Hong Kong Housing Society
T-Home "Certificate of Participation - Tenant"
"Owner and Tenant Information Sharing Platform"
(User Manual - Applicable to Holder of "Tenant Certificate")

Hong Kong Housing Society (hereinafter referred to as "HS") will notify you about account creation of "Owner and Tenant Information Sharing Platform" (hereinafter referred to as "Online Platform") and first-time login password through the e-mail address obtained on the collection day of "Certificate of Participation - Tenant" (hereinafter refered to as "Tenant Certificate") . If you could not provide an e-mail address on certificate collection day, HS will send you notification letters related to account creation by post.

Homepage of Online Platform

Once you receive the account creation notification emails or letters, simply follow the steps below to log in:

1. Enter the Tenant Certificate Number [HS will send you an email (sender: noreply@lettingscheme.hkhs.com) or a letter by post to notify you once the account has been created] ;
2. Enter the First-time login password [HS will send you a separate email (sender: infosharingplatform@lettingscheme.hkhs.com) or letter by post to notify you the first-time login password]

After login, Tenant Certificate Holders can use the following services of the Online Platform:

1. Post Search :
There are two separate Post Search pages for i) Owner Post and ii) Tenant Post. Holders of "Certificate of Participation - Owner" (hereinafter refered to as "Owner Certificate") and Tenant Certificate Holders can enter into respective page(s), apply filter or customize search criteria to browse the posts created and published by either side on the Online Platform.

→ i) **Owner Post**: Submitted and published by Owner Certificate Holders, with information provided by the flat owners, including district, rent, flat/bedroom size, etc. ;
→ ii) **Tenant Post**: Submitted and published by Tenant Certificate Holders, with expectations or requests on the desirable flat/bedroom from the prospective tenants, including district, rent range, etc.

2. Edit Profile：
→ Prospective Tenant can change the display name, login password and correspondence email.

3. Compose/Edit and Publish a Tenant Post:
→ Propective Tenant can compose a post by inputting the expected criteria of the flat-to-lease including leasing mode and district on the "Edit Post" page. Or, update the post after it is published for HS vetting. Once the post is approved by HS, it will then be published and accessible by all Owners and Tenant Certificate Holders.

4. Message Management:
→ Prospective Tenant can keep track of the history of private message(s) with Owners.

5. Submit "Notice of Execution of the Tenancy Agreement/License Agreement", "Notice of Early Termination of the Tenancy Agreement/License Agreement" and/or "Notice of Soon-To-Expire Tenancy Agreement/License Agreement":

→ i) **“Notice of Execution of the Tenancy Agreement/License Agreement”:** Tenant/licensee should return the duly completed "Notice of Execution of the Tenancy Agreement/License Agreement" to Applications Section of HS within 2 weeks from the signing of the tenancy agreement/license agreement with Owner Certificate Holder/Hong Kong Council of Social Service (hereinafter referred to as "HKCSS") (or HKCSS Group), through postal or the Online Platform.

→ ii) **"Notice of Early Termination of the Tenancy Agreement/License Agreement":** Tenant/licensee should return the duly completed "Notice of Early Termination of the Tenancy Agreement/License Agreement" to Applications Section of HS within 2 weeks from the date of serving or receiving a written notice for early termination of tenancy agreement/license agreement to or from the owner/HKCSS (or HKCSS Group), through postal or the Online Platform.

→ iii) **"Notice of Soon-To-Expire Tenancy Agreement/License Agreement":** Whether tenant/licensee intends to or does not intend to renew tenancy agreement/license agreement with the same owner/HKCSS (or HKCSS Group), tenant/licensee should return the duly completed "Notice of Soon-To-Expire Tenancy Agreement" to Applications Section of HS within 2 months before the expiry date of tenanct agreement/license agreement, through postal or the Online Platform.

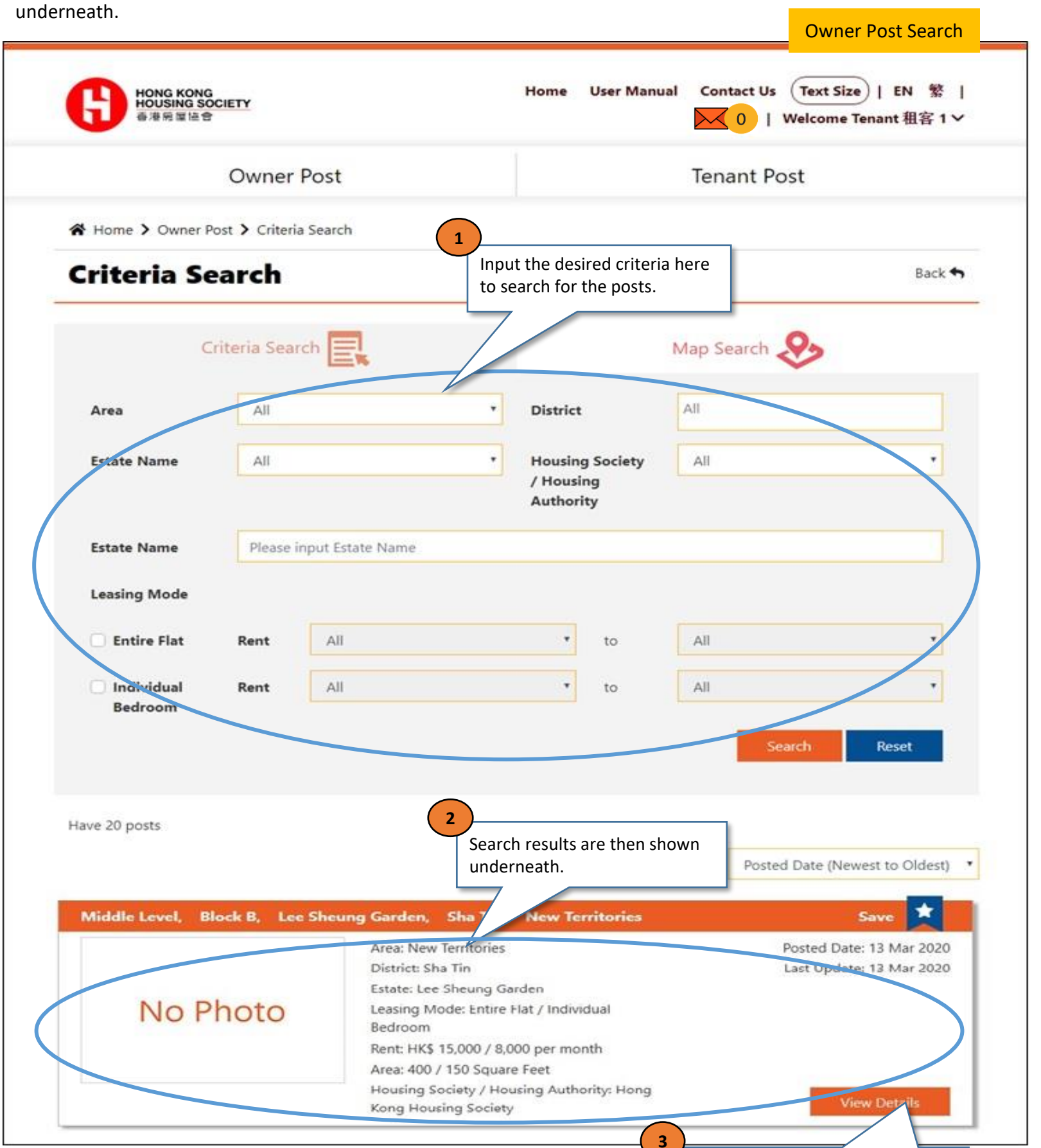
6. Forgot Password or Forgot Certificate Number :
→ Prospective Tenant can click "Forgot Password" or "Forgot Certificate Number" on login page, then input the registered email address to reset password or retrieve the Certificate Number. After that, he/she will receive a notification email of password reset or certificate number retrieval. Then, follow the instructions on the email to log in the Online Platform.

