

# **Application Guide for the Cash Allowance Trial Scheme**



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## 1. Eligibility Criteria

- 1.1 The applicant household under the Cash Allowance Trial Scheme (“the applicant household”) must fulfil all the eligibility criteria set out in the paragraphs below throughout the period of receiving the cash allowance.
- 1.2 The Cash Allowance Trial Scheme (“the Scheme”) is applicable to the following Public Rental Housing (“PRH”) General Applicant (“GA”) households who have been waiting for PRH –
- Ordinary Families (i.e. applicant families with two or more persons); or
  - Applicants under the Single Elderly Persons Priority Scheme; or
  - Persons under the Elderly Persons Priority Scheme; or
  - Persons under the Harmonious Families Priority Scheme; or
  - Persons under the Families with Newborns Allocation Priority Scheme.
- 1.3 The applicant household must fulfil the **general eligibility criteria for PRH allocation**<sup>1</sup>, including (but not limited to) the following –
- 1.3.1 the total monthly income and total net asset value must not exceed the Income and Net Asset Limits for PRH application laid down by the Hong Kong Housing Authority (“HA”).
- 1.3.2 the applicant household does not –
- (a) own or co-own or have an interest<sup>2</sup> in any domestic property<sup>3</sup> in Hong Kong; or
  - (b) have entered into any agreement (including provisional agreement) to purchase any domestic property in Hong Kong; or
  - (c) hold more than 50% of the shares in a company which owns, directly or through its subsidiaries, any domestic property in Hong Kong.
- 1.3.3 the applicant under the Single Elderly Persons Priority Scheme must be aged 60 or above.
- 1.3.4 all persons under the Elderly Persons Priority Scheme must be aged 60 or above.
- 1.3.5 has not requested to put on hold its PRH application.
- 1.3.6 the PRH application is not frozen/withheld. Circumstances that render a PRH application to be frozen/withheld include the following –
- (a) less than half of the members listed in the PRH application have lived in Hong Kong for 7 years or are deemed to have fulfilled the 7-year residence rule in Hong Kong. The concerned PRH application will be frozen/withheld until such criterion is fulfilled; or
  - (b) the PRH tenancy was terminated by the HA due to misdeeds under the Marking Scheme for Estate Management Enforcement in PRH Estates or breach of the tenancy agreement. The PRH application of the ex-tenants and his/her family member(s) aged 18 or above as at the date of tenancy termination will be frozen/withheld.
- 1.3.7 the applicant household does not hold a valid “Green Form Certificate”<sup>4</sup> (“GFC”).
- 1.4 The applicant household has been waiting for PRH for more than three years.
- 1.4.1 The PRH GA household will have its “Registration Date” stated on the “blue acknowledgement card” issued by the Housing Department (“HD”) upon registration of the PRH application. If there is any subsequent change to the PRH application, a “G-number Equivalent Date” will be generated, which will be stated on the notification letter issued by the HD to the applicant. The relative priority for PRH allocation is based on the “G-number Equivalent Date”, and if there is no “G-number Equivalent Date”, the “Registration Date”. The same mechanism will be adopted for determining whether the household

1 Please refer to the “*Application Guide for Public Rental Housing*” regarding the eligibility criteria for PRH application and allocation, as well as the relevant information. Please refer to Paragraph 10.4 on how to obtain the relevant information.

2 Including a beneficiary of the estate of any deceased person which includes any domestic property in Hong Kong.

3 Domestic property includes any domestic property, uncompleted private domestic property, rooftop structure approved by the Building Authority, domestic building lots and Small House Grants approved by the Lands Department in Hong Kong.

4 PRH applicants who have gone through detailed vetting and whose eligibility for PRH allocation has been confirmed may apply for a GFC for purchase of a flat under various Subsidised Housing Schemes in lieu of PRH allocation. The GFC is valid for one year, during which the HD will withhold PRH allocation for the Certificate holder. PRH allocation will only be resumed when the applicant surrenders the GFC or when it expires.

applying for the cash allowance has been waiting for PRH for more than three years.

- 1.4.2 An applicant household will be considered as having met the requirement of “having been waiting for PRH for more than three years” from the first date of the calendar month in which the applicant household has waited for PRH for more than three years.
- 1.5 The applicant household has not yet been provided with the first PRH flat offer (save for cases with “acceptable reason(s)” for refusing housing offers<sup>5</sup> as determined by the HD under the established PRH allocation mechanism).
- 1.6 The applicant/family member(s) of the applicant household is/are living in Hong Kong but not living in public housing (see Paragraph 1.9 below). The following persons will be regarded as “living in public housing” and hence are not eligible –
- (a) tenant(s) and/or authorised occupant(s) of the PRH units provided by the HA, or those of the rental units of Groups A and B estates provided by the Hong Kong Housing Society (“HKHS”) (i.e. person(s) listed on the tenancy agreement of the rental units provided by the HA/HKHS); or
  - (b) persons living in PRH units/interim housing provided by the HA as licensees; or
  - (c) upon the expiration of HA’s/HKHS’s Notice to Quit, the ex-tenant(s) and/or ex-authorised occupant(s) still living in PRH/Rental units provided by the HA/HKHS; or
  - (d) persons living in rental units of Groups A and B estates (except T-home) provided by the HKHS as licensees; or
  - (e) persons living in Light Public Housing (LPH) provided by the Housing Bureau as licensees.
- 1.7 The applicant/family members of the applicant household is/are not receiving the Comprehensive Social Security Assistance (“CSSA”) (see also Paragraph 1.9 below).
- 1.8 The applicant/family members of the applicant household is/are not being detained in prison (see also Paragraph 1.9 below).
- 1.9 Within the applicant household, even if the applicant or certain family member(s) are not eligible for the cash allowance because they are living in public housing, receiving the CSSA, or currently serving a prison sentence, other family member(s) who has/have met all eligibility criteria may still apply for the cash allowance. The amount of cash allowance to be disbursed will be based on the number of eligible family members.

## **2. Procedures for Application and Processing Applications**

- 2.1 Notification Letters and Application Forms
- 2.1.1 Starting from June 2021, the Cash Allowance Office of the HD (“the Office”) will issue notification letters and/or the Application Forms for Cash Allowance (the Application Form) towards the end of each month to PRH GA households who will have waited for PRH for more than three years within the following calendar month.
- 2.1.2 **The fact that PRH GA households receive an Application Form does not in any way imply that they have met all eligibility criteria of the Scheme.**
- 2.1.3 Before filling in the Application Form, please read this “Application Guide”, including the “Sample of Application Form” at **Appendix A**.
- 2.2 Update Family Circumstances/Personal Particulars when Completing the Application Form
- 2.2.1 The application for cash allowance is based on the particulars of the applicant and his/her family member(s) in the corresponding PRH application. Therefore, the particulars of the applicant and his/her family member(s) in the Application Form must be consistent with those registered in the PRH application.
- 2.2.2 The names of the applicant and his/her family member(s) have been pre-printed in the Application Form according to the particulars of the concerned PRH application.

