

# Housing Authority announces latest arrangements for public services

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

In response to the Government's announcement that in addition to the continued provision of emergency services and essential public services, government departments will also resume the provision of some basic public services from January 28, the Hong Kong Housing Authority (HA) announced today (January 27) that although full-scale public service cannot be resumed at this stage, the HA will provide some basic public services starting from tomorrow (January 28) until further notice. The arrangements are as follows:

- All Estate Management Offices (EMOs) of public housing estates will be open from 10am to 4pm on Monday, Wednesday and Friday to handle matters in relation to the management of public housing estates and cases with prior appointments. For enquiries or assistance 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. The EMOs' shroff offices will maintain closed. Tenants can pay rent at more than 1 000 locations, such as designated convenience stores and supermarkets. They may also make payments via the Payment by Phone Service. 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 be open from 10am to 4pm on Monday, Wednesday and Friday to provide limited services:
  - the White Form Secondary Market Scheme Unit at the HA Customer Service Centre (HACSC) in Lok Fu and Pioneer Place in Kwun Tong; and
  - the Home Ownership Scheme (HOS) Secondary Market Scheme Unit and the Home Assistance Loan Unit in Lung Cheung Office Block, Wong Tai Sin;
- The HOS Sales Unit at the HACSC in Lok Fu and the Green Form Subsidised Home Ownership Scheme Sales Unit at Pioneer Place in Kwun Tong will only be open to applicants with prior appointments. For enquiries, please contact the HA Sales Hotline on 2712 8000;
- The Public Rental Housing (PRH) Application Office at the HACSC in Lok Fu will be open from 8am to 4pm on Monday, Wednesday and Friday to provide limited services in relation to matters involving PRH applications, while detailed vetting interviews and the flat selection exercise for Express Flat Allocation Scheme (2020) with prior

appointments will proceed as scheduled;

- The Clearance Housing Office and Redevelopment Sub-section offices (Pak Tin, Mei Tung and Shek Lei Interim Housing) will be open from 10am to 4pm from Monday to Friday to provide limited services in relation to matters involving clearance housing or redevelopment; and
- The Shroff Office on the Ground Floor of the HA Headquarters will be open from 10am to 12.30pm and 2pm to 4pm from Monday to Friday. 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 be in operation.

â€‹ In addition, due to the above 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.