7. How to verify whether the "Certificate of Participation - Owner" is still valid

1. Post Search

i) **Owner Post**

After login, Users will be directed to the Post Search page of "Owner Post" first. On this page, simply select or input the desired criteria (e.g. location, leasing mode, rent range, etc.). Then, click "Search" button, results are shown underneath.



Owner Post Details Page (Published Post)

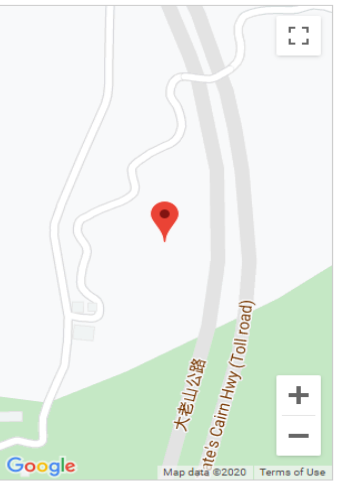
Owner Post Information

Middle Level, Block B, Lee Sheung Garden, Sha Tin, New Territories
(ID: 000677)

Save

No Photo

Without Caption



Flat/ Bedroom Information

Middle Level, Block B, Lee Sheung Garden, Sha Tin, New Territories
HK$ 15,000 / 8,000 per month

Area: 400 / 150 Square Feet
Floor Level: Middle Level
Lease Mode: Entire Flat / Individual Bedroom
Housing Society / Housing Authority: Hong Kong Housing Society

Flat Features:
- City View

Home Appliances:
- Cloth Dryer
- Air Conditioner
- Microwave Oven
- Range Hood
- Refrigerator

Furniture Fit-out:
- Single Bed Frame
- Bedside Table/Dressing Table
- Double Bed Frame
- TV Furniture
- Shoe Cabinet

Information updated on 13 Mar 2020

Posted Date: 13 Mar 2020

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Contact Owner

Name: Mr Chan

Phone: 91234567

Message

Message with Owner

Leave Message

User's Terms and Conditions

1. Message(s) can only be used to ask about the tenancy, and is/are prohibited to sell or issue any other commercial or promotional advertising content.
2. Message(s) cannot contain other hyperlinks, websites or links that are not currently in use in this Website.
3. Message(s) cannot contain any unlawful, harmful, coercive, abuse, harassing, malice, vulgar, obscene, defamatory, invasive of another's privacy, copyright, racial discrimination or morally objectionable "Content".
4. Housing Society and/or this Website is entitled to suspend or terminate the access right of the Users without giving

I have read and agreed the above Terms and Conditions.

Send Reset

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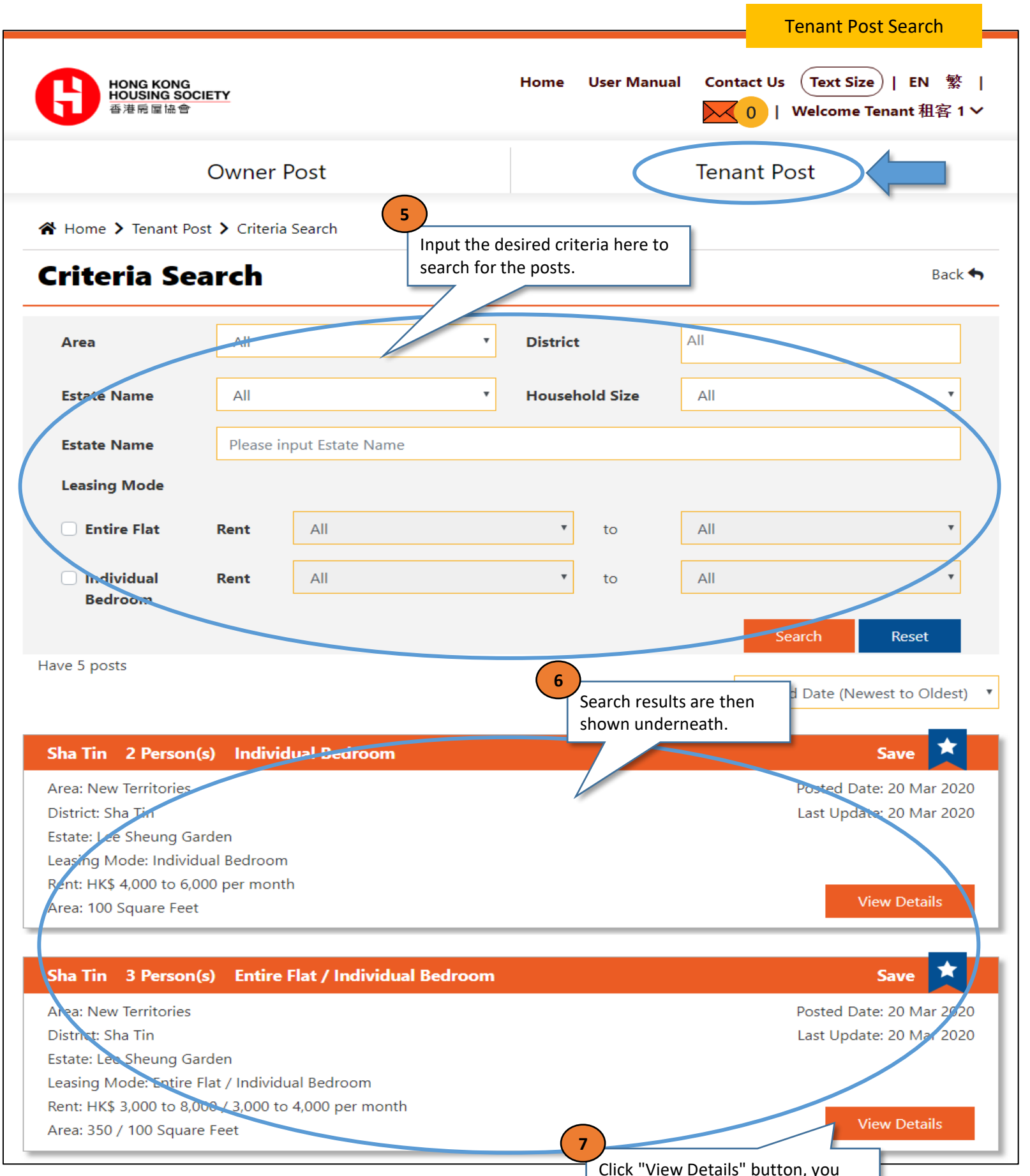
Tenant Certificate Holders can directly leave message(s) to Owner via message board on Post Details Page. Owner can also reply directly here. Only Owner and that Tenant Certificate Holder (two parties) can read the messages posted on message board.