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5 According to the established PRH allocation mechanism, the Applications Sub-section of HD (Applications Sub-section (PRH)) will determine whether the reason for refusing housing offer is “acceptable”. In the meantime, the cash allowance disbursement will be suspended. If the Applications Sub-section (PRH) finally accepts the refusal reason as “acceptable”, the suspended amount(s) of the cash allowance will be reimbursed to the applicant (if applicable).

- 2.2.3 If there are any discrepancies on the personal particulars as pre-printed in the Application Form, the applicant may amend the particulars accordingly, countersign next to the amendment(s) and attach the supporting document(s) (e.g. a copy of the Hong Kong Identity Card (“HKID Card”)) when submitting the Application Form.
- 2.2.4 If the applicant **has submitted** the form for updating household particulars of the PRH application to the Applications Sub-section of the HD (“Applications Sub-section (PRH)”) arising from any changes in family circumstances (for example, birth of child(ren), emigration, death, or change of marital status, etc.) but the pre-printed information in the Application Form has not reflected the new information, the applicant should fill in the Application Form according to Paragraph 2.2.6 below.
- 2.2.5 If the applicant **has not yet** notified the Applications Sub-section (PRH) of any changes in family circumstances, he/she must submit the relevant form(s)<sup>6</sup> for updating household particulars of the PRH application together with the required document(s) to the Applications Sub-section (PRH). The aforementioned form(s) as well as the required document(s) can also be submitted to the Office together with the Application Form. Please refer to Paragraph 2.2.6 below for filling in the Application Form.
- 2.2.6 Update Family Circumstances/Personal Particulars when Completing the Application Form
- (a) **Deletion of family member(s) from PRH application:** The applicant may **cross out** the information of the member(s) concerned in the Application Form and **countersign** next to the amendment(s). **The member(s) concerned is/are required to sign on the Application Form** (except for deceased family members or those aged below 18) if the Applications Sub-section (PRH) has not yet notified the applicant of the approval of deletion.
  - (b) **Addition of family member(s) in PRH application:** The applicant may **fill in** the information of the member(s) to be added on the Application Form, and **countersign** next to the amendment(s). The member(s) (regardless of whether he/she/they meet(s) the eligibility criteria of the Scheme) **must also sign on the Application Form if he/she/they is/are aged 18 or above.**
  - (c) The applicant cannot change “the applicant” as printed on the Application Form by himself/herself, if the Applications Sub-section (PRH) has not yet approved the change of PRH Applicant. For **change of the PRH Applicant** which has been approved by the Applications Sub-section (PRH), the family member who has now become the PRH Applicant must cross out the words “Family Member” on the Application Form and replace them with the word “Applicant”. If the original PRH Applicant has become a family member, the word “Applicant” on the Application Form should be crossed out and replaced with the words “Family Member”. **The new applicant must countersign next to all amendments.**
  - (d) If the applicant **is undergoing/has completed divorce proceedings** but has not yet notified the Applications Sub-section (PRH), the applicant must notify the Applications Sub-section (PRH) immediately. The applicant may **cross out** from the Application Form the information of the family member(s) (including (former) spouse) who is/are proposed to be removed or has/have been removed from the PRH application and **countersign** next to the amendment(s). The Office will assess the application for cash allowance after the Applications Sub-section (PRH) has completed the required follow-up action(s) for the PRH application concerned (e.g. splitting of PRH application or deletion of certain family member(s) including (former) spouse).

## 2.3 Guidance Notes on Completing the Application Form

- 2.3.1 **All information provided in the Application Form must be true and correct. Any person who knowingly makes a false statement shall be guilty of an offence.** Deliberate provision of false information or omission of information in order to obtain the cash allowance by deception is a criminal offence. Apart from being disqualified to receive the cash allowance, the person concerned may be prosecuted for contravening the Theft Ordinance (Cap. 210, Laws of Hong Kong). Any person who contravenes the Ordinance shall be liable on conviction to imprisonment for a maximum of 14 years. If the applicant and his/her family member(s) make a false statement or provide false information,

<sup>6</sup> Please refer to Paragraph 10.4 for obtaining information on updating particulars of the PRH application.

irrespective of whether they shall be prosecuted for or convicted of the offence, or whether the false statement/information has an impact on the eligibility of his/her/their application, the Office may cancel their application under the Scheme, recover any overpaid amount, transfer their case to the Applications Sub-section (PRH) for verification of their eligibility for PRH application, and disqualify the PRH application concerned, etc.

- 2.3.2 Please fill in the Application Form in English BLOCK LETTERS and Chinese (if applicable) with black or blue ball pen (erasable ball pen should not be used). Applicants and relevant family member(s) should sign against amendments, if any. No correction materials (such as correction fluid or tapes) for obliteration should be used, otherwise the Application Form will be returned.
- 2.3.3 Except for family member(s) whose deletion has been approved by the Applications Sub-section (PRH), **the applicant and all family member(s) aged 18 or above** (including any new member(s) added by the applicant) **must complete and sign** on the Application Form, regardless of whether the individual member is eligible for the cash allowance. In case anyone is unable to sign due to illiteracy or his/her health conditions, he/she can stamp a seal instead of signing.
- 2.3.4 The bank account for receiving the monthly cash allowance via bank transfer must be a valid local Hong Kong dollar savings/current account held by the applicant and/or the family member(s) listed in the Application Form. If the bank account is a joint account, all the account holders must be listed in the Application Form.
- 2.3.5 Each bank account has a specific bank code and a bank account number. Such information is normally shown on a passbook page or a monthly statement. The applicant household may enquire about the bank code or the account number from the bank concerned.
- 2.3.6 Any person who is living in public housing, receiving the CSSA or serving a prison sentence is not eligible to apply for the cash allowance. Within an applicant household, if only the applicant or some of the family member(s) fall under the above three categories **while other family member(s) has/have met all the eligibility criteria, the household concerned may still apply for the cash allowance.** Please note that **the applicant and all family member(s) aged 18 or above (including the applicant and family member(s) under the above three categories) must sign on the Application Form.** The Office will conduct data matching with the Social Welfare Department (“SWD”) and the Applications Sub-section (PRH) in order to confirm that the applicant household has met the eligibility criteria under the Scheme. The amount of cash allowance will be disbursed based on the number of eligible members within the applicant household. **If all the applicant household members fall under the above three categories, the household should not fill in the Application Form.**

## 2.4 Required Documents

- 2.4.1 The Application Form must be submitted together with documentary proof of the bank account for receiving the cash allowance, such as **a copy of a passbook page or a monthly statement** showing the name(s) of the bank account holder(s) and the account number (**photocopy of a bank card is not acceptable**).
- 2.4.2 (If applicable) **A copy of the HKID Card of the family member(s) who has/have reached the age of 11 and been issued with the HKID Card** has to be submitted with the Application Form, if a copy of the HKID Card has not been submitted to the Applications Sub-section (PRH) before.
- 2.4.3 (If applicable) **A copy of the One-way Permit (if any)** of the family member(s) **who do(es) not hold the HKID Card or the Hong Kong Birth Certificate** has to be submitted.
- 2.4.4 (If applicable) Supporting document(s) (such as a copy of the HKID Card) for updating the pre-printed information on the Application Form under the conditions as specified in Paragraphs 2.2.3, 2.2.5 or 2.2.6 above has/have to be submitted, if it/they has/have not been submitted to the Applications Sub-section (PRH) before.
- 2.4.5 The applicant household does not have to submit other supporting documents other than those specified above when submitting the Application Form. However, **to facilitate possible verification in future, the applicant household must keep relevant supporting documents** (including the income and asset proof, etc. for the six calendar months before completing the Application Form, and during the period

of receiving the cash allowance).

