Lim	Director / Volunteer Head	1 Jul 2024

Core Team Members

Name	Roles	Date of appointment
Abraham Yeo	Overseer and Head of #CityofRefuge Project	21 Nov 2018
Spencer Mok	Head of Backend SOP team	Head of Backend SOP: 29 Oct 2020
Claire Ban	Assistant Treasurer (Acting Treasurer)	1 Aug 2025
Derek Lim	Volunteer Head	1 Jan 2019
Peng Cheng Yu	Head of Healthcare	1 Jan 2019
Bernice Ng	Backend SOP coreteam member	29 Oct 2020

Highlights of the Year

2025 at a Glance

356 distinct street outreach sessions
447 subzone visits
16 recce sessions
215 new volunteer sign-ups
195 reconciled City of Refuge help requests
21 birthday meals
12 housewarming gatherings
18 verified interim-accommodation claims — \$4,050.90

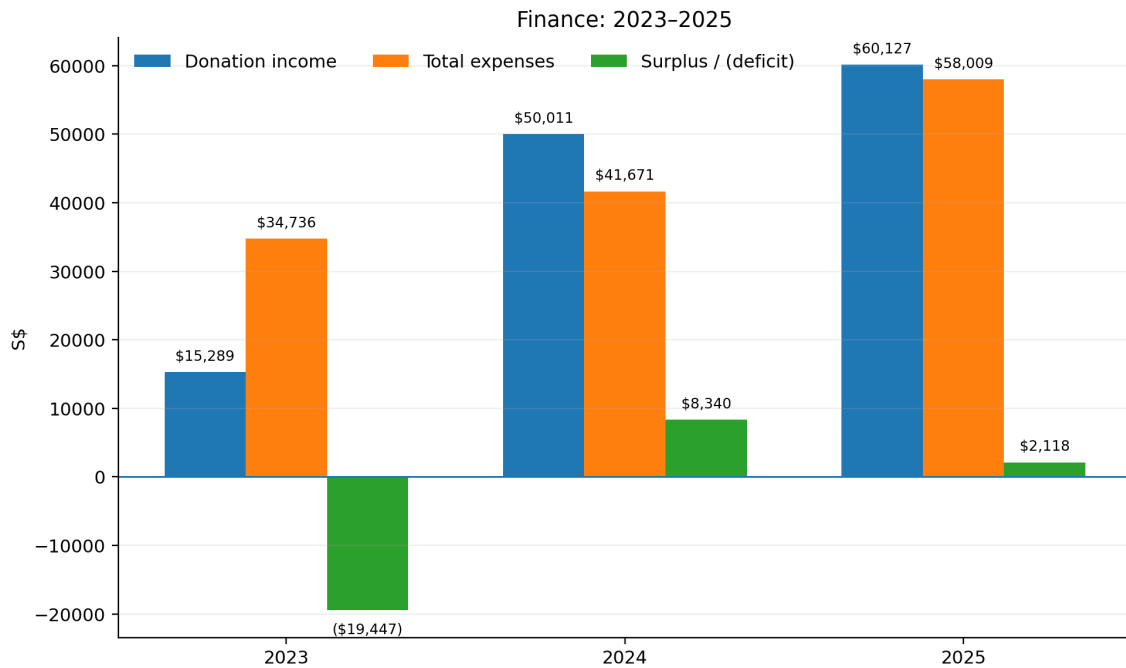
The Next Generation Is Already Here

2025 gave us a glimpse of what this theme means in practice. More people stepped forward to volunteer; students and professionals joined outreaches and learning sessions; and younger people remained a significant part of those approaching us for help. The next generation, in other words, was present on both sides of the story — among those offering friendship and among those needing community.

Looking across 2023–2025 puts 2025 in context. Income strengthened, volunteer interest rebounded sharply, outreach frequency eased while geographical reach steadied, and help-request intake stabilised after falling in 2024.

Finance Overview

Across three years, HHOS moved from a deficit in 2023 to consecutive surpluses in 2024 and 2025. Donation income rose from \$15,289 in 2023 to \$50,011 in 2024 and \$60,127 in 2025. Total expenditure rose from \$34,736 to \$41,671 and then \$58,009. Total expenditure rose from \$34,736 to \$41,671 and then \$58,009.

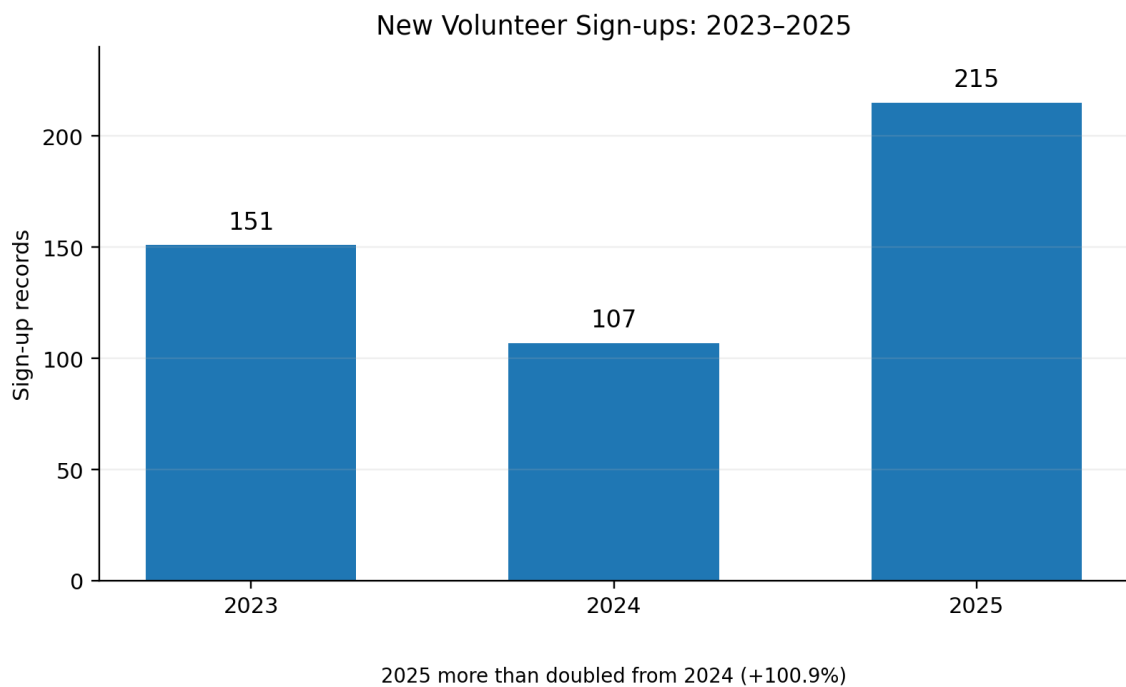


The most notable change in 2025 was the increase in charitable-activity expenditure, which rose 72.6% from \$25,616 to \$44,210. Other operating expenses fell 14.1% to \$13,799. HHOS therefore ended the year with a \$2,118 surplus, compared with \$8,340 in 2024.

At year-end, cash and cash equivalents stood at \$130,090, other payables had decreased to \$18,532, and accumulated surplus reached \$111,558. In practical terms, 2025 was a year in which more of the income entrusted to HHOS was deployed into charitable activity while the organisation remained in surplus. For us, that is ultimately a question of stewardship: having the resources to respond when our homeless friends need practical help, while remaining accountable and sustainable for the longer journey.

Volunteer Sign-ups

New volunteer sign-ups rose sharply in 2025. We received 215 sign-up records, compared with 107 in 2024 and 151 in 2023. This represents a 100.9% increase from 2024 and a 42.4% increase from 2023.



The growth was not evenly spread across the year. June, November and December together accounted for 109 sign-ups — just over half of the year's total. This suggests several concentrated intake periods rather than a steady month-by-month increase.