ii) **Tenant Post**

If Users wish to browse the posts published by other Tenant Certificate Holders, simply click the "Tenant Post" on the upper right side. Users will then be directed to the search page of "Tenant Post". Similarly, select or input the desired criteria (e.g. location, leasing mode, rent range, etc.). Then, click "Search" button, results are shown underneath.



Tenant Post also allows Owners to leave private messages, so that they can directly communicate with prospective tenant(s). For details about how to compose and edit a post, please refer to page 8.

Tenant Post Details (Published)

Home > Tenant Post > Tenant Post Information

Tenant Post Information

Sha Tin 3 Person(s) Entire Flat / Individual Bedroom (ID: 000008)

Save

Flat/Bedroom Information

Area: New Territories
District: Sha Tin
Estate Name: Lee Sheung Garden
Household Size: 3 Person(s)
Leasing Mode: Entire Flat / Individual Bedroom
Rent: HK$ 3,000 to 8,000 / 3,000 to 4,000 per month
Area: 350 / 100 Square Feet

Information updated on 20 Mar 2020

Posted Date: 20 Mar 2020

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Contact Tenant

Name: Mr Chan

Phone: 912345678

Message

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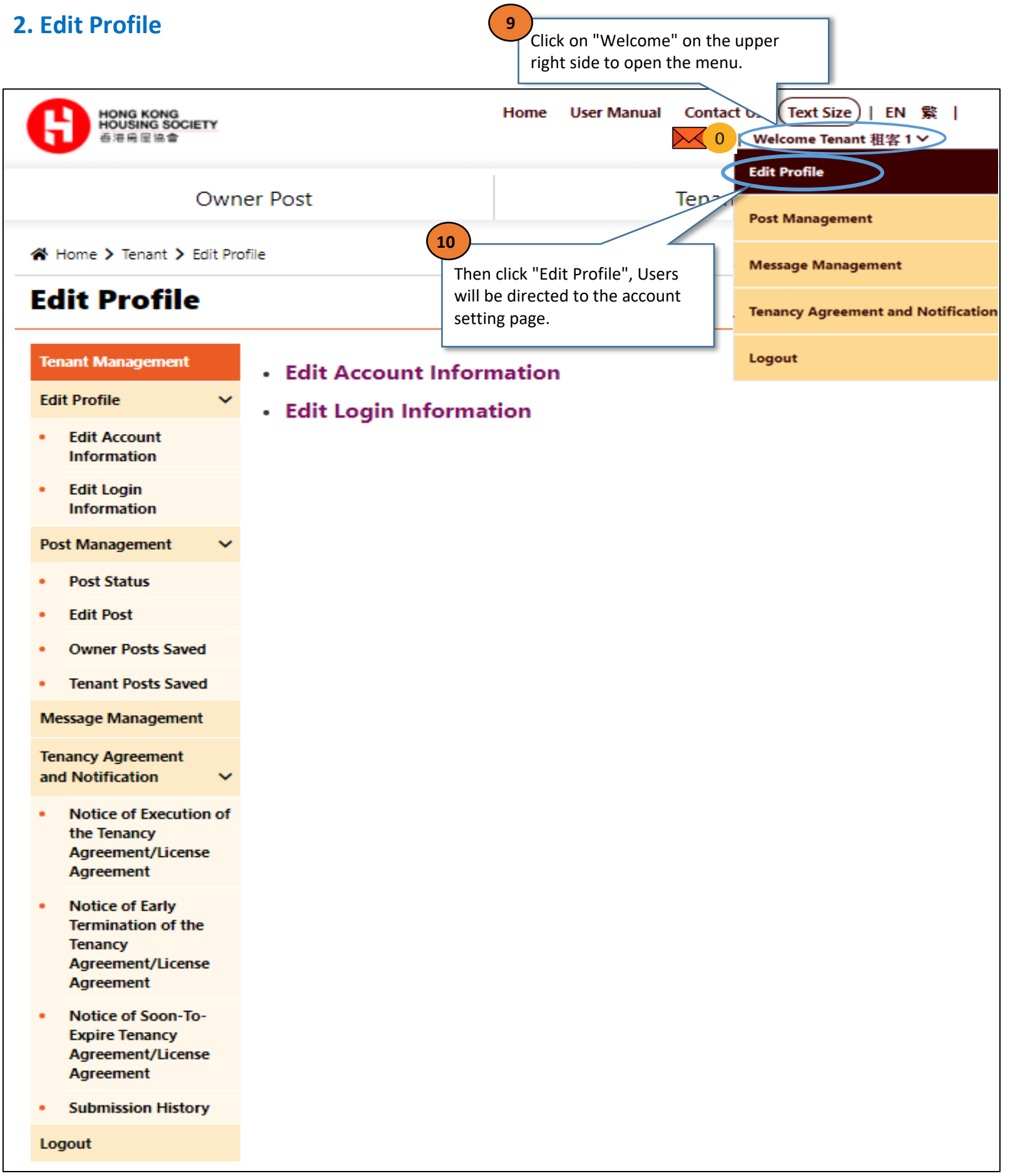
Owner can directly leave message(s) to prospective tenant via message board on Post Details page. Prospective Tenant can also reply directly here. Only Owner and that Tenant Certofocate Holder (two parties) can read the messages posted on message board.