## 2.5 Means of Submitting the Application Form

- 2.5.1 (a) The applicant household may submit the completed Application Form and required documents by the following means –
- (i) sending it to “Cash Allowance Office, Housing Department, P.O. Box 209, Tsuen Wan Post Office” by post; or
  - (ii) submitting it in the drop-in box of the HD at the following locations within office hours –
    - Cash Allowance Office, Housing Department at 8/F, 1 Kwai On Road, Kwai Chung, New Territories; or
    - Hong Kong Housing Authority Customer Service Centre at 3 Wang Tau Hom South Road, Kowloon.
- (b) If the applicant and family members have registered “iAM Smart+” or have valid personal digital certificates, they may complete and submit the e-Form by scanning the QR code on the Application Form.
- 2.5.2 **The Office will not accept mail items that have insufficient postage.** Mail items addressed to the Office without sufficient postage will be returned by Hongkong Post to the sender, who will be charged with the deficiency plus a surcharge. Mail items without return address will be disposed of by Hongkong Post in accordance with the established procedures for handling undeliverable mail.
- 2.5.3 The Office does **not accept** submission of the Application Form by email or fax.
- 2.5.4 Each applicant household must only submit one Application Form. **Any duplicate submission may cause delay in the processing of the application.**

## 2.6 Procedures for Processing Applications

- 2.6.1 The Office will acknowledge receipt of the Application Form by sending a Short Message Service (“SMS”) to the Hong Kong mobile phone number provided by the applicant. If the applicant has not provided a Hong Kong mobile phone number that can receive an SMS, the Office will issue an “Acknowledgement of Receipt of Application” to the concerned applicant by post via the correspondence address provided in his/her PRH application. Applicants who have not received an acknowledgement SMS or the “Acknowledgement of Receipt of Application” from the Office two weeks after the submission of the Application Form may call the hotline, email to [enquiry@cashallowance.gov.hk](mailto:enquiry@cashallowance.gov.hk) or visit the Office (Address: 8/F, 1 Kwai On Road, Kwai Chung, New Territories) within the office hours for enquiries.
- 2.6.2 The Office may follow up, enquire or clarify regarding the cash allowance application with the applicant or any of the family member(s) within the application by phone, post or interview, if necessary.
- 2.6.3 The applicant must complete the required follow-up action(s) or attend the interview(s) within the specified timeframe as set out in the “Notification of Requirement for Information Amendment /Submission of Supplementary Information” issued by the Office. **Otherwise, the applicant will be deemed to have withdrawn his/her application.** The applicant has to complete and submit relevant Form(s) together with required document(s) if he/she wishes to apply for the cash allowance in future.
- 2.6.4 After vetting, the Office will issue a “Notification of Application Result” to the applicant. The time required for the Office to process an application depends on the total number of applications received, the accuracy of information provided in the Application Form, and whether the household concerned has provided sufficient information for updating family circumstances/personal particulars (if applicable), etc.
- 2.6.5 **Making this application is free of charge.** The applicant should report to the Independent Commission Against Corruption (“ICAC”) immediately in case anyone offers to provide assistance in return for an advantage or pays a home visit to the applicant and offers to assist in the application in return for remuneration. Attempted bribery by any person is also an offence in law. The HD will refer the case to the ICAC for investigation and may cancel the application irrespective of whether such person has been prosecuted for or convicted of the offence. Besides, the applicant does not need to hire a professional consultant to handle the application, as this will not render the application higher priority.
- 2.6.6 A simplified flowchart of application for cash allowance is at **Appendix B** for reference.

### 3. Arrangements for Disbursement of Allowance

#### 3.1 Amounts of Cash Allowance

3.1.1 The amount of cash allowance to be disbursed depends on the number of eligible members within an applicant household –

Number of Eligible Family Members within a Household	Amount of Cash Allowance (per month)
1	\$1,300
2	\$2,250
3	\$2,700
4	\$3,050
5	\$3,350
6 or above	\$3,900

3.1.2 The following persons in the applicant household will **not** be counted as family members eligible for the cash allowance –

- (a) member(s) living in public housing
- (b) member(s) receiving the CSSA
- (c) member(s) serving a prison sentence
- (d) expected child(ren)

#### 3.2 Disbursement of Cash Allowance

3.2.1 The cash allowance will be disbursed through bank transfer at the end of each month according to the bank account details provided in the Application Form submitted by the applicant household. **The amount of the first disbursement will include the amount from the start month for calculating the cash allowance to the month in which the cash allowance is first disbursed** (please refer to Paragraph 3.3 below for details on the start month for calculating the cash allowance). Subsequent monthly cash allowance will be disbursed in the same manner at the end of each month. The Office will **not** give any separate notice.

3.2.2 The applicant must ensure that the details of the bank account (such as the name(s) of the account holder(s) and the account number) are correct and consistent with the bank's record. If the bank is not furnished with sufficient details to determine the account to be credited and the cash allowance cannot be disbursed as a result, the Office will not be responsible for any loss or inconvenience suffered by the applicant household.

3.2.3 If a bank account number cannot be provided by an applicant household for receiving the monthly cash allowance under exceptional circumstances (e.g. the applicant household is not able to open a bank account due to special difficulties), the applicant must provide the reason(s) and necessary supporting document(s) to the Office. If the Office is satisfied with the reason(s) given by the applicant, the monthly cash allowance will be disbursed by uncrossed order cheques. The applicant will be required to visit the Office every month in person and sign to acknowledge receipt of the cheque. After collecting the cheque, the applicant may go to any branch of the cheque-issuing bank (Bank of China (Hong Kong)) to encash the cheque. No service charge is required.

