

Special work arrangements for Housing Authority to be extended

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

In response to the Government's announcement that special work arrangements for government departments will be extended until March 1 to reduce social contacts and the risk of the spread of the COVID-19 virus in the community, the Hong Kong Housing Authority (HA) announced today (February 21) that the following arrangements will be implemented to provide basic and limited services to members of the public:

- All Estate Management Offices (EMOs) of public housing estates will be open from 10am to 4pm on February 24 (Monday), February 26 (Wednesday) and February 28 (Friday) to provide limited general management services for public housing estates and handle cases with prior appointments. For enquiries 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 open from 10am to noon on February 26 (Wednesday). Residents 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/tc/public-housing/rent-related-matters/rent-payment-methods/index.html;

- The Home Ownership Scheme (HOS) Sales Unit and the Green Form Subsidised Home Ownership Scheme Sales Unit in Kwun Tong will be temporarily closed until further notice. The following subsidised housing offices will provide limited services from 10am to 4pm on February 24 (Monday), February 26 (Wednesday) and February 28 (Friday):

- The White Form Secondary Market Scheme Unit in the Lok Fu Customer Service Centre;

- The HOS Secondary Market Scheme Unit in Lung Cheung Office Block, Wong Tai Sin; and

- The Home Assistance Loan Unit in Lung Cheung Office Block, Wong Tai Sin;

- 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 from 10am to 4pm on February

24 (Monday), February 26 (Wednesday) and February 28 (Friday) to provide limited services in relation to matters involving application for public rental housing, clearance housing or redevelopment; and

- During the period, the Shroff Office on the Ground Floor of the HA Headquarters will provide limited services. 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 remain in operation.

In addition, due to the current 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.