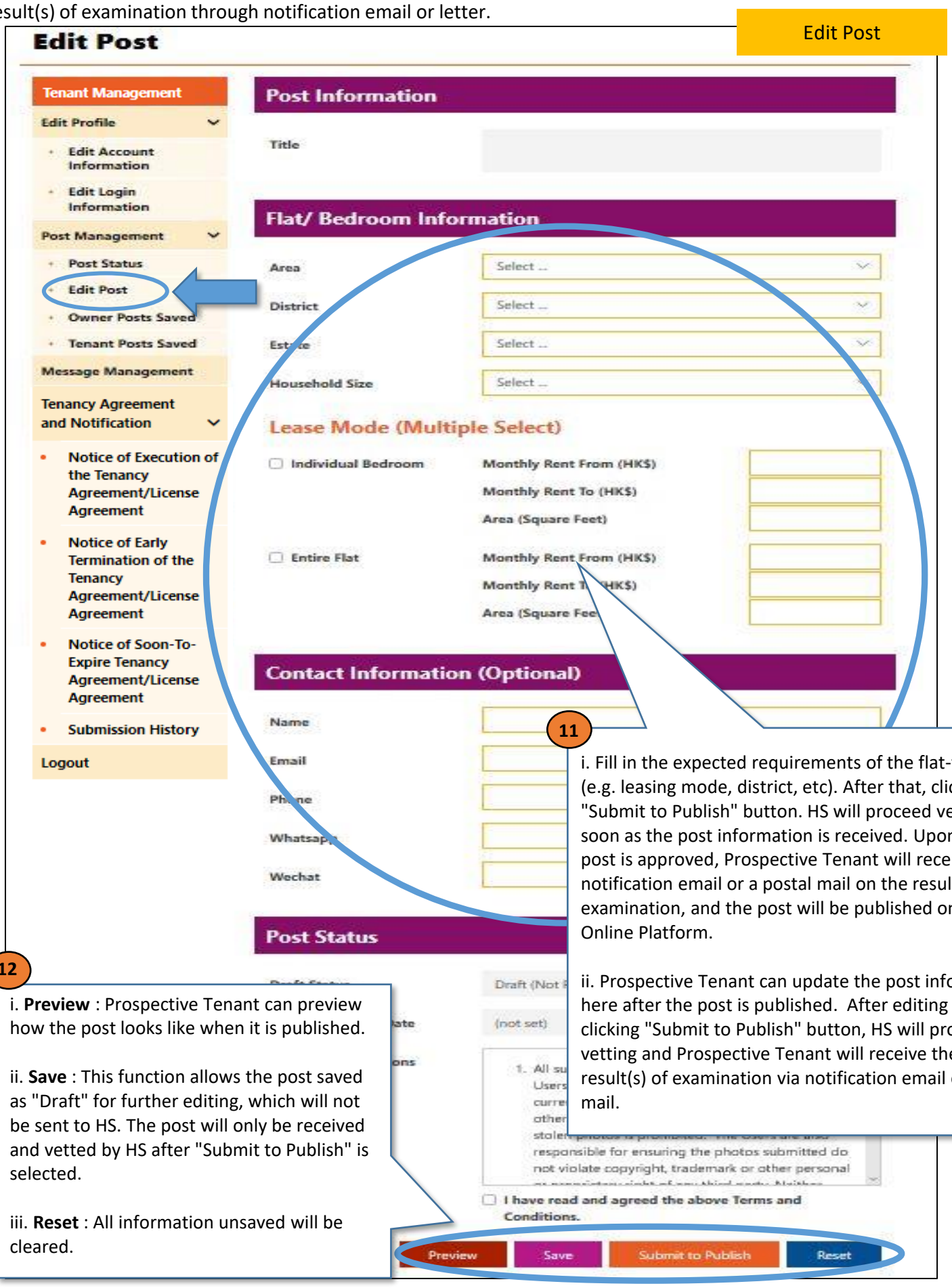
2. Edit Profile



3. Compose/Edit and Publish a Tenant Post

Compose/Edit a Tenant Post

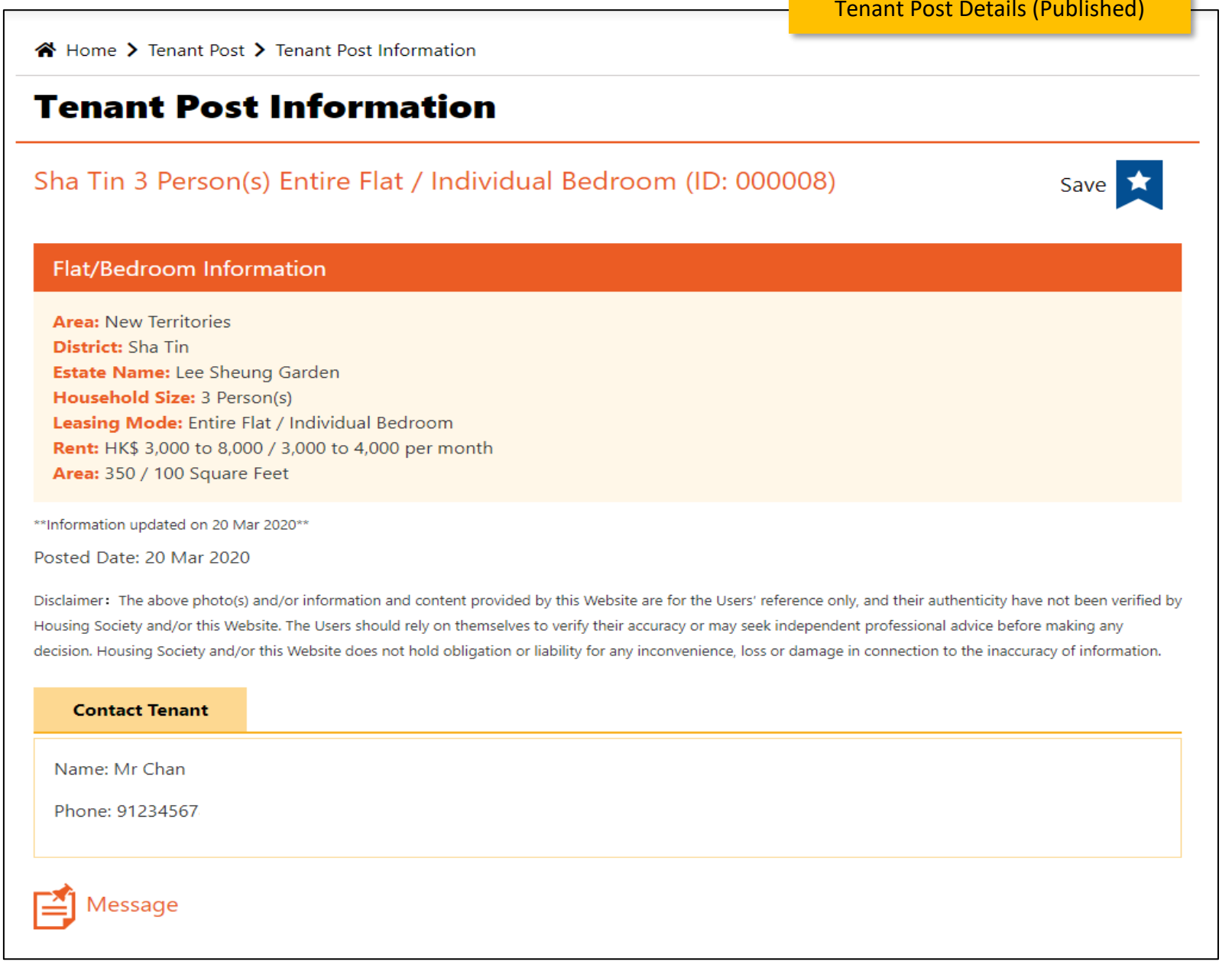
Prospective Tenant can click "Post Management" and then "Edit Post" to enter the post creation/edit page.
On this page, Prospective Tenant can input the expected requirements of the flat-to-lease (e.g. leasing mode, etc.), then the post title will be auto-updated based on the inputs. And leave your contact information (optional). Next, click "Submit to Publish" button to proceed the post submission for HS vetting. Meanwhile, Prospective Tenant will be notified of the result(s) of examination through notification email or letter.