For us, however, sign-ups are only the beginning. A form records interest; befriending is built through people returning, learning alongside experienced volunteers and spending time with our homeless friends. Our ongoing task is therefore not simply to recruit more people, but to help those who step forward find a team, participate safely and, over time, build relationships of their own.

Data note: Volunteer sign-ups refer to new records created in the HHOS Airtable volunteer sign-up database. They represent expressions of interest and should not be interpreted as the number of active or regularly participating volunteers.

Lived experience becoming community

One part of community that is easy to miss in the headline numbers is that **some of our volunteers have themselves experienced homelessness**. Across the volunteer database, 24 sign-up records by the end of 2024 and 43 by the end of 2025 clearly disclosed lived experience either through the dedicated checkbox or through an explicit first-person statement in the sign-up form¹. After consolidating obvious duplicate registrations that shared the same email or phone number, this corresponds to **approximately 21 distinct people by end-2024 and 40 by end-2025**.

Matching those disclosures conservatively against our street-outreach attendance rosters, we could link **at least six lived-experience volunteers with high confidence by end-2024**, rising to **at least eight by end-2025**. Several additional first-name or nickname matches are plausible, so these should be read as *lower-bound estimates* rather than a complete count.

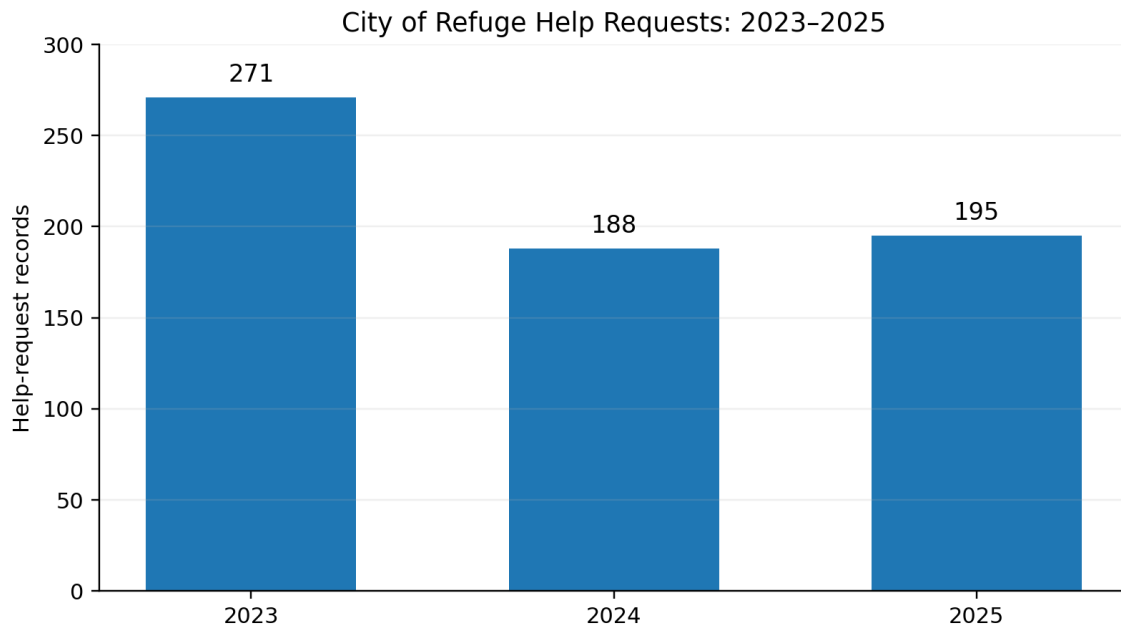
For us, this is also part of what reintegration into community can look like. Someone who once needed a listening ear may later become the person offering one. In 2025, one of our ex-homeless friends who had become a volunteer also shared his own experience with SUTD students. Lived experience does not only inform our understanding of homelessness; it can become friendship, service, advocacy and belonging.

Homelessness Statistics

Across 2023–2025, our #CityOfRefuge system recorded 271 substantive help requests in 2023, 188 in 2024 and 195 reconciled unique requests in 2025². After the decline in 2024, the 2025 intake was broadly stable, increasing by 3.7% year-on-year.

¹ The lived-experience estimate combines the “Tick here if you are / have been homeless before” field with clear first-person disclosures in “Why do you want to join Homeless Hearts?”. Ambiguous statements such as being almost homeless, a family member experiencing homelessness, or prior volunteering with homeless people were excluded.

² These are HHOS frontline intake records, not national prevalence estimates.



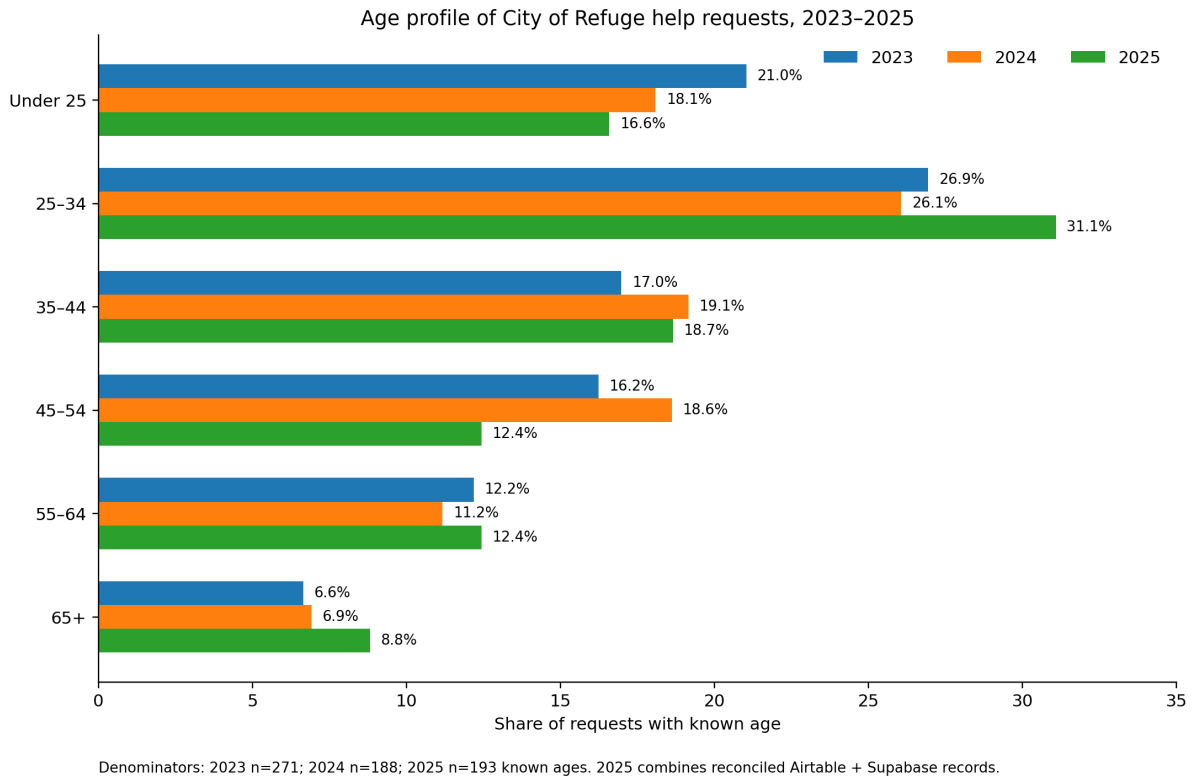
2025 = reconciled unique requests across Airtable + Supabase

In August 2025, we upgraded our #CityOfRefuge help request system from our Airtable system to a newer Supabase help-request database with an improved front-end web form. As per the 2025 figure above, we identified and reconciled 120 substantive Airtable records and 84 primary Supabase records for 2025, with nine confirmed overlaps between the two systems, giving 195 unique requests. (Linked duplicate rows in the newer system were excluded from the denominator.)