#### 3.3 Start Month for Cash Allowance Payment

3.3.1 The start month for cash allowance payable in respect of each approved application will be the submission month of the duly completed Application Form and required documents (by the postmark date if submitted by post; by the submission date if submitted to the designated drop-in boxes<sup>7</sup>; or by the submission date shown on "Acknowledgement of Form Submission" if submitted via e-Form), or the month in which the applicant household meets all the eligibility criteria, whichever is later, and the first date of the month concerned will be the start date. 1 July 2021 is the earliest start date for calculating the cash allowance.

<sup>7</sup> HD will stamp a seal on the concerned document(s) with the submission date.

3.3.2 For example: a household has its PRH application registered on 6 September 2018. This household will have waited for PRH for more than three years by 6 September 2021, and hence will have met the requirement of “having been waiting for PRH for more than three years” from September 2021. Assuming that this household has met all the eligibility criteria and submitted the Application Form of the Scheme in the same month, the start month for calculating the cash allowance for this household will be September 2021.

#### 3.4 Suspension/Adjustment/Cessation of Cash Allowance Disbursement

3.4.1 When the Applications Sub-section (PRH) is processing the updates of the particulars of a PRH application household, the Office will put on hold the processing of the application for cash allowance submitted by the household concerned. If the applicant had met all the eligibility criteria for the cash allowance before he/she requested to update the particulars of the PRH application, the Office will disburse the cash allowance payable to the applicant as soon as possible after the Applications Sub-section (PRH) has completed the updating.

3.4.2 The amount of cash allowance may be adjusted accordingly following an update of particulars of the PRH application. For addition of family member(s) (such as marriage or birth of child(ren)), the Office will determine the amount of cash allowance based on the updated number of eligible family members, starting from the month when the Applications Sub-section (PRH) has received the required documents(s), or when the Office has received the “Information Update Form CAS-1E” (whichever is later). For deletion of family member(s) (including cases which involve decease or divorce), the Office will adjust the amount of cash allowance based on the number of eligible family members from the month following the month of decease or deletion of the member(s) concerned. Please refer to **Appendix C** for the detailed arrangements.

3.4.3 If, due to the reasons specified in **Appendix C** or other reasons, the applicant household is no longer eligible for the cash allowance, or no longer meets the eligibility criteria for PRH allocation or even PRH application during the period of receiving the cash allowance, the Office will adjust the amount of cash allowance or cease to disburse the cash allowance, and recover all the disbursed cash allowance/ any overpaid amount (if applicable).

#### 4. **Update Family Circumstances/Personal Particulars when Receiving the Cash Allowance**

4.1 If there are any changes in family circumstances/personal information of the applicant household during the period of receiving the cash allowance, the applicant must notify the HD immediately such that the applications for both the cash allowance and PRH can be followed up. Please refer to Paragraphs 4.2 - 4.3 below and **Appendix C** for the relevant requirements/arrangements and for details on adjustment of cash allowance levels.

4.2 The applicant must complete and submit the “Information Update Form” of the Scheme (except for the circumstances that do not require completion of “Information Update Form” as set out in **Appendix C**); and also complete the form for updating household particulars of the PRH application (with relevant supporting document(s)) in accordance with Paragraph 3.2 of the “*Application Guide for Public Rental Housing*”<sup>8</sup>. The above forms must be submitted respectively to the Office and the Applications Sub-section (PRH). The Office will only process the application for updating particulars in respect of the cash allowance after the Applications Sub-section (PRH) has completed updating the particulars in respect of the PRH application.

4.3 **Attention: The applicant household should respond in a timely manner to enquiries made by the Office and the Applications Sub-section (PRH) in respect of the application for the cash allowance or the update of particulars of the PRH application. Otherwise, the Office may cancel its application for the cash allowance.**

4.4 The signature(s) of the applicant and all family member(s) aged 18 or above on Information Update Forms or Application Review Form must be consistent with those on the Application Form.

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<sup>8</sup> Please refer to Paragraph 10.4 for information on the “*Application Guide for Public Rental Housing*” and the relevant Change of Information Form(s) for updating particulars of the PRH application.



**5. PRH GA Households Having Been Waiting for PRH for More Than Three Years but Ineligible for the Scheme**

The Office will issue notification letters to all PRH GA households (except those who have been provided the first PRH flat offer) who have waited for PRH for more than three years but are ineligible for the Scheme. The notification letter will specify the reason(s) that render(s) the household ineligible for the Scheme. If the PRH GA household subsequently becomes eligible for the Scheme as a result of updates of the particulars of the PRH application, the Office will issue a notification letter and an Application Form to the concerned household.

**6. Reimbursing Underpaid Amount/Recovering Overpaid Amount of Cash Allowance**

6.1 If the Office finds that the amount of cash allowance actually received by the applicant household exceeds the amount that should be payable, the Office will, as the case may be, take actions including, but not limited to, the following: deduct the amount of cash allowance starting from the next disbursement until the overpaid amount is fully offset; adjust the amount of cash allowance to be disbursed; cease the cash allowance disbursement; or issue notification letters and General Demand Notes. If the Office has issued the notification letters and General Demand Notes to the applicant household, the latter has to refund the entire sum of the overpaid amount to the Government of the Hong Kong Special Administrative Region as soon as possible. The applicant household may pay by cash or cheque in general.

6.2 If the amount of cash allowance payable to the applicant household is more than the amount actually received, the Office will reimburse the underpaid amount.

**7. Review**

7.1 The applicant may lodge a request for review to the Office by submitting the “Application Review Form CAS-5E” together with supporting document(s) as sufficient justifications within one month from the date of the “Notification of Application Result”, “Notification of Adjustment of Cash Allowance Amount” or “Notification of Termination of Cash Allowance Disbursement”. Late submissions will not be considered.

7.2 The decision made by the Office in respect of the application review shall be final.

**8. Random Checks**

8.1 A mechanism for random check is put in place under the Scheme. The Office may conduct random checks for in-depth investigation during/after the period of cash allowance disbursement. The applicant household selected for in-depth investigation is required to provide relevant supporting document(s) (including the income and asset proofs<sup>9</sup> in the six calendar months before submitting the Application Form and during the period of receiving the cash allowance) to the Office within a specified timeframe. To this end, applicant households are required to keep documentary proof of their family’s income(s) and asset(s) for verification by the Office. During the process of in-depth investigation, the Office may verify in detail all the information/documents provided by the applicant household including verifications with other relevant government departments, public/private organisations/companies (including but not limited to HA, HKHS, Mandatory Provident Fund Schemes Authority, financial institutions, banks and insurance companies). If the applicant and/or the family members do not turn up for interview or do not provide the required information/documents, or if, during the in-depth investigation, the applicant household is found to be ineligible for the Scheme, or even ineligible for PRH application, the Office/the Applications Sub-section (PRH) may take appropriate action(s), including rejecting the application for the cash allowance; adjusting the amount of cash allowance disbursed; ceasing the cash allowance disbursement; recovering all the disbursed cash allowance/any overpaid amount and transferring the case to the Applications Sub-section (PRH) for verification of the eligibility for PRH application so as to determine whether the concerned PRH application should be disqualified, etc.