Tenant Post is Published

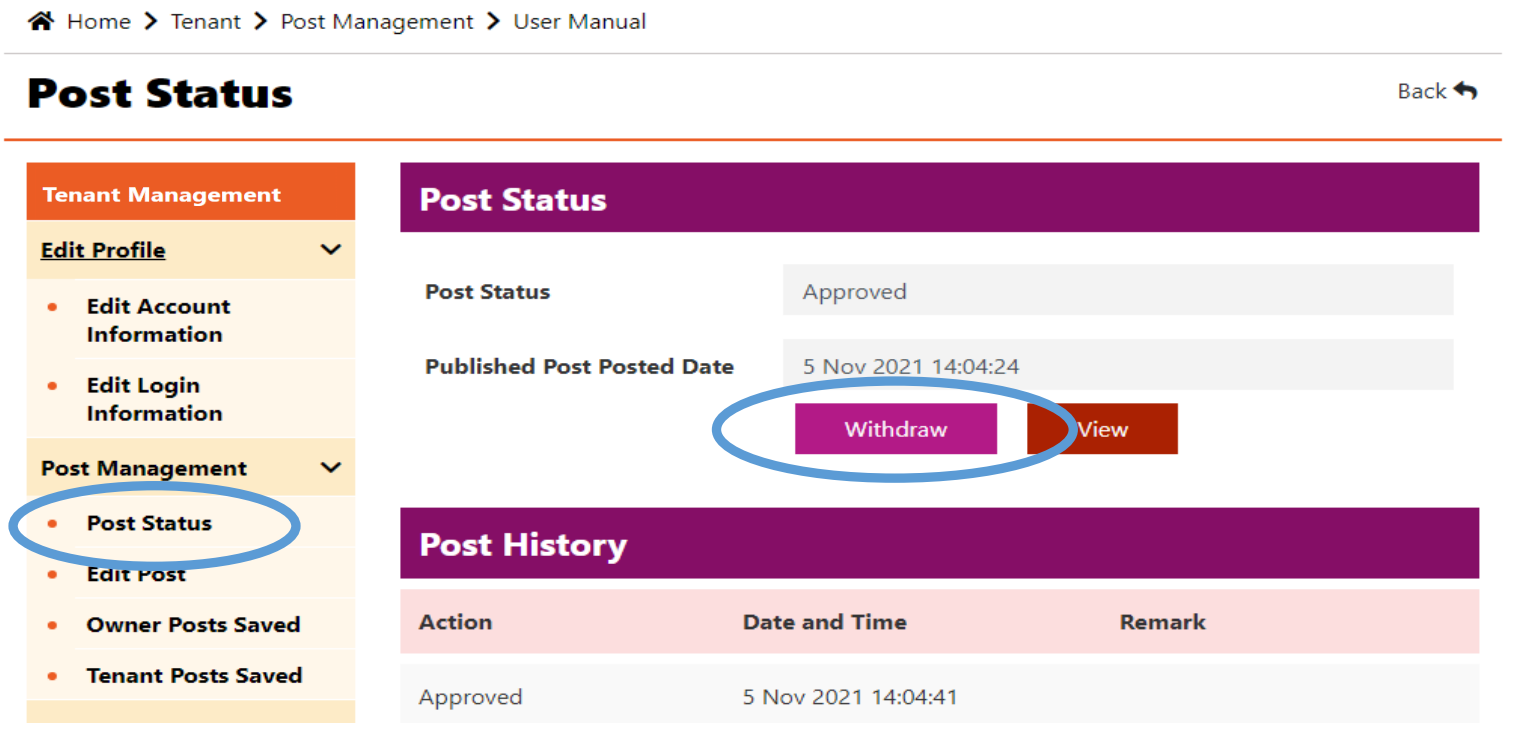
Once the post is approved by HS, it will be published on the Online Platform and viewable to Owner Certificate and Tenant Certificate Holders through the "Tenant Post" search page.

Tenant Post Details (Published)

