



“United Court” Transitional Housing Project at Tung Tau, Yuen Long 1 Shan Pui Road, Tung Tau, Yuen long, New Territories

FAQ

1. Where is United Court? Is it convenient to get there?

United Court is on 1 Shan Pui Road Tung Tau Yuen Long, N.T. It is in close proximity to Yuen Long town center, with developed communal facilities nearby. It takes only ten minutes to walk to Yuen Long MTR Station. A minibus line (611 or 611S) is located outside United Court for connection to Yuen Long town center.

2. When can I apply? What are the eligibility criteria?

Applications will be accepted until all flats are occupied. Please refer to our website www.skhw.org.hk for details. The latest announcements on our website shall prevail.

3. Do I need to submit my application within office hours?

You may choose one of the following methods to submit your application:

- I. Online application
- II. By email
- III. By post
- IV. In person

- Our online application system is open 24 hours.
- You may also choose to submit your applications by email, by post or in person. If you choose to submit your application in person, please see Appendix 3 for a list of the Welfare Council’s service units that accept your application form.

4. What could I do if I encounter issues while completing an application form?

Please contact our Hotline 3751 7430 during Monday and Friday from 10:00am to 5:00pm (except public holidays).

5. How could I submit the supporting documents?

- If you submit the application online, please upload the required supporting documents onto the application system (see Appendix 2 for Checklist of Supporting Documents).
- You may submit your paper form and photocopies of the required supporting documents by post or in person (see Appendix 2 for Checklist of Supporting Documents).

6. How do I know if my application has been received?

Online Application

- Upon completion of your application form, please upload the required supporting documents and press “Submit Application”. The Welfare Council will issue an Acknowledgement of Application containing your application number to you by email or SMS. Please quote this application number for your reference.
- If you have not received an Acknowledgement of Application within 24 hours from the time you submitted your application, please contact our Hotline 3751 7430 during Monday and Friday from 10:00am to 5:00pm (except public holidays).

By Email, By Post or In-person

- Upon submission of your application form, the Welfare Council will issue an Acknowledgement of Application to you by email or SMS.
- If the Acknowledgement of Application has not been received within ten working days upon submission, please contact our Hotline 3751 7430 during Monday and Friday from 10:00am to 5:00pm (except public holidays).

7. What should I do next after I have submitted my application?

All applications will be vetted. Applicants may be requested to submit additional supporting documents, if necessary.

8. Would it increase my chance of receiving a unit allocation offer if I submit more than one application?

Each applicant can submit only ONE application. The Welfare Council reserves the right to cancel ALL duplicate applications.

9. May I assign / authorize my relatives and friends to apply on my behalf if I am not in Hong Kong during the application period?

All application procedures should be conducted by the applicant. The Welfare Council may contact the applicant during the vetting procedures. The vetting procedures may be affected if the applicant is not present in Hong Kong or unable to provide additional information. (Applicants must specify if they have assigned or authorized their relatives and friends to apply on their behalf.)

10. How do I count my household size if my wife has been pregnant?

Please provide copy of medical proof issued by registered medical practitioners to certify the expected date of delivery for pregnancy of 16 weeks or above. One family member can be added to the household size.

11. Could I apply for a 2-person unit if I am living with my uncle?

United Court Transitional Housing Project follows the guidelines on applying for PRH, thus, the relationships among the applicant and family members must be husband and wife, parent and child, grandparent and grandchild. Applicant may apply with his/her single sibling(s).

12. I have been on the waiting list for PRH for just three years. Will my chance of receiving a unit allocation offer be lower than those who have been on the list for many years?

No. Each applicant has an equal chance of receiving a unit allocation offer as long as the eligibility criteria have been met.

13. How can I amend my application information after I have submitted my application?

Please quote your application number when you contact us. The Welfare Council will update your application after vetting the relevant information.

14. May I withdraw my application if I have received public housing allocation notice after my submission of application?

Applicant may withdraw his/her application at any time. Once the application is withdrawn, our Acknowledgement of Application email or SMS message sent to you will be revoked. Information and documents provided in the application form will be destroyed and will not be returned to you. If you re-apply after your withdrawal, you will need to fill in the application form and submit the supporting documents again.

15. What are the vetting criteria? Who will be interviewers of the vetting interview?

- Basic vetting criteria:
 - Meet the eligibility; and
 - Complete the vetting procedures, including verification of information and passing the vetting interview; and
 - Have the intention to establish a friendly neighborhood, participate proactively in the activities of United Court, and comply with the terms and conditions set out in the Tenancy Agreement and the House Rules and Regulations.

- The vetting interview will be conducted by two interviewers; one of them must be a registered social worker. Vetting recommendations will be submitted to management staff for approval. The Welfare Council shall have the final decision on vetting the application.

16. When will I know the result of vetting?

Under normal circumstances, The Welfare Council will provide a reply within one month informing the applicant of the result of vetting. If the applicant has not received any notification after one month, he/she may contact United Court via 3751 7430 for enquiries.

-End-