8.2 If the applicant household willfully obstructs the staff of the Office to conduct the investigation, conceals certain information or fails to provide the information/clarification as required, the Office may withhold/cancel the concerned applications, and/or claw back the entire amount of the cash allowance disbursed to the concerned applicant household. Besides, the applicant and/or his/her family member(s) may also be prosecuted for making false statements/declarations, or for providing false document(s).

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<sup>9</sup> Regarding the calculation of total income and total net asset value, please refer to the “Application Guide for Public Rental Housing” and Paragraph 10.4.

## **9. Personal Data**

- 9.1 The applicant household understands and agrees that in order to streamline procedures, the Office may use the personal data that have been provided to the Applications Sub-section (PRH) for the PRH application to carry out data matching, to process its cash allowance application and related matters. In addition, the Office may use the personal data provided by the applicant household under the Scheme to vet and review its cash allowance application and process related matters, including data matching, conducting random checks, monitoring and reviewing various services, handling the enquiries and complaints of the concerned applicant household, conducting research and surveys, preparing statistics, discharging statutory duties, etc. The provision of personal data to the Office is voluntary. If the applicant household fails to provide the requested personal data, the Office will not be able to process the application.
- 9.2 The applicant household understands and agrees that in confirming its eligibility for the cash allowance, the Office may collect its personal data from relevant government departments, public/private organisations/companies (including but not limited to HA, HKHS, Mandatory Provident Fund Schemes Authority, financial institutions, banks and insurance companies), and/or any third parties (including but not limited to employers) in possession of its personal data, or request the above institutions, companies or persons to disclose such data, including its current and historical property registration records/land records in Hong Kong for the period from the date of completing the PRH application form to the entire period of receiving the cash allowance, for verification. To this end, the applicant household agrees and authorises the relevant government departments, organisations, companies or persons to provide its personal data to the Office, including current and historical property registration records/land records. Moreover, the applicant household agrees that the Office may transfer the personal data in respect of the application to the relevant sections of HD for following up with its PRH application. The applicant household agrees that the Office and/or HD may also use the applicant household's personal data for the purpose of sending information on housing-related matters. The applicant household also agrees that the Office may transfer the personal data in respect of this application to other government departments for purposes relating to housing matters, and agrees that other government departments may use the applicant household's personal data for the purpose of sending the applicant household information on housing-related matters. These personal data may also be used by HA, HD and relevant government bureaux/departments for conducting statistical surveys and researches. The applicant household also agrees that the Office may, with respect to matters relevant to the application for the cash allowance as mentioned in Paragraph 9.1 above, disclose the personal data provided by the applicant household to the relevant government departments, organisations, companies or persons, including the personal data required or authorised by law or by an order of a court, or those required for exercising or defending legal rights in Hong Kong.
- 9.3 The applicant household understands and agrees that the Office will notify the applicant of the result of his/her application for the cash allowance (including reason(s) for the ineligibility of individual family member(s)).
- 9.4 In accordance with the Personal Data (Privacy) Ordinance (Cap. 486), the applicant household has the right to access the personal data provided under the Scheme, and to request rectification of such data by the Office. All documents and proofs submitted for the cash allowance application will not be returned. Requests for access to personal data should be addressed to the Departmental Data Protection Officer of the HD (application should be submitted by mail or by fax to the Departmental Data Protection Officer, Hong Kong Housing Authority Headquarters, 33 Fat Kwong Street, Ho Man Tin, Kowloon (Fax number: 2761 6363)). According to the Personal Data (Privacy) Ordinance (Cap. 486), personal data means any data –
- (a) relating directly or indirectly to a living individual;
  - (b) from which it is practicable for the identity of the individual to be directly or indirectly ascertained; and
  - (c) in a form in which access to or processing of the data is practicable.
- 9.5 Application for access to personal data may be subject to a fee.

## 10. Enquiry

- 10.1 To understand/enquire about the details of the Scheme, please –
- visit the Scheme’s website at [www.cashallowance.gov.hk](http://www.cashallowance.gov.hk)
  - email to [enquiry@cashallowance.gov.hk](mailto:enquiry@cashallowance.gov.hk)
  - call the hotline on 3105 3333
  - mail to “Cash Allowance Office, Housing Department, P.O. Box 209, Tsuen Wan Post Office”
  - visit the Office (address: 8/F, 1 Kwai On Road, Kwai Chung, New Territories) within office hours
- 10.2 The “Information Update Forms” and “Application Review Form CAS-5E” of the Scheme can be obtained from –
- the Scheme’s website at [www.cashallowance.gov.hk](http://www.cashallowance.gov.hk)
  - the following locations –
    - Cash Allowance Office, Housing Department at 8/F, 1 Kwai On Road, Kwai Chung, New Territories; or
    - Hong Kong Housing Authority Customer Service Centre at 3 Wang Tau Hom South Road, Kowloon.
- 10.3 If applicant households require specific language support for the application procedures of the Scheme, please call the telephone interpretation hotlines of the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) –
- |   |                  |                  |   |           |
|---|------------------|------------------|---|-----------|
| ● | Bahasa Indonesia | Bahasa Indonesia | ☎ | 3755 6811 |
| ● | Nepali           | नेपाली           | ☎ | 3755 6822 |
| ● | Urdu             | اردو             | ☎ | 3755 6833 |
| ● | Punjabi          | ਪੰਜਾਬੀ           | ☎ | 3755 6844 |
| ● | Tagalog          | Tagalog          | ☎ | 3755 6855 |
| ● | Thai             | ภาษาไทย          | ☎ | 3755 6866 |
| ● | Hindi            | हिंदी            | ☎ | 3755 6877 |
| ● | Vietnamese       | Tiếng Việt       | ☎ | 3755 6888 |
- 10.4 Please refer to the “*Application Guide for Public Rental Housing*” regarding the eligibility criteria for PRH application and allocation as well as the relevant information, which is available for download from the HA/HD’s website ([www.housingauthority.gov.hk](http://www.housingauthority.gov.hk)), and can be obtained from the Applications Sub-section (PRH) at Podium Level 2 of the Hong Kong Housing Authority Customer Service Centre, 3 Wang Tau Hom South Road, Kowloon. For enquiries, please call the HA’s hotline on 2712 2712.

**Sample of Application Form**

**Page 1 of Application Form**

**Cash Allowance Office  
Housing Department**

XXXXXXXXXX  
XXXXXXXXXX  
XXXXXXXXXX  
Mr. CHAN TAI MAN

Mr. CHAN TAI MAN:

**Application Form for Cash Allowance (Application Form)  
of the Cash Allowance Trial Scheme (the Scheme)**

Hong Kong Housing Authority (HA) Public Rental Housing (PRH) Application No.: **G-9999999-9**

*For the Office's use only.  
Do not deface.*

If applicant and family members have registered "IAM Smart" or a valid personal digital certificate, they can scan the QR code below to fill in and submit the Application Form.