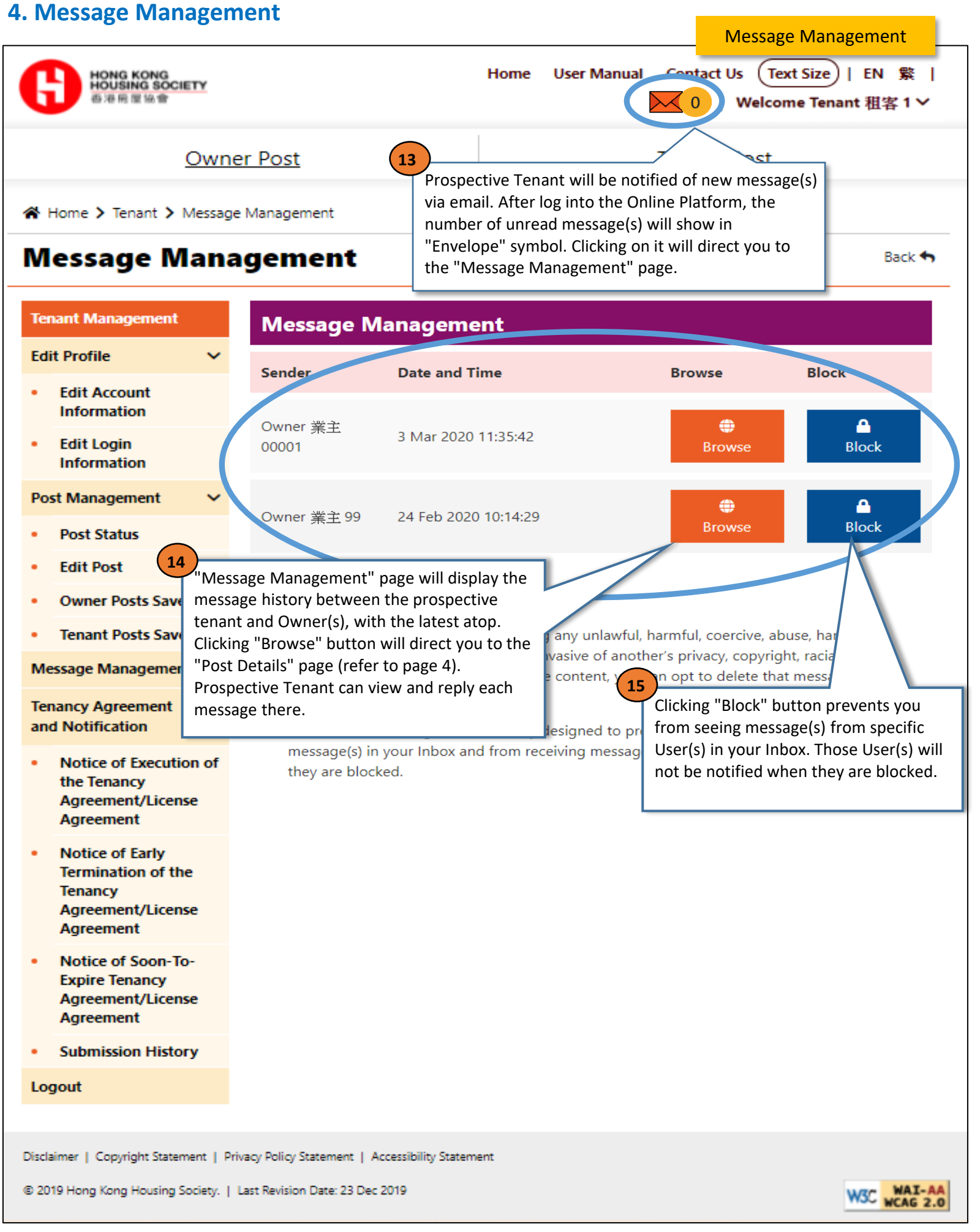


Withdraw a Tenant Post

If Prospective Tenant desires to remove the published post (e.g. a flat has been rented and Prospective Tenant is no longer seeking place to rent), Prospective Tenant can click "Withdraw" button on "Post Status" page under "Post Management". The post will be taken down from the Online Platform immediately. Prospective Tenant may edit or resubmit post submission later if needed.



4. Message Management

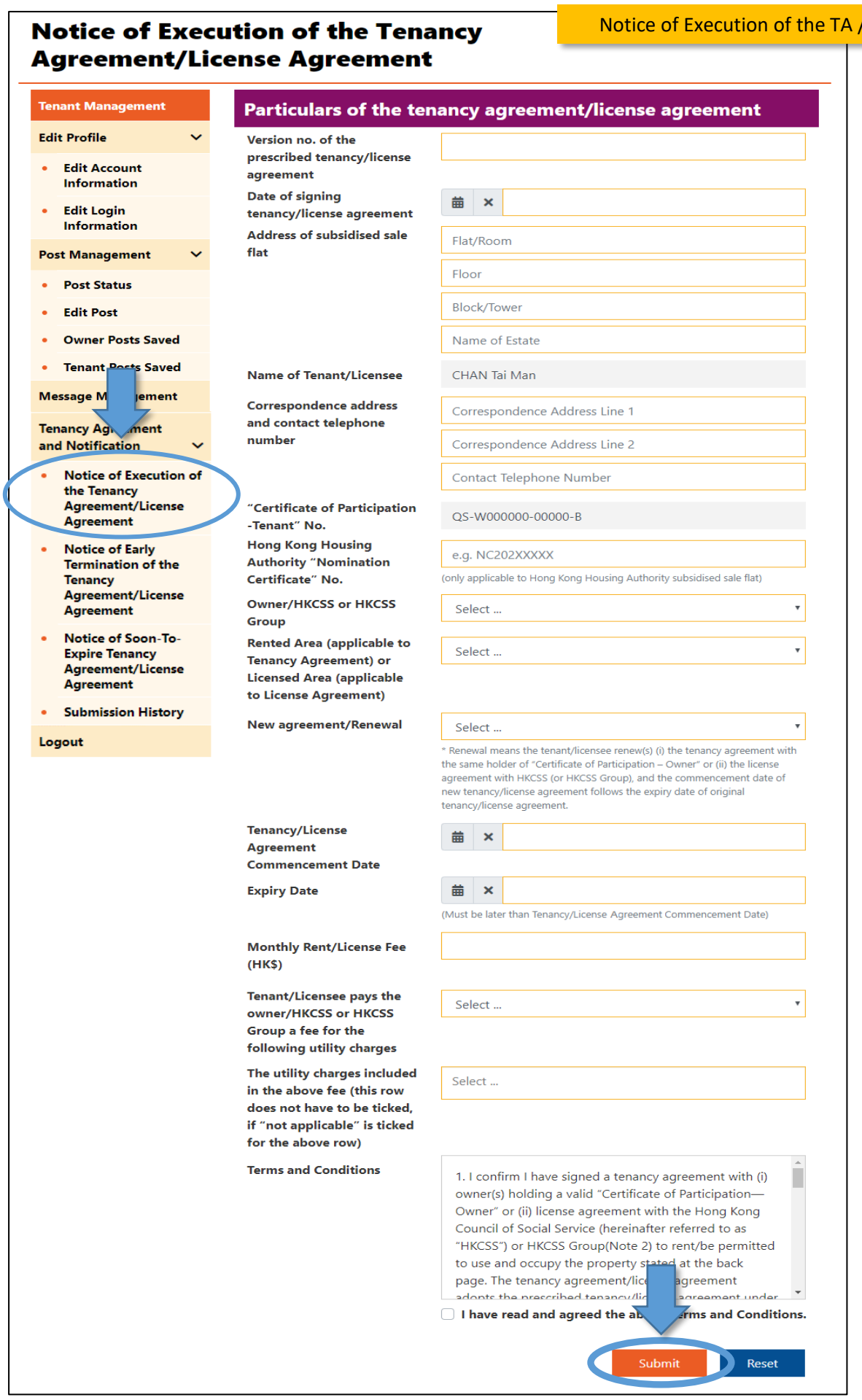


5. Submit "Notice of Execution of the Tenancy Agreement/License Agreement", "Notice of Early Termination of the Tenancy Agreement/License Agreement" and/or "Notice of Soon-To-Expire Tenancy Agreement/License Agreement"

