

# 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 government departments will gradually resume the provision of basic public services from August 24, the Hong Kong Housing Authority (HA) announced today (August 21) that the following arrangements will be implemented starting from next Monday (August 24) to provide limited services until further notice:

- All Estate Management Offices (EMOs) of public housing estates will be open from 10am to 4pm on Monday, Wednesday and Friday to provide limited management services for public housing estates and handle cases with prior appointments. For enquiries and 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 be closed, and residents are advised to heed 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 Public Housing Resources Management Sub-section will be closed;
- 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 (WSM) at the HA Customer Service Centre in Lok Fu;
  - the Home Ownership Scheme (HOS) Secondary Market Scheme Unit (SMS) in Lung Cheung Office Block, Wong Tai Sin; and
  - the Home Assistance Loan Unit (HALU) in Lung Cheung Office Block, Wong Tai Sin;
- The HOS Sales Unit at the HA Customer Service Centre in Lok Fu 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;
- The Public Rental Housing (PRH) Application Office at the HA Customer

Service Centre 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;

- The Clearance Housing Office and Redevelopment Sub-section offices (Pak Tin and Mei Tung) will be open from 10am to 4pm on Monday, Wednesday and Friday to provide limited services in relation to matters involving clearance housing or redevelopment;
- 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; and
- Promotion activities in shopping centres under the HA will continue to be suspended.

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.