1. The applicant may delete the information of family member(s) here and countersign next to it. All members aged 18 or above are required to sign in the "Declaration" section, except for deceased member(s) or member(s) whose deletion has been approved by the Applications Sub-section (PRH).

2. If the applicant has not submitted the relevant Change of Information Form(s) and supporting document(s) for updating information in the PRH application to the Applications Sub-section (PRH) before, these Form(s) and supporting document(s) should be submitted together with the Application Form.

**Page 2 of Application Form**

*For any amendments made, please countersign next to them & submit required document(s).*

*Children aged under 11 who are not born in Hong Kong and do not hold the HKID Card are not required to fill in this blank.*

Personal Particulars (Attention: If there is any addition or deletion of family members to be added, or cross out information of the member(s) deleted in the table below. Please fill in the information of the member(s) to be added in the "Personal Particulars" section.)

	Name	HKID Card No.	Hong Kong Birth Certificate No. (for those not yet holding a HKID Card)	One-way Permit No.
Applicant	Chan Tai Man	A111111 (1)	( )	( )
Family Member	Chan Yi Man	B222222 (2)	( )	( )
Family Member	<del>Chan Sam Man</del>	<del>C333333 (3)</del>	( )	( )
Family Member	Chan Sei Man	( )	( )	Q010101010
Family Member (for adding new member)	LEE Fong Fong	E555555 (5)	( )	( )
Family Member (for adding new member)		( )	( )	( )

1. For family member(s) who do(es) not hold the Hong Kong Birth Certificate or the HKID Card, please fill in the One-way Permit number (if applicable).

2. Please submit a copy of the One-way Permit.

1. The applicant may fill in the information of family member(s) to be added here and countersign next to it. If the newly added member(s) is/are aged 18 or above, the member(s) is/are required to add his/her name and sign in the "Declaration" section.

2. If the applicant has not submitted the relevant Change of Information Form(s) and supporting document(s) for updating information in the PRH application to the Applications Sub-section (PRH) before, these Form(s) and supporting document(s) should be submitted together with the Application Form.

Applicant's Hong Kong Mobile Phone No.: 9123 4567  
[for contact purpose when handling the application for the cash allowance and acknowledgement of receipt of the application via SMS, etc.]

*Please fill in a Mobile Phone No. that can receive SMS to facilitate the handling of the application.*

If the applicant / a family member is currently serving a prison sentence, please provide the name of the prison and the start date of the sentence: Chan Yi Man; and start date of the sentence: 10-12-2020

Any family member who is currently detained in a prison is ineligible to apply for the cash allowance. If circumstances of that member are such that the member is unable to appear at the Cash Allowance Office, please refer to Part 4 of the Application Guide.

*Only applicable to family member(s) currently serving a prison sentence.*

Details of Bank Account: The account must be a valid local Hong Kong dollar savings / current account held by the applicant or family member(s) listed in the table above. The account holder(s) and the account number provided must be correct as the cash allowance (if granted) will be disbursed through bank transfer.

1. The account must be a local Hong Kong dollar saving/current account. The information required can generally be found on a passbook page or a monthly statement.

2. Please submit a copy of documentary proof of the bank account.

Name of Bank HSBC  
Bank Code 004 Account Number 0045566889

1. The account holder(s) must be listed in the Application Form.

2. The name of the account holder(s) and the account number must be consistent with the bank's record.

Name(s) of All Account Holders (which must be consistent with the bank's record)  
(in English) Chan Tai Man Lee Fong Fong  
(in Chinese) 陳大文 李芳芳

**Pages 3 & 4 of Application Form**

*Please read carefully the Declaration before signing.*

I/We hereby agree and declare that:

1. I/We have read carefully and understood all the requirements/arrangements with respect to the application for the cash allowance under the Scheme as set out in *the Application Guide*. I/We undertake to comply with the relevant requirements/arrangements contained therein, including the requirements/arrangements to be set out or revised by the Cash Allowance Office as the circumstances may require. In case of any queries, I/we will take the initiative to contact the staff of the Cash Allowance Office for enquiry.
2. I/We understand that the application for the cash allowance will be vetted on the basis of the existing particulars of the family members registered in my/our PRH application or according to the updated particular as approved.
3. **Regardless of whether it is based on the existing particulars in my/our registered PRH application or any updates which I/we have applied/will apply, I/we meet the eligibility criteria for PRH allocation, including (but not limited to) the three requirements below:**
  - i. My/Our total monthly income does not exceed the Income Limit (per month) for PRH application laid down by HA;
  - ii. My/Our total net asset value does not exceed the Net Asset Limit for PRH application laid down by HA; and
  - iii. I/We do not own/co-own or have an interest in any domestic property in Hong Kong.

HA revises the Income and Net Asset Limits on a yearly basis (relevant information can be obtained from the Applications Sub-section (PRH) at Podium Level 2 of the Hong Kong Housing Authority Customer Service Centre, 3 Wang Tau Hom South Road, Kowloon; and is available for download from the website of HA / HD (www.housingauthority.gov.hk).

11. **All information provided by me/us in this Application Form is true and correct.** I/We understand that any person who knowingly makes a false statement shall be guilty of an offence. I/We understand that the deliberate provision of false information or omission of information in order to obtain the cash allowance by deception is a criminal offence. Apart from disqualification of me/us to receive the cash allowance, I/we may be prosecuted for contravening the Theft Ordinance (Cap. 210, Laws of Hong Kong). Any person who contravenes the Ordinance shall be liable on conviction to imprisonment for a maximum of 14 years. If I/we make a false statement or provide false information, irrespective of whether I/we shall be prosecuted for or convicted of the offence, or whether the false statement/information has any impact on the eligibility of my/our application, the Cash Allowance Office may cancel my/our application under the Scheme, recover any overpaid amount and transfer my/our case to the Applications Sub-section (PRH) for verification of my/our eligibility for PRH application, which might result in disqualification of my/our PRH application, etc.

12. **I/We have read carefully and fully understood the "Declaration" above. I/We shall be held liable for the particulars furnished herein and shall sign below as confirmation.**

- Attention: (i) The applicant and all family members aged 18 or above are required to sign below.  
(ii) Family members aged under 18 do not need to sign below. Nevertheless, the applicant can be held liable for the particulars of the family members aged below 18 furnished.