i) **"Notice of Execution of the Tenancy Agreement/License Agreement"**

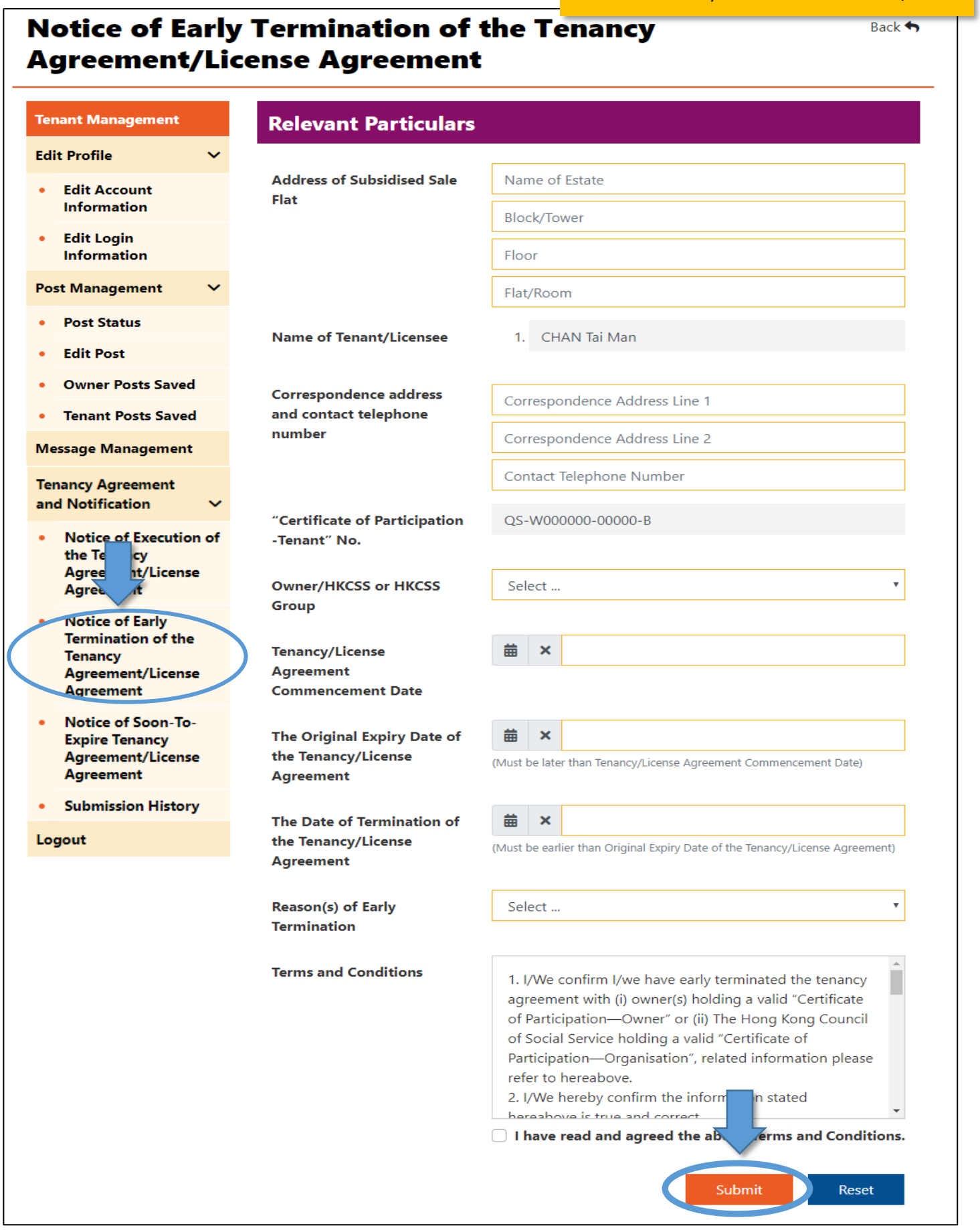
The Online Platform will pre-fill the name and Certificate Number of the Tenant Certificate Holder in the form. Tenant/licensee should fill in the rest of the form according to the terms in the co-signed Tenancy Agreement ("TA") with the Owner Certificate Holder, or the License Agreement ("LA") with HKCSS (or HKCSS Group). Click "Submit" button after completing the form. A confirmation email will then be sent to the registered email address.

