HONG KONG HOUSING SOCIETY
香港房屋協會

"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 "HKHS") 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 (PRH Applicant)" or "Certificate of Participation – Tenant (White Form)" (collectively hereinafter referred to as "Tenant Certificate") . If you could not provide an e-mail address on certificate collection day, HKHS 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 [HKHS 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 [HKHS 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 referred 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:

- Prospective 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 HKHS vetting. Once the post is approved by HKHS, 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", "Notice of Early Termination of the Tenancy Agreement" and/or "Notice of Soon-To-Expire Tenancy Agreement":

- i) **“Notice of Execution of the Tenancy Agreement”:** Tenant should return the duly completed "Notice of Execution of the Tenancy Agreement" to Applications Section of HKHS within 2 weeks from the signing of the tenancy agreement with Owner Certificate Holder, through postal or the Online Platform.

- ii) **"Notice of Early Termination of the Tenancy Agreement":** Tenant should return the duly completed "Notice of Early Termination of the Tenancy Agreement" to Applications Section of HKHS within 2 weeks from the date of serving or receiving a written notice for early termination of tenancy agreement to or from the owner, through postal or the Online Platform.

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

6. Forgot Password or Forgot Certificate Number :

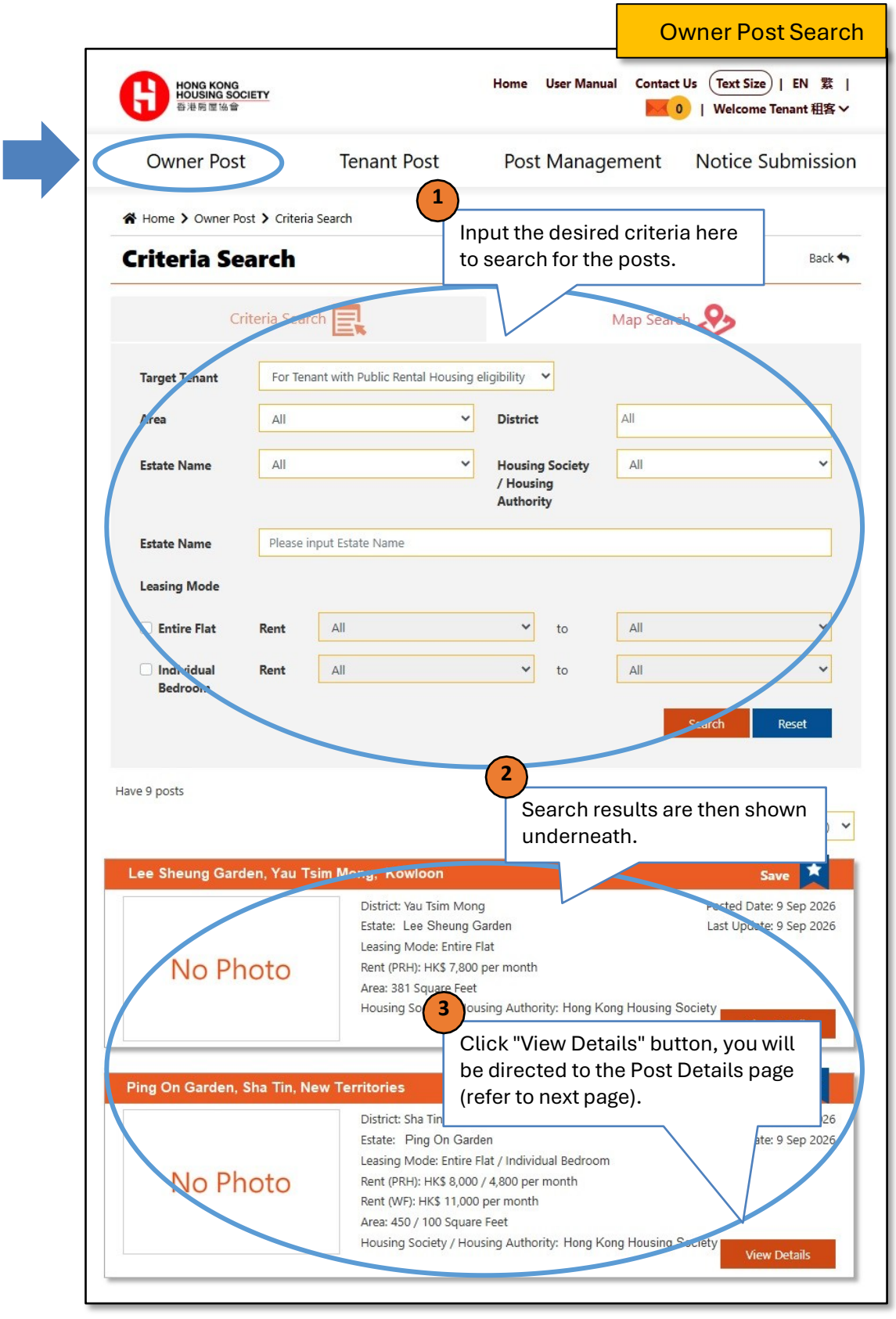
- Prospective Tenant can click "Forgot Password" or "Forgot Certificate Number" on login page, then input the registered email address to reset password or retrieve the Certificate Number. After that, he/she will receive a notification email of password reset or certificate number retrieval. Then, follow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