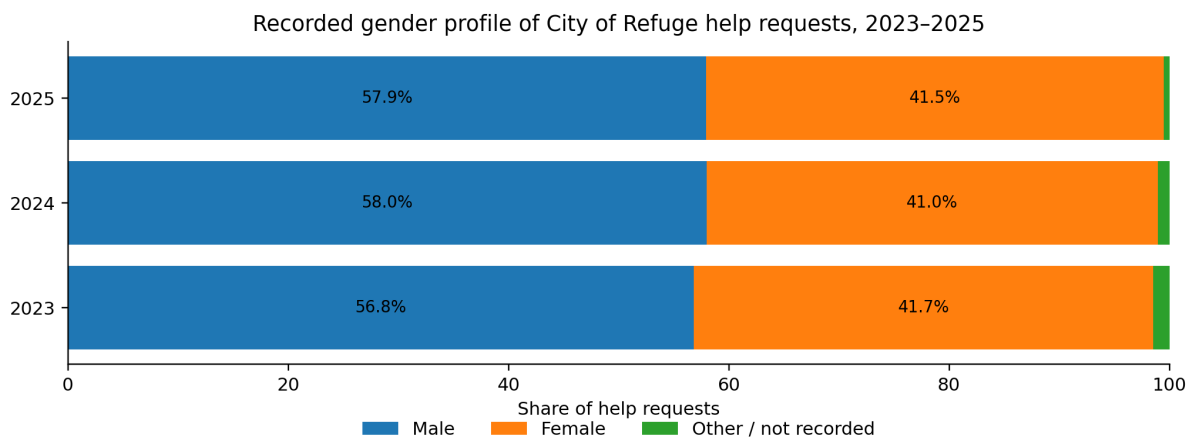
For 2023 and 2024, the age and gender profiles use substantive legacy Airtable records (271 and 188 respectively). The 2025 profile uses 195 reconciled unique Airtable and Supabase requests; age was known for 193. Collection fields and system design changed in 2025, so these comparisons are indicative rather than a like-for-like population survey. These are HHOS help-request/intake records, not national prevalence estimates.

Age and Gender Profile: 2023–2025

Across all three years, younger adults formed a consistently large part of the people approaching us. People below 35 accounted for 48.0% of known-age requests in 2023, 44.1% in 2024 and 47.7% in 2025. This is not a clean upward trend; rather, it shows that younger adulthood has remained a substantial part of our frontline intake.



Within that broad group, the mix shifted. The share below 25 fell from 21.0% in 2023 to 18.1% in 2024 and 16.6% in 2025, while the 25–34 group rose to 31.1% in 2025, from 26.9% in 2023 and 26.1% in 2024. The 65+ share also increased modestly to 8.8% in 2025, reminding us that housing instability spans generations.



The recorded gender profile was strikingly stable across the three years. Male requests accounted for 56.8%, 58.0% and 57.9% respectively; female requests accounted for 41.7%, 41.0% and 41.5%. In other words, around two in five requests each year were from women. The small remainder — below 2% in every year — was another recorded gender or was not recorded.

What Our Help-Request Data Was Showing

Family and relationship breakdown was the most pervasive coded theme, appearing in **107 requests (54.9%)**. Specific factors included being asked to leave a home, family conflict, leaving the family home and having little or no family support. **Financial hardship or rent affordability** appeared in **41 requests (21.0%)**, including **27 records explicitly coded as unable to afford rent**. (These themes can overlap within the same request.)

In 2025, **87 of 195 requests (44.6%)** involved someone recorded as working in some form. Singapore citizens accounted for 158 requests (81.0%), with 5 permanent residents, 15 foreigners and 17 recorded as unknown or other. Most requests were made directly by the person seeking help (121, or 62.1%); 31 came through social workers, 27 through other reporters and 16 through rough-sleeper reports. Taken together with the family and affordability themes above, the profile reminds us that **housing instability cuts across age, work status and referral pathways**.

Behind these figures are people whose homelessness may be **invisible**: staying temporarily with friends, in hostels, at workplaces or in other unstable arrangements, or at risk of losing their current accommodation. The data strengthens a lesson we return to often: **housing instability is rarely explained by one factor alone**. Money matters, but so do **family, safety, health, relationships and the presence — or absence — of a community that can stay with someone through the crisis**.

Our Community Outreach

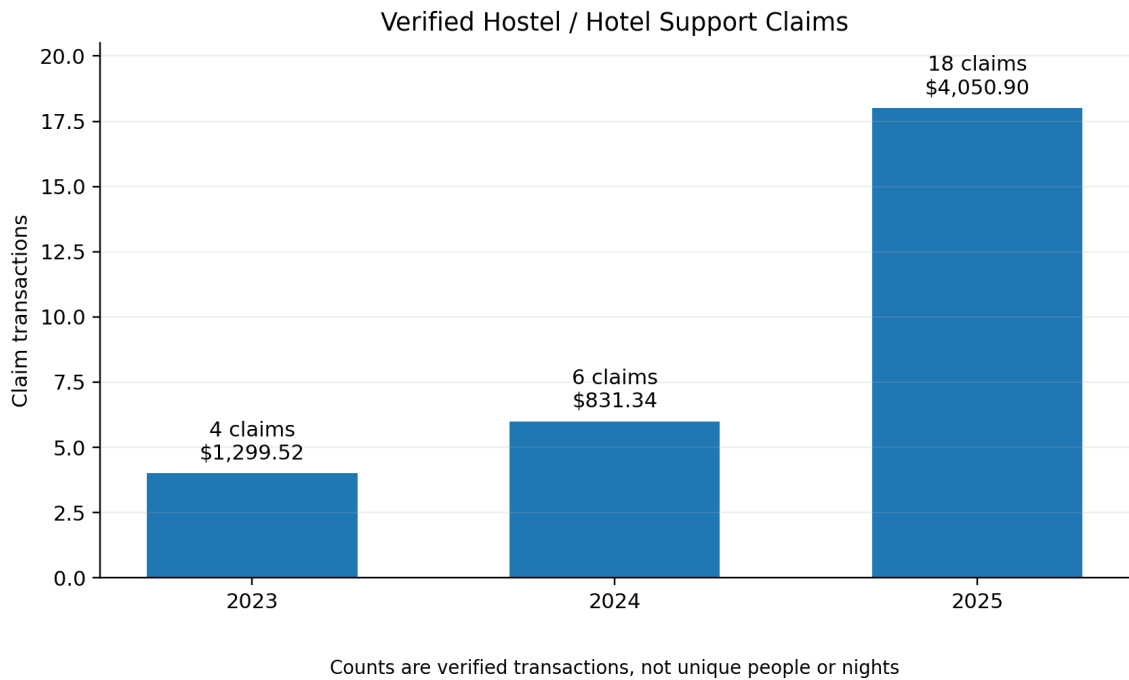
Overview of Activities

1. Regular night outreaches across established zones in Singapore:
 - i. Chinatown
 - ii. Harbourfront
 - iii. Tampines
 - iv. Yishun
 - v. Woodlands
 - vi. Redhill / Tiong Bahru
 - vii. Clementi / Jurong East
 - viii. Mountbatten
 - ix. Paya Lebar/Eunos
 - x. Bedok
 - xi. Aljunied
 - xii. Changi Airport
 - xiii. Bras Basah / Bugis / Lavender / Marina
 - xiv. Bukit Panjang
 - xv. Punggol
 - xvi. Potong Pasir
2. Hostel sponsorships in collaboration with social workers
3. Virtual befriendings via chat groups to provide relational support and guidance
4. Birthday celebrations and friendship meals
5. Help ex-homeless friends move into their new flats
6. Give talks to educate students / organisations on homeless outreaches
7. Advocate to the public and government regarding homeless issues

Practical Support & Interim Accommodation

Receipt-claim records give us another view of how practical support changed across these three years. HHOS recorded 581 fully verified claim transactions in 2023, 597 in 2024 and 709 in 2025. These are administrative transactions rather than a measure of people helped, because one person or activity can generate more than one claim.