1. Family member(s) aged under 18 is/are not required to sign.  
2. Signing on behalf of others is prohibited.

	Name	HKID Card No.	Signature	Date of Signing (Day/Month/Year)
Applicant	Chan Tai Man	A111111 (1)	Man	5.7.2021
Family Member	Chan Yi Man	B222222 (2)	Yee	6.7.2021
Family Member	Chan Sam Man	C333333 (3)	Sam	6.7.2021
Family Member	Chan Sei Man	( )		
Family Member	LEE Fong Fong	E55555 (5)	Fong	5.7.2021
Family Member	( )	( )		

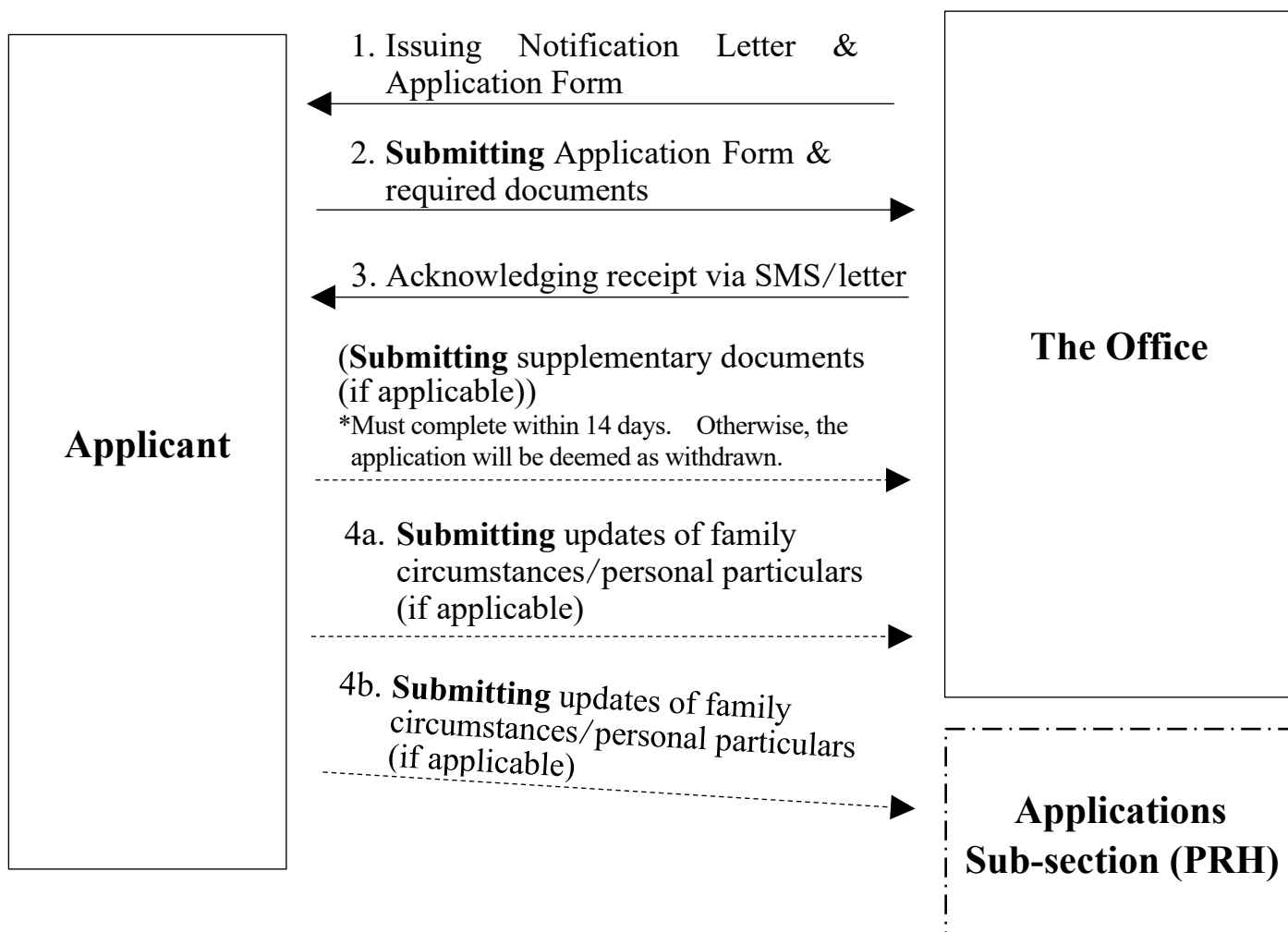
Please fill in the Date of Signing.

For the Office's use only.  
Do not deface.

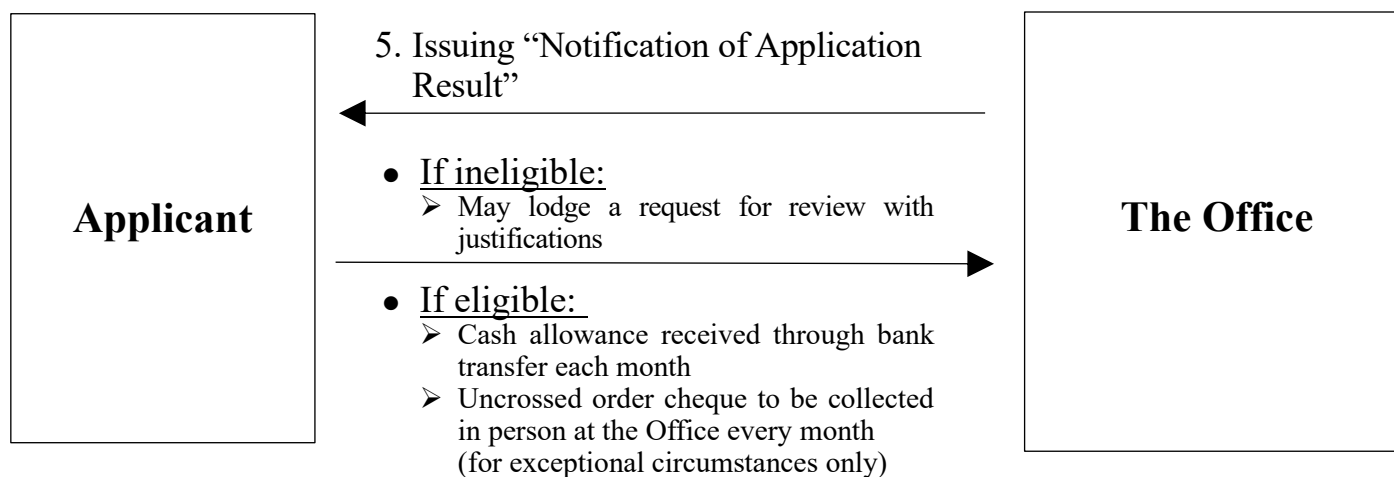
For HD's Use Only	
Postmark Date (if applicable)	HD Stamped Date (if applicable)

