

# Housing Authority adjusts its public services

The following press release is issued on behalf of the Hong Kong Housing Authority:

In response to the Government's announcement that public services will be adjusted and special work arrangements will be made for civil servants to reduce social contact, the Hong Kong Housing Authority (HA) announced today (March 22) that the following arrangements will be implemented from tomorrow (March 23) to provide essential and limited basic public services until further notice :

- All Estate Management Offices (EMOs) of public housing estates will be open from 10am to 4pm on Mondays, Wednesdays and Fridays to provide limited general management services for public housing estates and handle cases with prior appointments. For enquiries outside the opening hours, residents may call the contact telephone numbers provided by the respective EMOs, and staff will render assistance as much as practicable. EMOs' shroff offices may adjust their opening hours according to the conditions of respective public housing estates. Residents are advised to pay heed to the notices placed at the EMOs. They can also pay rent at more than 1 000 locations, such as convenience stores and supermarkets. They may also make payments via the Payment by Phone Service (PPS). For details, please browse the following website: [www.housingauthority.gov.hk/en/public-housing/rent-related-matters/rent-payment-methods/index.html](http://www.housingauthority.gov.hk/en/public-housing/rent-related-matters/rent-payment-methods/index.html);
  
- The following subsidised housing offices will provide limited services from 10am to 4pm on Mondays, Wednesdays and Fridays:
  - The White Form Secondary Market Scheme Unit in the Lok Fu Customer Service Centre;
  - The HOS Secondary Market Scheme Unit in Lung Cheung Office Block, Wong Tai Sin; and
  - The Home Assistance Loan Unit in Lung Cheung Office Block, Wong Tai Sin;
  
- The Home Ownership Scheme Sales Unit in Lok Fu Customer Service Centre and the Green Form Subsidised Home Ownership Scheme Sales Unit in Kwun Tong will only be open to applicants with prior appointments. For enquiries, please contact the HA Sales Hotline on 2712 8000;

- All public rental housing application offices (including the Lok Fu Customer Service Centre Office and the Sham Shui Po Housing Information Centre), the Clearance Housing Office and the Redevelopment Sub-section offices (Pak Tin and Mei Tung) will be open from 10am to 4pm on Mondays, Wednesdays and Fridays (except for the Lok Fu Customer Service Centre Office which will be open from 8am to 4pm on Mondays, Wednesdays and Fridays) to provide limited services in relation to matters involving application for public rental housing, clearance housing or redevelopment;
- During the period, the Shroff Office on the Ground Floor of the HA Headquarters will provide limited services. All payment collection services (including premium payments by Subsidised Sale Flats Scheme owners to enable them to complete transactions of their flats) with the exception of rental payment collection will remain in operation.

In addition, due to the current work arrangements, the HA may not be able to reply to public enquiries, requests or complaints in a timely manner.

For enquiries, please call the HA hotline on 2712 2712.