The change was especially visible in interim accommodation. Verified interim-accommodation claims rose from 4 claims totalling \$1,299.52 in 2023, to 6 claims totalling \$831.34 in 2024, and then to 18 claims totalling \$4,050.90 in 2025. The number of verified accommodation transactions therefore tripled from 2024 to 2025, while the amount claimed increased almost fivefold.

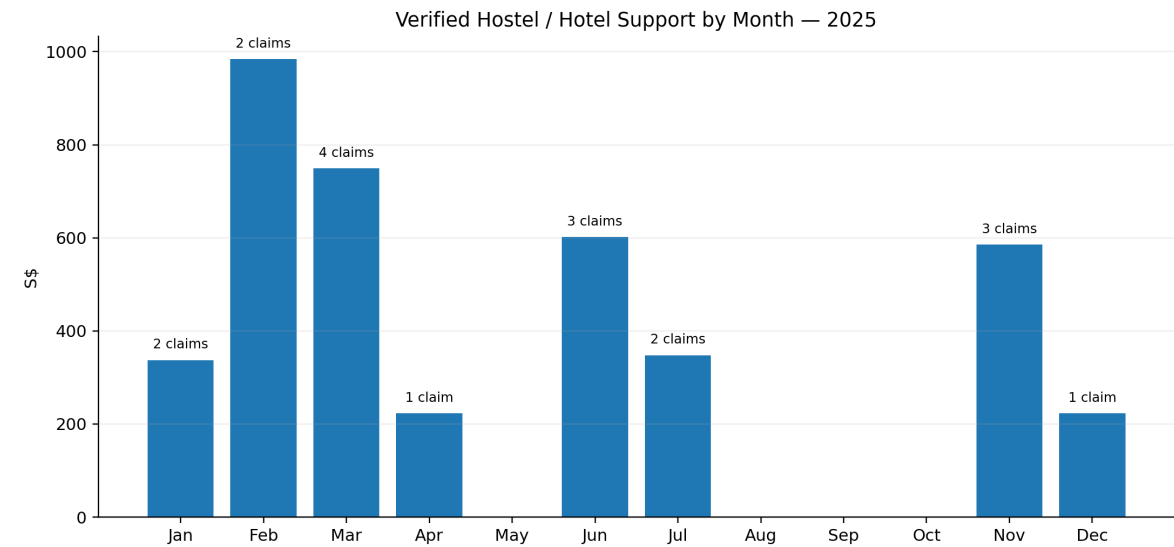


This increase cannot be explained simply by more help requests: City of Refuge intake rose only 3.7% from 2024 to 2025. Month-by-month, accommodation claims also did not move closely with help-request volume. Instead, interim accommodation expenditure depends on the circumstances of individual cases — including vulnerability, the number of nights needed, timing, available partner support and whether there is a feasible longer-term housing plan. A single friend may also generate several claims when a stay is extended.

In 2025, verified accommodation support was most concentrated in February (\$984.00), March (\$749.51), June (\$601.37) and November (\$585.35). Fifteen of the 18 verified accommodation transactions could be linked with reasonable confidence to prior City of

Refuge help requests. Those 15 transactions represented 12 identifiable accommodation cases; the three unmatched transactions all related to one additional case.

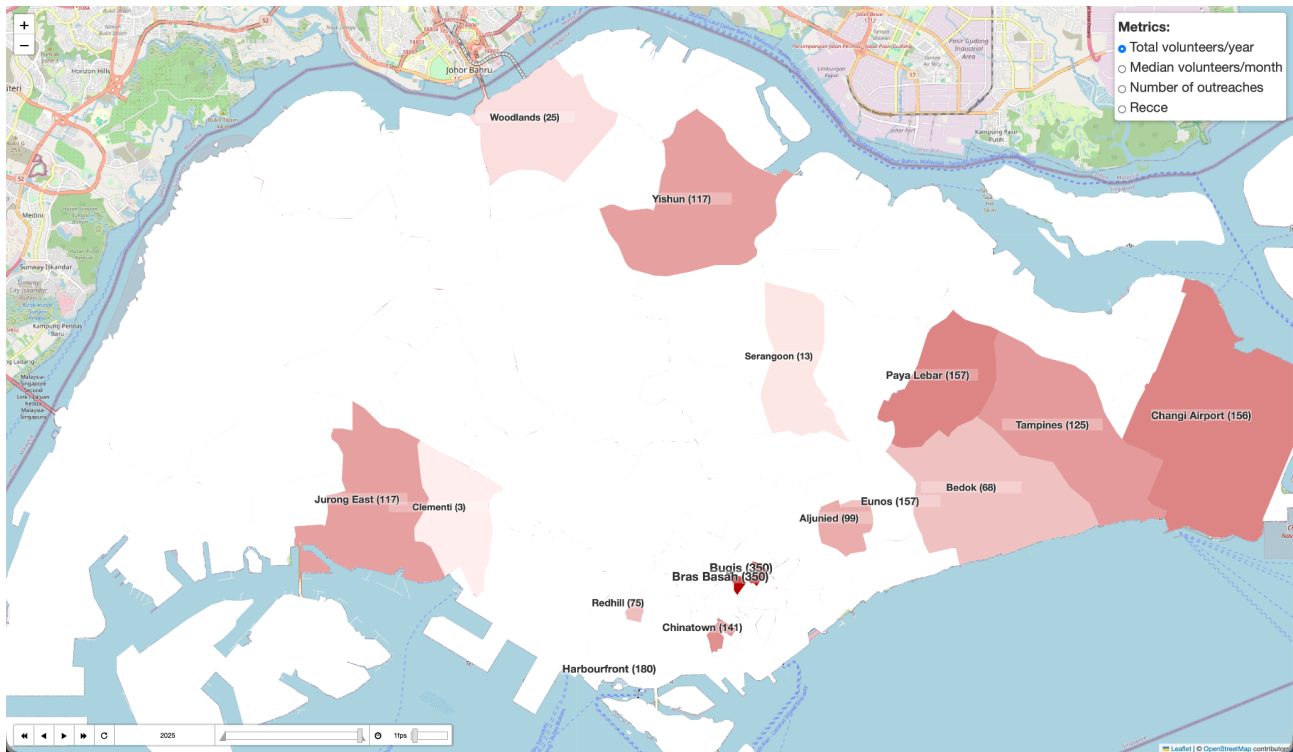
At the case level, approximately 12 of 13 identifiable 2025 accommodation cases could therefore be linked to City of Refuge. We nevertheless use the claims data as an operational picture rather than as a count of unique beneficiaries, because one friend can generate several booking or extension transactions