Notice of Execution of the TA / LA

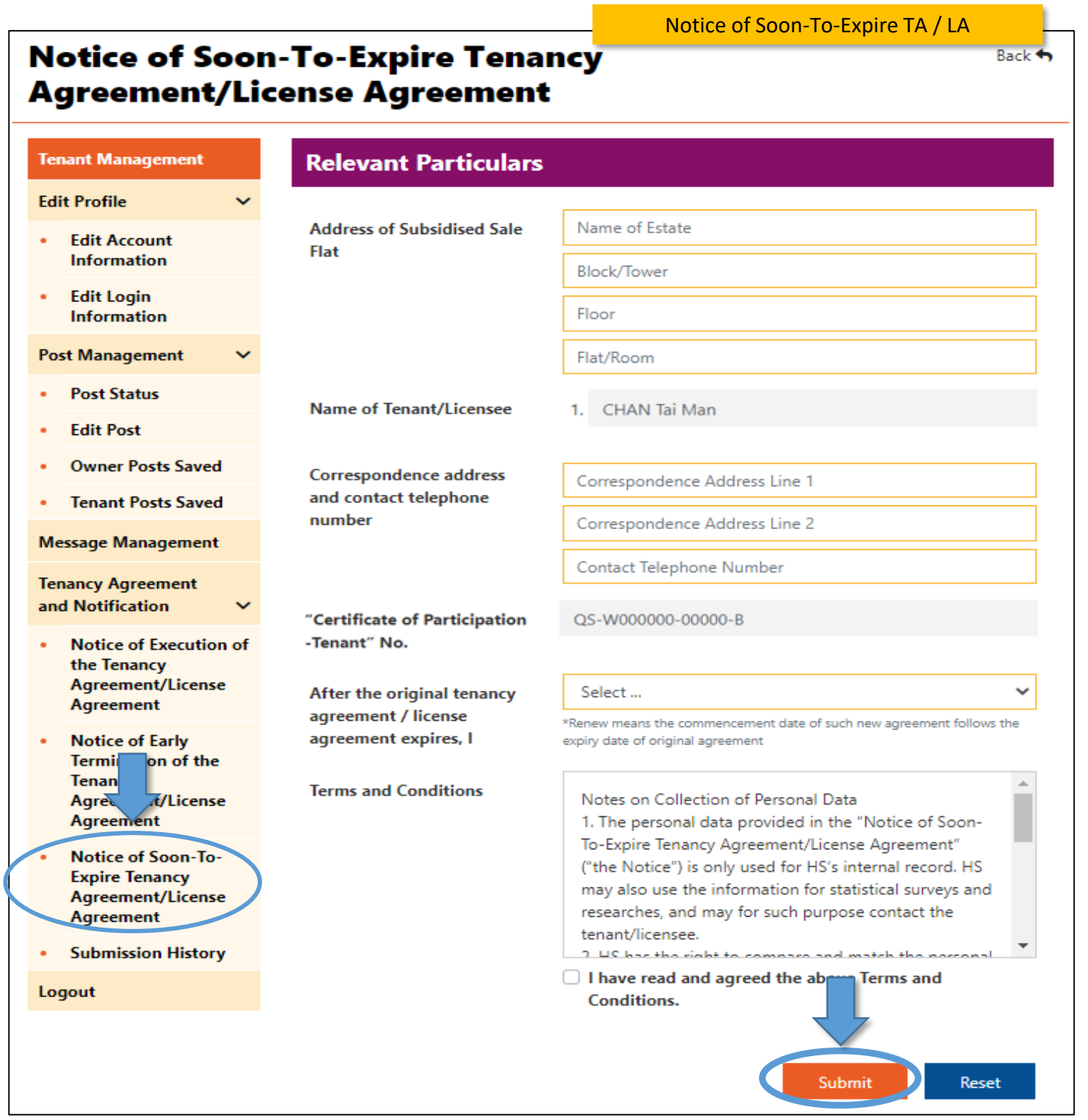


ii) **"Notice of Early Termination of the Tenancy Agreement/License Agreement"**
Tenant can inform HS of early termination of the Tenancy Agreement with the Owner, or licensee can inform HS of early termination of the License Agreement with HKCSS (or HKCSS Group) through the Online Platform. The Online Platform will pre-fill the name and Certificate Number of the Tenant Certificate Holder in the form. Tenant/licensee should fill in the rest of the form accordingly. Click "Submit" button after completing the form. A confirmation email will then be sent to the registered email address.

Notice of Early Termination of the TA / LA



iii) **"Notice of Soon-To-Expire Tenancy Agreement/License Agreement"**
Tenant can inform HS of impending expiry of Tenancy Agreement with the Owner, or licesee can inform HS of impending expiry of License Agreement with HKCSS (or HKCSS Group) through the Online Platform. The Online Platform will pre-fill the name and Certificate Number of the Tenant Certificate Holder in the form. Tenant/licensee should fill in the rest of the form accordingly. Click "Submit" button after completing the form. A confirmation email will then be sent to the registered email address.



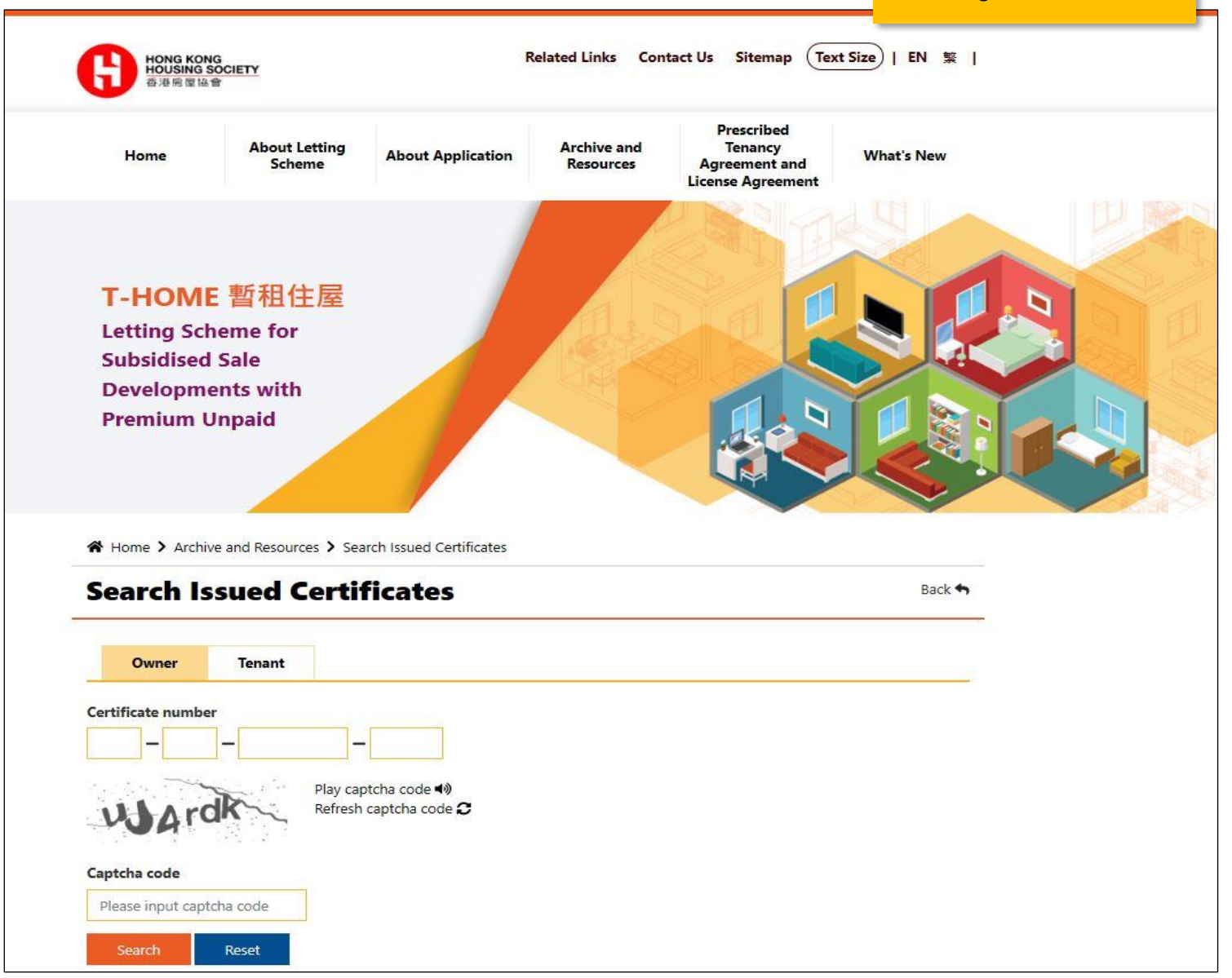
6. Forgot Password or Forgot Certificate Number

Login Page

7. How to verify whether "Certificate of Participation - Owner" is still valid?

Please visit the Scheme Website https://lettingscheme.hkhs.com/en, input the Certificate Number of "Certificate of Participation - Owner" on the "Owner" page through "Archive and Resources > Search Issued Certificates" to check the status of the Owner Certificate.

Checking Owner Certificate



Disclaimers:
All render pictures shown are for the purpose of visual representation and illustration of functionality on the Online Platform. The final implementation on the Online Platform may vary from this User Manual.
This User Manual and its contents are not legally binding on HS. HS shall not be liable for any loss suffered by any person arising out of his/her reliance on this User Manual. HS reserves the right to make amendments to this User Manual and/or any content in this User Manual without prior notice.

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