

Housing Bureau launches “TH-E” – Central and Unified Platform for Transitional Housing (with video)

The Housing Bureau (HB) has been enhancing the co-ordination of and optimising the application process for transitional housing. Following the introduction of the central common application form this June, "TH-E" – Central and Unified Platform for Transitional Housing will be launched tomorrow (September 25) to further facilitate the public in making online applications for transitional housing.

The "TH-E" platform is easy to operate, allowing applicants to complete their applications within a short time by just following the instructions to input the required basic information (e.g. name, phone number and identity card number) and choose the projects of their preference.

After submitting the application online, applicants will immediately receive an SMS confirmation with an application number for future enquiries about the application progress and result via "TH-E". Upon receipt of the applications, the "TH-E" platform will automatically refer the applications to the respective operating organisations for follow-up based on the applicants' choices. "TH-E" will also progressively incorporate functions such as data collection, statistics compilation and analysis in the future.

An HB spokesperson said today (September 24), "The newly launched 'TH-E' platform is user-friendly, and capable of expediting the information flow between the HB and operating organisations, and enhancing the efficiency in processing the increasing number of applications for transitional housing, with a view to shortening the workflow and processing time and allowing the persons and families in need to improve the living environment as early as possible."

To cater for the needs of different applicants, the original means for submission of the central common application form, including by post, by email and by fax, will remain unchanged. Applicants may also upload and submit the completed central common application form directly through the "TH-E" platform. Applicants who would like to know more about how to use the "TH-E" platform can refer to the attached instructional video (currently available in Chinese; English version will be provided later) and flow chart.

For information on the application for transitional housing, please visit www.hb.gov.hk/eng/policy/housing/policy/transitional/tenantapplications.html.

For enquiries, please call the Task Force on Transitional Housing under the HB on 3579 5549.

The Government has been proactively promoting the development of transitional housing in the past few years. To alleviate the housing

difficulties faced by applicants waiting for traditional public rental housing and those who are inadequately housed, about 7 800 units have been put into service so far, with about 13 200 additional units expected to come on stream by the end of 2024.