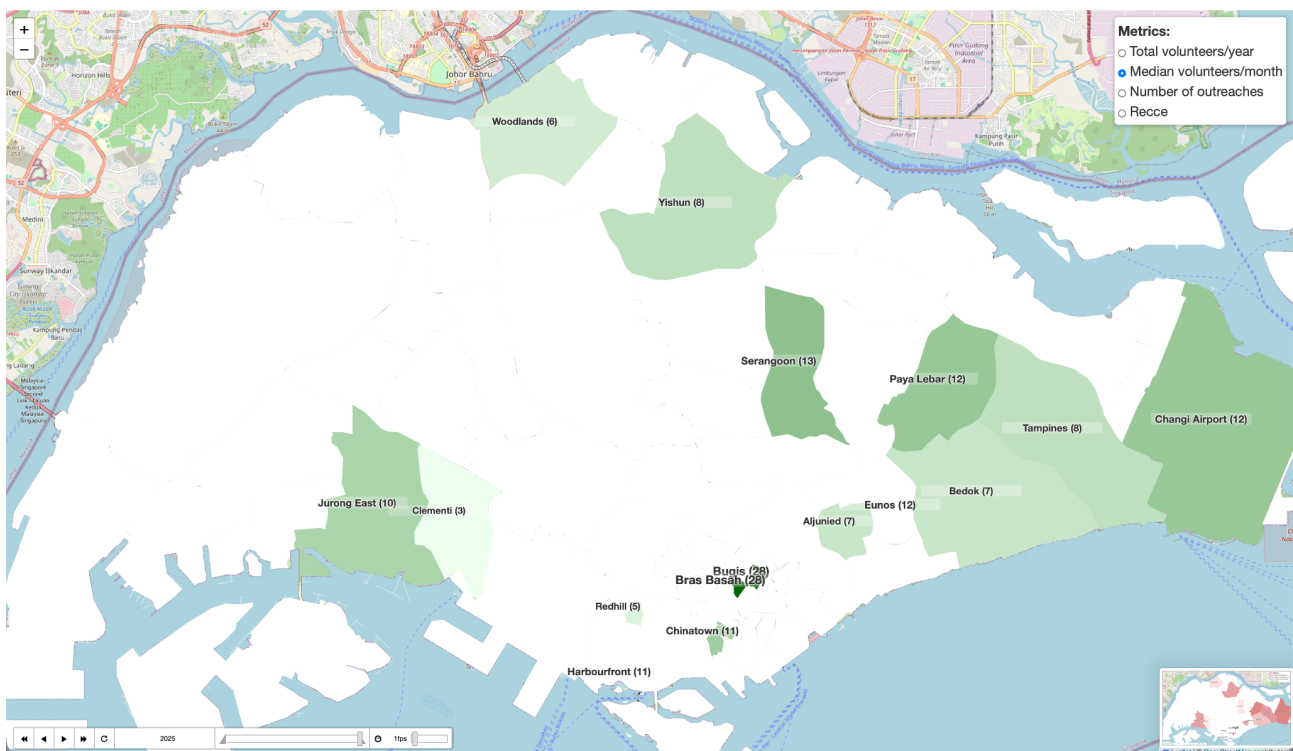
Street Outreaches

Geographical distribution of outreaches

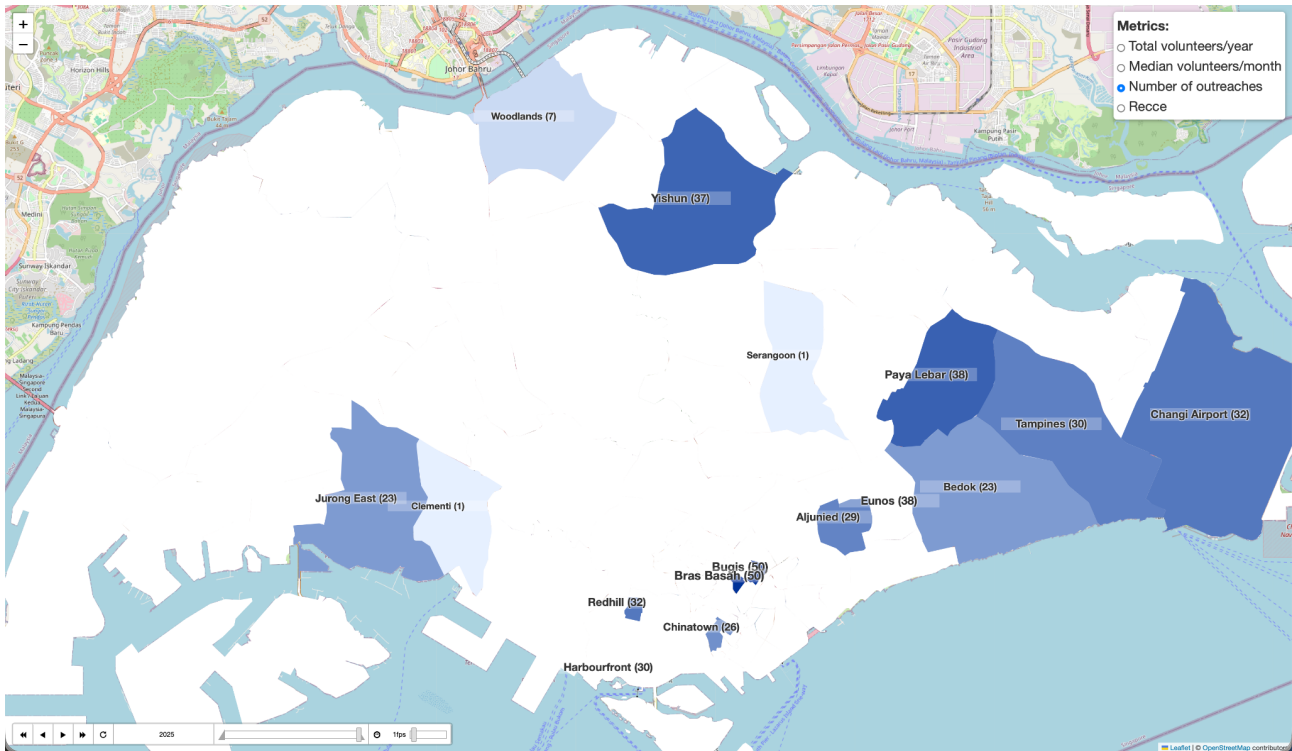
Total subzone visits by volunteers for the year



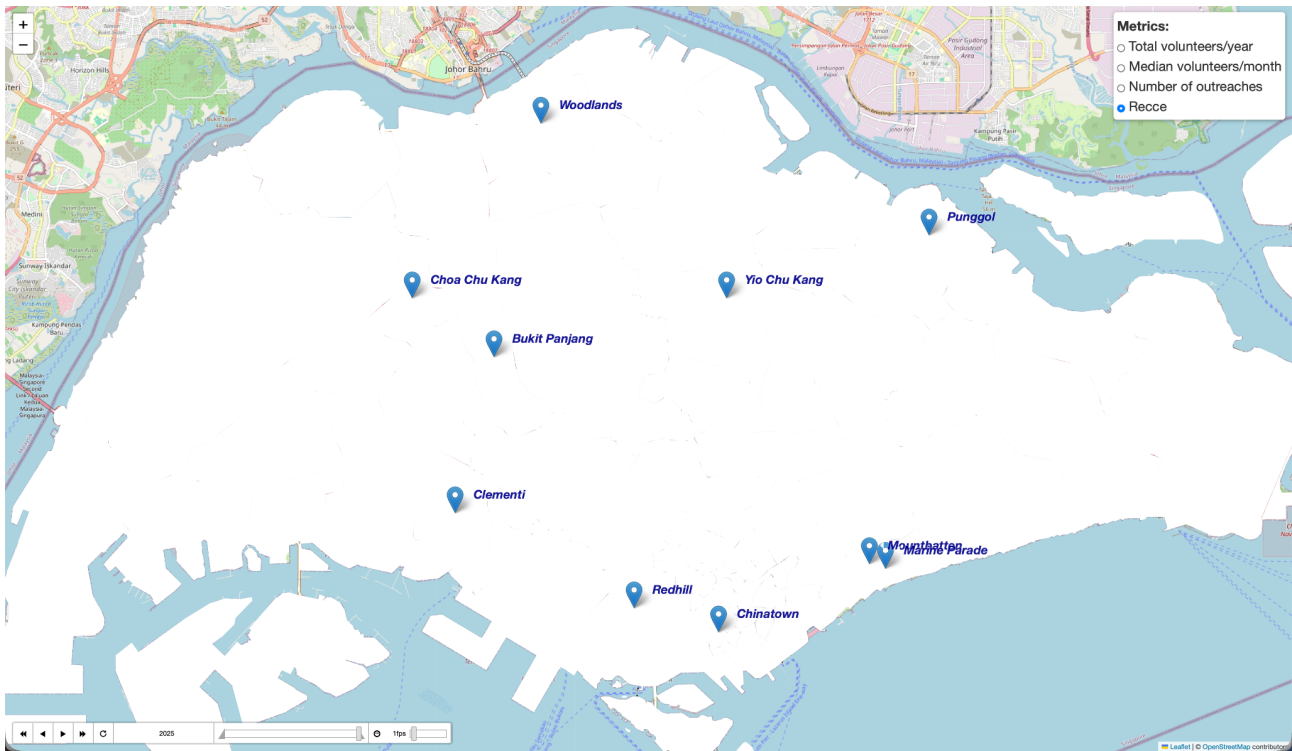
Median volunteer visits per month for each subzone



