

Housing Authority gradually resumes normal public services with infection control measures

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

The Hong Kong Housing Authority (HA) announced today (February 28) that public services of the HA will resume near-normal starting from March 2 (Monday). Measures will be implemented to reduce the risk of infection and the spread of the virus. These measures include controlling the flow of people and queuing order where necessary (e.g. having regard to physical constraints of the HA premises), and requiring visitors to undergo body temperature checks and wear masks. The arrangements are as follows:

- All public estate management offices under HA will resume normal services to five days a week between Monday and Friday, opening from 10am to 5pm, from March 2. The service hours of the estate management offices' shroff offices will be adjusted according to the situation of individual estates. For details, please pay attention to the notice posted by the estate office. Residents 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 (PPS). For details, please browse the following website: www.housingauthority.gov.hk/tc/public-housing/rent-related-matters/rent-payment-methods/index.html;
- Most recreation and community facilities will continue to be closed and all large-scale activities will be suspended;
- 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 and resume to provide services five days a week between Monday and Friday from March 2 (Monday). Except for Lok Fu Customer Service Centre Office which will be open from 8am to 5pm, other offices will be open from 10am to 5pm. The Lok Fu Customer Service Centre Office will provide limited services by issuing service tickets;
- All subsidised housing offices will be open from 10am to 5pm and resume to provide services five days a week between Monday and Friday from March 2 (Monday), including the Home Ownership Scheme (HOS) Sales Unit and the White Form Secondary Market Scheme Unit in the Lok Fu Customer

Service Centre, the Green Form Subsidised Home Ownership Scheme Sales Unit in Kwun Tong, the HOS Secondary Market Scheme Unit and the Home Assistance Loan Unit in Lung Cheung Office Block, Wong Tai Sin;

- Moreover, flat selection sessions of Sale of Home Ownership Scheme Flats 2019 will resume on a limited scale from March 2. The number of flat selection sessions per day as well as the number of people invited to those sessions will be suitably adjusted. Flat selection days next week are on March 2, 4 and 6 . There will be two flat selection sessions each day, commencing from 10am and 2.30pm respectively. We have issued flat selection notification letters by batches to the concerned HOS applicants. For enquiries, please contact Housing Authority Sales Hotline: 2712 8000;
- The shroff office on the Ground Floor of the HA Headquarters will resume all normal services from March 2.