

# Housing Authority announces special arrangements for public services

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

The Hong Kong Housing Authority announced today (December 9) that starting from tomorrow (December 10) and until further notice, the following special work arrangements will be implemented to provide emergency and essential services for the public:

- All Estate Management Offices (EMOs) of public housing estates will be open from 10am to 1pm 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. 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 1pm on Monday, Wednesday and Friday to provide limited services:

(1) The White Form Secondary Market Scheme Unit at the HA Customer Service Centre (HACSC) in Lok Fu and Pioneer Place in Kwun Tong; and

(2) The Home Ownership Scheme (HOS) Secondary Market Scheme Unit at Lung Cheung Office Block in Wong Tai Sin;

- The Home Assistance Loan Unit (HALU) at Lung Cheung Office Block in Wong Tai Sin will provide drop-in boxes to receive submissions in relation to matters under the Home Assistance Loan Scheme and the Home Purchase Loan Scheme. Applicants can place their submissions in the drop-in box located at the HALU from 10am to 1pm on Monday, Wednesday and Friday. The HALU will issue receipts/acknowledgements of the submissions and take follow-up action in due course;

- The HOS Sales Unit at the HACSC in Lok Fu, the Green Form Subsidised Home Ownership Scheme Sales Unit at Pioneer Place in Kwun Tong and other offices of related services will only be open to applicants/members of the public with prior appointments. For enquiries, please contact the HA Sales Hotline on 2712 8000 or the telephone numbers of the office of the service concerned;

- The Public Rental Housing (PRH) Application Office at the HACSC in Lok Fu will be open from 8am to 1pm on Monday, Wednesday and Friday to provide services in relation to matters involving PRH applications. Detailed vetting interviews with prior appointments will proceed as scheduled;

- The Clearance Housing office and Redevelopment Sub-section offices (Pak Tin and Mei Tung) will be open from 10am to 1pm on Monday, Wednesday and Friday to provide 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 2pm to 4.30pm 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.

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.