Total number of outreaches for each subzone



Recce zones for potential future outreaches





^The illustration above was done by a Girls' Brigade Singapore's student

Across 2025, our teams recorded 356 distinct street outreach sessions, compared with 388 in 2024 and 457 in 2023. Those 356 sessions represented 447 subzone visits, because some outreach teams covered two or more neighbouring subzones during the same outing. We also recorded 16 recce sessions during the year, reflecting renewed exploration of areas where rough sleepers might need befriending and support.

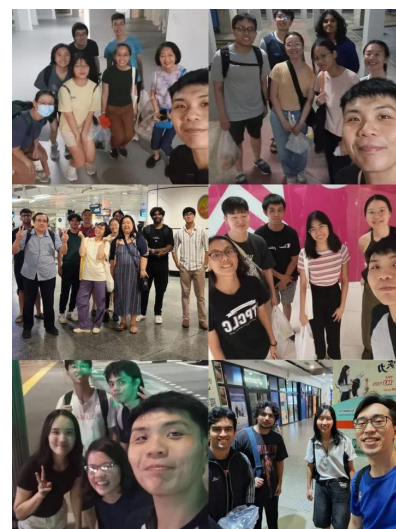
How the 356 outreach sessions were distributed

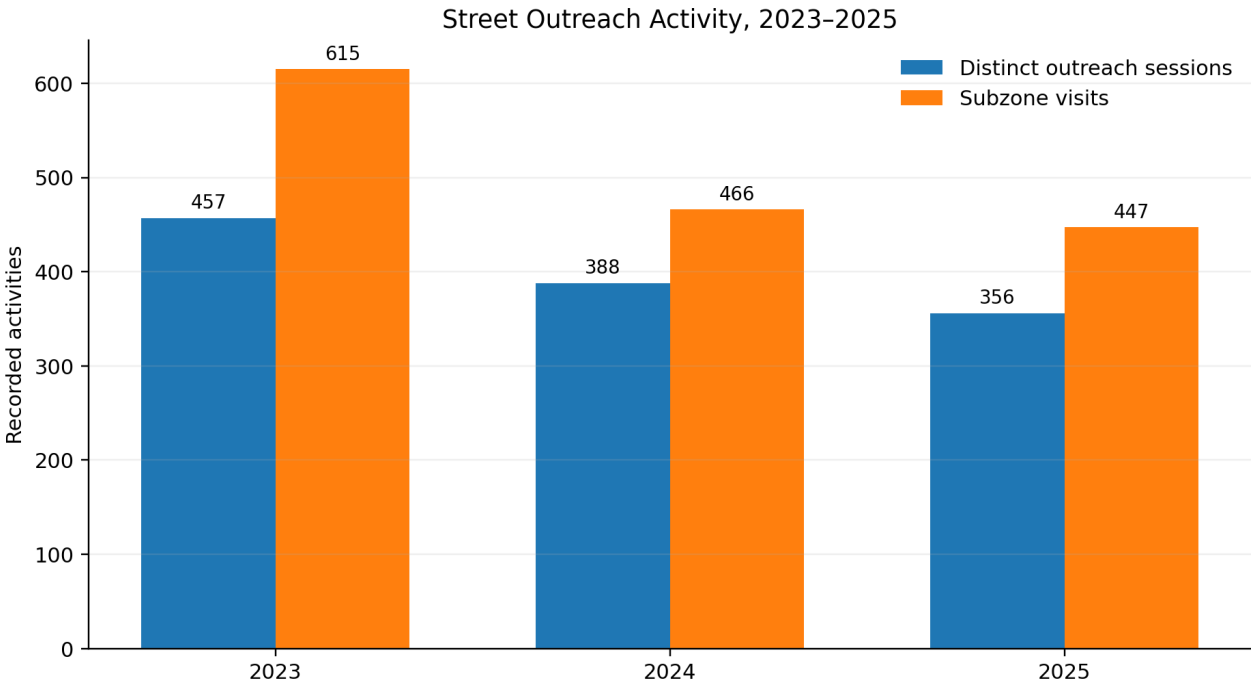
The **356 outreach sessions** comprised:

- 266 sessions covering one subzone
- 89 covering two subzones,
- and one covering three subzones.

In other words: $266 \times 1 + 89 \times 2 + 1 \times 3 = 447$ subzone visits.

Although the number of distinct sessions declined by about 8% from 2024, subzone visits declined by only about 4%, suggesting that the geographical reach of our outreach activity remained comparatively steady.





Why the outreach figures can exceed calendar days

An outreach session is one team outing, not one calendar day. Several teams can go out on the same evening to different parts of Singapore. In 2025, the 356 sessions took place across 261 calendar dates; on 84 of those dates, two or three teams were out. Some sessions also covered more than one neighbouring subzone, which is why 356 sessions produced 447 subzone visits. The same pattern explains FY2024’s 388 sessions across 274 calendar dates. These figures therefore count team outings and geographical visits, not unique days of outreach.

Our activity records also note that 30 homeless friends moved into new homes, eight moved into shelters, 11 moved into welfare homes, and two returned to stay with relatives during 2025. For us, these housing transitions are important milestones, but the relationship does not end when someone gets a roof over their head. We continue to befriend our friends through meals, housewarmings, messages and visits as they settle into the next part of their journey.

Community Collaborations



Outreach with SPS Eric Chua – 1 January 2025

SPS Eric Chua and staff from MSF, HDB, MND, and SSO joined our outreach to provide support to our homeless friends and to understand their needs. As a result, quite a number of our homeless friends received the support that they needed.



Outreach with NUS CAPT ACE Homes – January to April 2025

NUS CAPT students joined our outreaches at Chinatown and Harbourfront to befriend our homeless friends and distribute snacks and necessities to them as part of their ACE Homes project. Through these experiences, they get to learn more about homelessness and provide friendships to our homeless friends.



Outreach with Commenhers – 21 March 2025

We hosted a group of Commenhers volunteers where they collected and distributed pre-loved Hari Raya clothes to our Muslim homeless friends as many of our Muslim homeless friends do not have Hari Raya clothes for Hari Raya visitations. This is part of their up-cycling initiatives.

Outreach with Taiwan Homeless Charity Organisation (Do You A Flavor (人生百味)) - 14 May 2025



We hosted a group of social workers from a Taiwan homeless charity organisation (Do You A Flavor (人生百味)) to visit and befriend our homeless friends as they wanted to understand how we conduct outreaches in Singapore. We followed up with a visit to Taipei to learn more about their homelessness work in March 2026.

Outreach with Minister Desmond Lee and Minister Goh Pei Ming - 11 July 2025



Minister Desmond Lee, Minister Goh Pei Ming and staff from MSF, HDB, MND, and SSO joined our outreach to provide support to our homeless friends and to understand their needs. As a result, quite a number of our homeless friends received the support that they needed.