## Simplified Flowchart of Application for Cash Allowance

### (A) Vetting



### (B) Vetting Result



## Arrangements for Updating Family Circumstances/Personal Particulars

Circumstances to be updated and criteria for adjusting/ceasing cash allowance under the Scheme	Information Update Form applicable under the Scheme	Effective month for adjusting/ceasing cash allowance	
		Current calendar month	Next calendar month
1. Addition of family member(s) in the applicant household – The month when the Applications Sub-section (PRH) has received the required document(s), or when the Office has received the Information Update Form (whichever is later)	<b>CAS-1E</b>	✓	--
2. Deletion of family member(s) from the applicant household (except for cases of decease or cases in which the applicant is undergoing/has completed divorce proceedings) – The month when the Applications Sub-section (PRH) has approved the deletion	<b>CAS-1E</b>	--	✓
3. Decease of applicant/family member(s) – Month of decease	<b>CAS-1E</b>	--	✓
4. Change of Applicant – The month when the Applications Sub-section (PRH) has approved the change	<b>CAS-1E</b>	N/A	N/A
5. Applicant is undergoing/has completed divorce proceedings <sup>10</sup> – (applicable to applicant who is undergoing divorce proceedings) The month when the Applications Sub-section (PRH) has completed splitting of PRH application/deletion of certain family member(s) (including (former) spouse) – (applicable to applicant who has completed divorce proceedings) The month when a Decree Nisi Absolute(Divorce) or a custody order is issued	<b>CAS-1E</b>	--	✓
6. Applicant household requests for cancelling the application for the cash allowance – The effective month stated on the Information Update Form	<b>CAS-2E</b>	N/A	N/A
7. Applicant household purchases a flat under Subsidised Housing Schemes – The month of signing the Sale and Purchase Agreement (including provisional agreement, if any)	<b>Not required</b>	--	✓
8. Applicant/family member(s) become(s) CSSA recipient(s) – The month of starting to become CSSA recipient(s)	<b>Not required</b>	✓	--
9. Applicant/family member(s) cease(s) to be CSSA recipient(s) – The month of ceasing as CSSA recipient(s), or when the Office has received the Information Update Form (whichever is later)  (If the month in which the Office received the Information Update Form is later than the month of ceasing as CSSA recipient(s), cash allowance will be adjusted from the month in which the Information Update Form was received.)	<b>CAS-2E</b>	--	✓

<sup>10</sup> The Office will suspend the cash allowance disbursement for the applicant from the first calendar month after the applicant has notified the Applications Sub-section (PRH). The Office will pay back the cash allowance for the suspended period when the Applications Sub-section (PRH) has completed the required follow-up action(s) (e.g. splitting of PRH application, or deletion of certain family member(s) including (former) spouse). The applicant of the original PRH application must submit the "Information Update Form CAS-1E" to the Office as soon as possible. If the concerned household is confirmed to be eligible, the Office will adjust the amount of cash allowance based on the number of eligible member(s) in accordance with the criteria under Item 5 above. As for the splinter PRH GA household after the split, if it may be eligible to apply for the cash allowance, the Office will send the notification letter and the Application Form separately.

Circumstances to be updated and criteria for adjusting/ceasing cash allowance under the Scheme	Information Update Form applicable under the Scheme	Effective month for adjusting/ceasing cash allowance	
		Current calendar month	Next calendar month
10. Applicant/family member(s) move(s) into public housing – The month when approval for moving into public housing is obtained	<b>Not required</b>	--	✓
11. Applicant/family member(s) move(s) out of public housing – The month of moving out of public housing, or when the Office has received the Information Update Form (whichever is later)	<b>CAS-2E</b>	✓	--
12. Applicant household is not eligible for PRH allocation	<b>Not required</b>	--	✓
13. PRH application of applicant household is cancelled/withdrawn – The month when the Applications Sub-section (PRH) has cancelled the PRH application of the concerned household	<b>Not required</b>	--	✓
14. PRH application of applicant household is reinstated – The month when PRH application is reinstated, or when the Office has received the Information Update Form (whichever is later)	<b>CAS-2E</b>	✓	--
15. PRH application of applicant household is being frozen/withheld – The month when the Applications Sub-section (PRH) has frozen/withheld the PRH application of the concerned household	<b>Not required</b>	--	✓
16. PRH application of applicant household is no longer frozen/withheld – The month when the PRH application is no longer frozen/withheld, or when the Office has received the Information Update Form (whichever is later)	<b>CAS-2E</b>	✓	--
17. Applicant household is granted GFC – The month when the Applications Sub-section (PRH) has issued GFC	<b>Not required</b>	--	✓
18. GFC of applicant household is revoked/no longer valid – The month when GFC becomes invalid, or when the Office has received the Information Update Form (whichever is later)	<b>CAS-2E</b>	✓	--
19. Applicant household accepts first PRH flat offer – The month when the tenancy agreement is signed	<b>Not required</b>	--	✓



Circumstances to be updated and criteria for adjusting/ceasing cash allowance under the Scheme	Information Update Form applicable under the Scheme	Effective month for adjusting/ceasing cash allowance	
		Current calendar month	Next calendar month
<p>20. Applicant household refuses the first PRH flat offer under the following situations –</p> <p>(a) under the Modified Advance Allocation Scheme:</p> <p>(i) the month of processing acceptance formalities as specified in the Offer Letter issued by the Applications Sub-section (PRH); or</p> <p>(ii) the month of notifying the HA of refusing the first PRH flat offer after accepting the offer in (i) above but before the Estate Office invited the household for signing the tenancy agreement; or</p> <p>(iii) the month in which the Estate Office invited the household for signing the tenancy agreement.</p> <p>(b) under the Express Flat Allocation Scheme, the month of processing the flat selection as specified in the Reserving Selected Flat Offer Letter.</p> <p>(c) Except the above situations in (a) &amp; (b), the month of processing intake formalities as specified in the Offer Letter issued by the Applications Sub-section (PRH).</p>	<b>Not required</b>	--	✓
21. Update of bank account details	<b>CAS-2E</b>	<b>N/A</b>	<b>N/A</b>
22. Applicant/family member(s) is imprisoned – The month of commencement of jail term	<b>CAS-3E</b>	--	✓
23. Applicant/family member(s) is released from prison – The month of discharge from jail, or when the Office has received the Information Update Form (whichever is later)	<b>CAS-3E</b>	✓	--
24. Change of contact details (Correspondence address, Hong Kong mobile phone number)	<b>CAS-4E</b>	<b>N/A</b>	<b>N/A</b>
25. PRH waiting time is not more than three years/The adjusted waiting time is not more than three years counting from the G-number Equivalent Date – The month when the Applications Sub-section (PRH) has approved the change	<b>Not required</b>	--	✓
26. PRH application switches to Non-elderly One-person application – The month when the Applications Sub-section (PRH) has approved the change	<b>Not required</b>	--	✓
27. The waiting time of the PRH application is more than three years/the adjusted waiting time of the PRH application is more than three years counting from the G-number Equivalent Date – The month when the Applications Sub-section (PRH) has approved the change, or when the Office has received the Information Update Form (whichever is later)	<b>CAS-2E</b>	✓	--
28. Required document(s) has/have been submitted – The Office has received the Information Update Form and the required document(s) (whichever is later)	<b>CAS-2E</b>	✓	--