Outreach with NIE Students - 10 September 2025

We hosted a group of NIE students, most were school principals to visit and befriend our homeless friends during our outreaches. With this experience, we hope that they have a better understanding of homelessness and homeless befriending and they can bring that knowledge to their students in school.



Outreach with NUS Temasek Hall Students - September 2025



We hosted a group of NUS Temasek Hall students for a month where they joined various outreaches to visit and befriend our homeless friends as they wanted to be exposed to local volunteering for their preparations for their overseas volunteering.

NUS CAPT Community Engagement Festival - 24 October 2025



We hosted a group of NUS CAPT students for our outreach as part of NUS CAPT's Community Engagement Festival, where they are exposed to various social issues. They joined our Harbourfront outreach to visit and befriend our homeless friends and distributed care packs to them.

Festive Celebrations and Special Events

Housewarming Gatherings



We organised 12 housewarming gatherings in 2025 at the new homes of friends who had moved into more stable housing. A housewarming allows us to celebrate an important milestone while continuing friendships that began during outreach. There is also something meaningful about being invited into a friend's home: someone who was once receiving help now becomes the host, welcoming volunteers and friends into their own space. The gathering therefore celebrates not only housing, but also hospitality, ownership and belonging.

Birthday & Festive Meals



We organised 21 birthday meals with our homeless friends in 2025. These meals are simple, but they give us time to remember an important day together and create shared memories outside the usual rhythm of outreach. For a friend who may not otherwise have someone to celebrate with, a meal can also be a quiet reminder that they are known and remembered.

Chinese New Year Dinners – January & February 2025



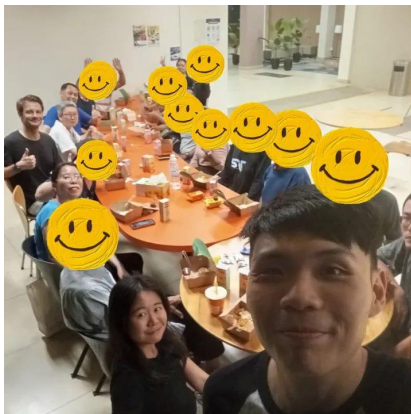
We had reunion dinners with our homeless friends from various locations to celebrate Chinese New Year with them and brought joy to them during the festive season.

Hari Raya and Iftar (Break Fast) Dinner – 10 March 2025



We celebrated the spirit of Hari Raya with our Muslim homeless friends by breaking fast with them over dinner together.

Reunion Dinner – 9 May 2025



We gathered our homeless friends who have moved into HDB Single Room Shared Facilities (SRSF) at Yio Chu Kang and had a reunion dinner with them to catch up with them and check in on them. It's also to build the community spirit and friendships among them.

National Day Dinner – 8 August 2025



We celebrated National Day with our homeless friends at one of our outreach locations by having dinner with them just before National Day. We also celebrated one of our homeless friends' birthday.

Dinner with The Beautiful People – 13 September 2025



We brought our homeless friends to a lovely dinner organised and sponsored by The Beautiful People where our homeless friends enjoyed good Korean food. Our homeless friends also did tote bag painting and participated in a clothes giveaway where they get to select from a range of donated clothes.

Outing to Oceanarium – 22 November 2025



We brought our homeless friends to see marine life such as fishes at the Oceanarium where they get to bond with one another while enjoying the oceanic life.

HHOS Christmas Celebration - 21 December 2025



We celebrated Christmas with our homeless friends at Dame Museum Cafe where we enjoyed good food and time with our homeless friends. Our homeless friends were serenaded with lovely musical performances and enjoyed fun activities, celebrating the Christmas spirit!

Christmas Lunch with our homeless friends - 25 December 2025



We organised a Christmas lunch for our homeless friends on Christmas Day to celebrate Christmas with them. It was a heartwarming celebration as our volunteers and homeless friends gathered together in the spirit of Christmas.

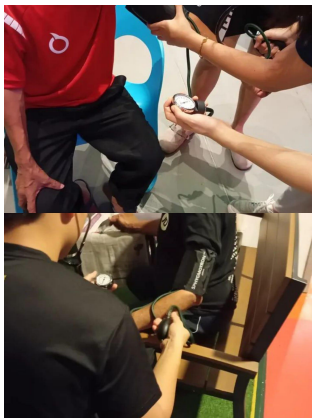
Healthcare

Health issues among our homeless friends – 2025



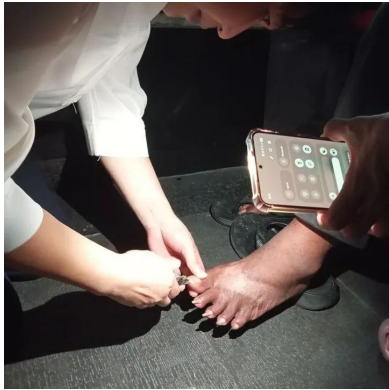
During outreach, our volunteers continued to encounter friends with health concerns associated with prolonged rough sleeping, including leg swelling and circulation-related symptoms. Some friends sleep upright or in other uncomfortable positions for long periods because they do not have a suitable place to rest. Where symptoms were concerning, we encouraged them to seek proper medical assessment rather than trying to diagnose the condition ourselves.

NUS Medical Students – January 2025



A group of NUS Medical students joined our outreaches to conduct basic health screening to measure their blood pressure. Our homeless friends were advised to go to the polyclinic for further medical checks if their blood pressure readings were abnormal.

Tzu Chi Foundation (Singapore) – July & August 2025



A group of Tzu Chi Foundation medical volunteers composed of current and retired doctors and nurses joined our outreaches to understand the medical needs of our homeless friends and some of them provided services such as cutting their toe nails.

Education & Awareness

Raising Up The Next Generation

One of the clearest expressions of our 2025 theme, The Next Generation, was the number of students, educators, social-service professionals and members of the public who learnt alongside us during the year.

Education matters to HHOS not because awareness is an end in itself, but because a more informed community is better able to notice, listen and respond with dignity.

NUS College – 4 February 2025



We shared about Homeless Hearts of Singapore, homelessness and homeless befriending with a group of NUS College students for them to be inspired with ideas for their school projects.



Homelessness is not a problem to be solved,
but people to be loved.



Homeless Befriending 101

13 May 2025 (Tue)
8.30pm-9.30pm
Zoom



Register:



<https://forms.gle/WLTUo4hKK11LrcjT6>



Homeless Befriending 101 Course (Online) – May to December 2025

We conducted our Homeless Befriending 101 online course every month with a few months having two sessions from May to December 2025 to raise awareness about Homeless Hearts of Singapore, homelessness and homeless befriending. These online courses are open for registration for anyone. This helps to advocate for our homeless friends as we have participants from all walks of life such as volunteers, government staff, social services staff, students, members of public, partner organisations, etc. attending our online courses.

Learning Journey to Bless Community Services (BCS)'s Yio Chu Kang (YCK) Chapel Safe-Sound-Sleeping-Place (S3P) – 31 May 2025



We organised a learning journey to BCS' YCK Chapel S3P to learn more about how they operate their S3P for our homeless friends. We also got to have a tour around their S3P premises to better understand the living conditions and facilities of their S3P for our homeless friends. With this learning journey, our volunteers have a better awareness of what S3Ps are like and they can use this knowledge to share with our homeless friends if they are keen to stay in S3Ps. 18 of our volunteers attended our learning journey.

Singapore University of Technology & Design (SUTD) - 4 June 2025



We conducted our Homeless Befriending 101 course for a group of SUTD students where they learnt more about Homeless Hearts of Singapore, homelessness and homeless befriending to raise more awareness among the student population and to inculcate the value of homeless befriending and volunteerism. Our ex-homeless friend turned volunteer also shared about his homeless and volunteering experiences with the SUTD students.

Young Asians Summit 2025 - 23 June 2025



One of our volunteers, Derek, was one of the panelists for the inaugural Young Asians Summit 2025 where he shared about Homeless Hearts of Singapore and homeless befriending and his journey as a volunteer. This helped to inspire many of the youth participants as many of them were thinking about their future.

Girls' Brigade Singapore – 26 July & 2 August 2025



We gave a presentation about homelessness and homeless befriending to a group of 309 junior girls of the Girls' Brigade Singapore as part of their Fast Food & Fuzz (FFF) Camp 2025 over two separate weekends. We hope that our presentation raised awareness of homelessness and homeless befriending among the girls.

Alexandra Hospital – 7 August 2025



We conducted our Homeless Befriending 101 course for a group of medical social workers from Alexandra Hospital as they often encounter homeless patients and they wanted to understand more about Homeless Hearts of Singapore and homelessness.

Ngee Ann Polytechnic – 17 July 2025



We conducted our Homeless Befriending 101 course for a group of Ngee Ann Polytechnic students (adult learners) as part of their module to raise awareness as these students might eventually venture into the Social Services sector.

NUS College – 9 September 2025



We conducted our Homeless Befriending 101 course for a group of NUS College students as they are planning to do school projects on social issues, and homelessness will be one of the topics.

Youth Corps Singapore's Mission X – March, June & September 2025



We conducted our Homeless Befriending 101 course to 3 groups of polytechnic students during 3 runs with the Youth Corps Singapore's Mission X programme where the students go through a camp to learn about social issues such as homelessness.

Montfort Care Family Service Centre (Kreta Ayer & Telok Blangah) – 22 September 2025



We conducted our Homeless Befriending 101 course for a group of social workers from Montfort Care Family Service Centre (Kreta Ayer & Telok Blangah) to equip them with skills and knowledge about homelessness and homeless befriending as they often encounter homeless and rough sleeping clients in their field of work. We hope that with these skills and knowledge, they would be better able to serve their homeless clients.

Homeless Befriending: Shared Stories, Shared Space - 4 October 2025



We organised an Advocacy Awareness & Human Library event where we got our homeless friends, ex-homeless friends and partner organisations to be human books where the participants could ask them questions about their stories and journey. This event was to help the participants understand more about homelessness and the challenges and resilience of our homeless friends. Special thanks to Yio Chu Kang Chapel for hosting us at their church premises.

National University of Singapore College of Alice & Peter Tan (CAPT) - 17 October 2025



We conducted a Homeless Befriending 101 course for two groups of NUS CAPT students for their two upcoming projects, Community Festival 2025 and ACE Homes 2026. The students learnt more about Homeless Hearts of Singapore, homelessness and homeless befriending and the skills and knowledge required for their engagements with our homeless during their respective projects and collaborations with us.

Homelessness Learning Forum 2025 - 13 November 2025

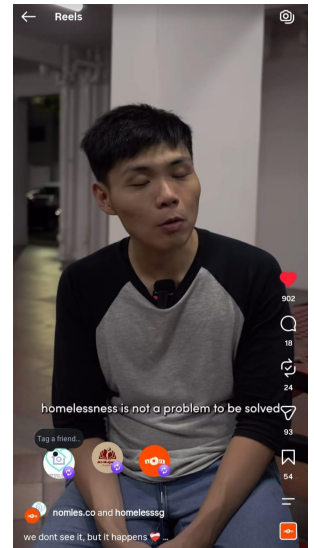


We were involved in the organising and planning of the Homelessness Learning Forum (HLF) 2025 together with other organisations such as New Hope Community Services, and the planning started from March 2025 onwards. We were also one of the learning journey hosts for HLF 2025 from 21 October to 1 November 2025 where the forum participants joined our outreaches to befriend our homeless friends. One of our volunteers, Derek, was one of the panellists for the actual forum on 13 November 2025, where he shared about homelessness and homeless befriending. Our involvement in HLF 2025 have helped to raise more awareness of homelessness and homeless befriending.

Media Mentions / Interviews

Feature on nOm's Instagram page - 10 October 2025

One of our volunteers, Derek, was featured on nOm's Instagram page (@nomies.co) where he shared about homelessness and homeless befriending and how Kimchi Fried Rice is related to his volunteering journey.



Young and on the streets: Number of under-35s rough sleeping on the rise in Singapore - 30 November 2025³



The Straits Times featured HHOS in a substantial report on homelessness among people below 35. The article drew on our help-request data and frontline observations, highlighting that almost half of the requests recorded up to end-October involved people under 35. It explored how family conflict, mental distress, family violence and the difficulty of affording alternative housing can leave younger people moving between friends' homes, hostels and public spaces — forms of homelessness that can remain largely hidden. The feature also included first-person accounts from young people who had experienced homelessness, including one whose family had been temporarily hosted by an HHOS volunteer. By placing data alongside lived experience, the article helped bring wider public attention to youth homelessness and the need for community support that goes beyond simply finding a bed for the night.

CNA938 Rewind - Homeless and under 35: Singapore's invisible youth on the streets

CNA938 Rewind

Support groups like Homeless Hearts of Singapore that help young rough sleepers say they have seen an increase in the number of young rough sleepers aged below 35. Young Singaporeans are increasingly facing homelessness due to family conflicts, mental distress, and lack of financial resources to secure housing. Andrea Heng and Hairianto Diman speak to Derek Lim, Volunteer, Homeless Hearts of Singapore

CNA 938 Rewind - Homeless and under 35: Singapore's invisible youth on the streets - 3 December 2025⁴

One of our volunteers, Derek, and our partner Kenneth Thong from The Last Resort, were interviewed in this CNA interview where they shared about the increasing trend of youth homelessness and the challenges that they face in identifying and supporting homeless youths.

³ <https://www.straitstimes.com/singapore/young-and-on-the-streets-rough-sleeping-in-singapore>

⁴ <https://www.channelnewsasia.com/listen/cna938-rewind/homeless-and-under-35-singapores-invisible-youth-streets-5529416>

Research & Advocacy

Nationwide Rough Sleeper Street Count – July & August 2025



We were involved in the Nationwide Rough Sleeper Street Count where our volunteers were involved in counting rough sleepers at various locations and conducted surveys to our homeless friends at various locations to understand their needs better. The research results were released in January 2026 to raise awareness of rough sleeping and homelessness in Singapore.

The Year Ahead

Looking Ahead

If 2025 showed us anything, it is that the next generation is already here: in the volunteers who stepped forward, the students and professionals who came to learn, and the younger people who approached us for help. Our task is to turn that attention into durable community – relationships that do not disappear when an event ends or when a housing crisis is temporarily resolved.

As we look ahead, we want to keep strengthening the bridge between practical support and belonging: better data, stronger partnerships, more prepared befrienders, and more ordinary people willing to stay present for the longer journey.

Our Plans & Commitments for 2026

- ☐ Raise greater awareness to mobilise more families, not just individuals, to volunteer as befrienders on the ground
- ☐ Collaborate with research partners (e.g. Institute of Policy Studies) to do more in-depth analysis of homelessness among young people in Singapore
- ☐ Upgrade #CityOfRefuge app to be able to collect more detailed statistics regarding homeless families
- ☐ Advocate and partner with more community / religious groups to form a stronger support network for homeless families, especially young ones
- ☐ Explore more community support options for homeless young people
- ☐ Partner with more youth outreach groups and educational institutions to educate and increase community support for the young people in Singapore
- ☐ Continue to advocate for more support for our homeless friends, including invisible homelessness and youth homelessness
- ☐ Grow and partner with more community groups to organise more Community Gatherings for our homeless friends (especially young people) to create more friendships and social connections among our homeless friends and volunteers.