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

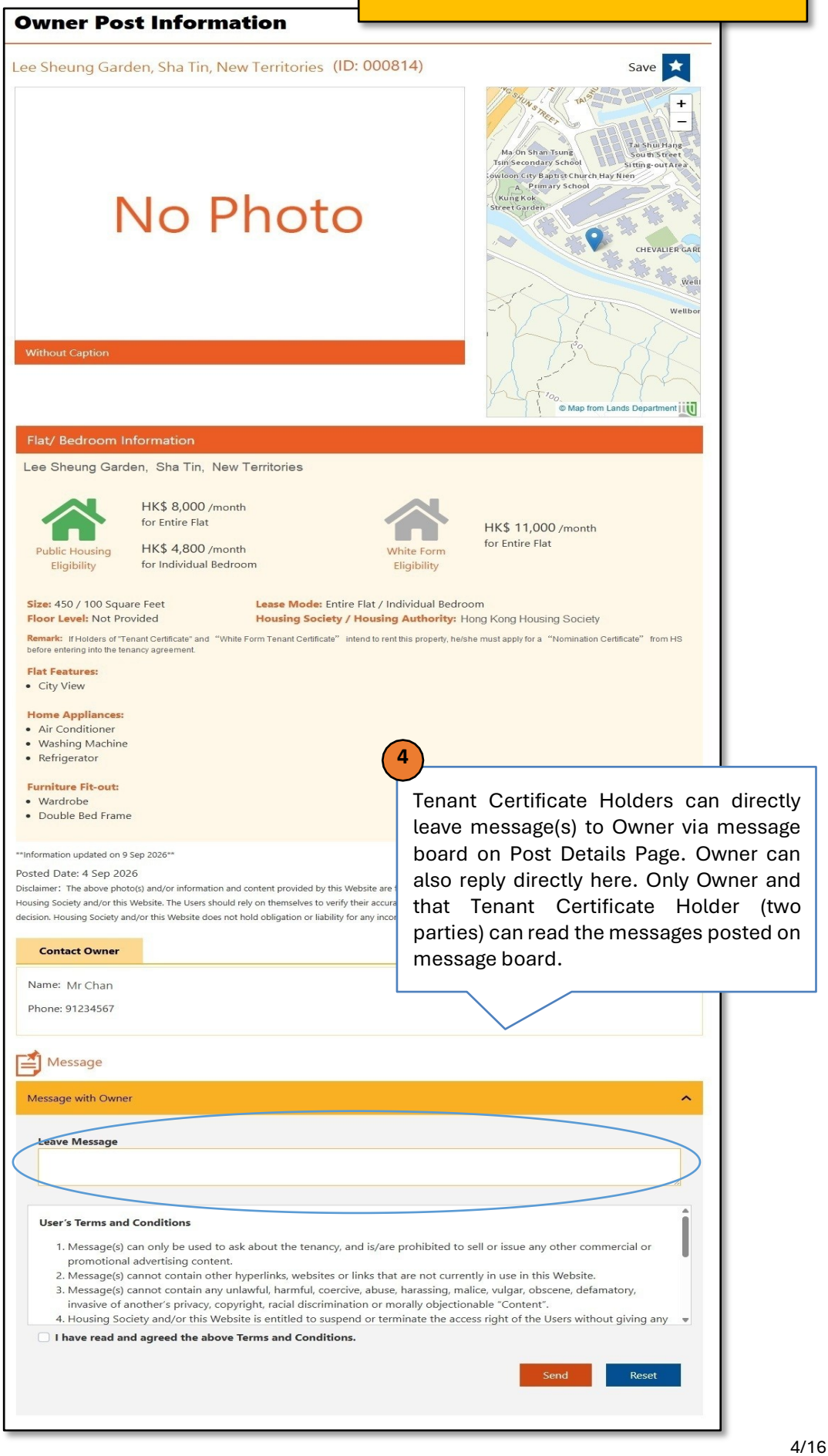
1. Post Search

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. target tenant, location, leasing mode, rent range, etc.). Then, click "Search" button, results are shown underneath.

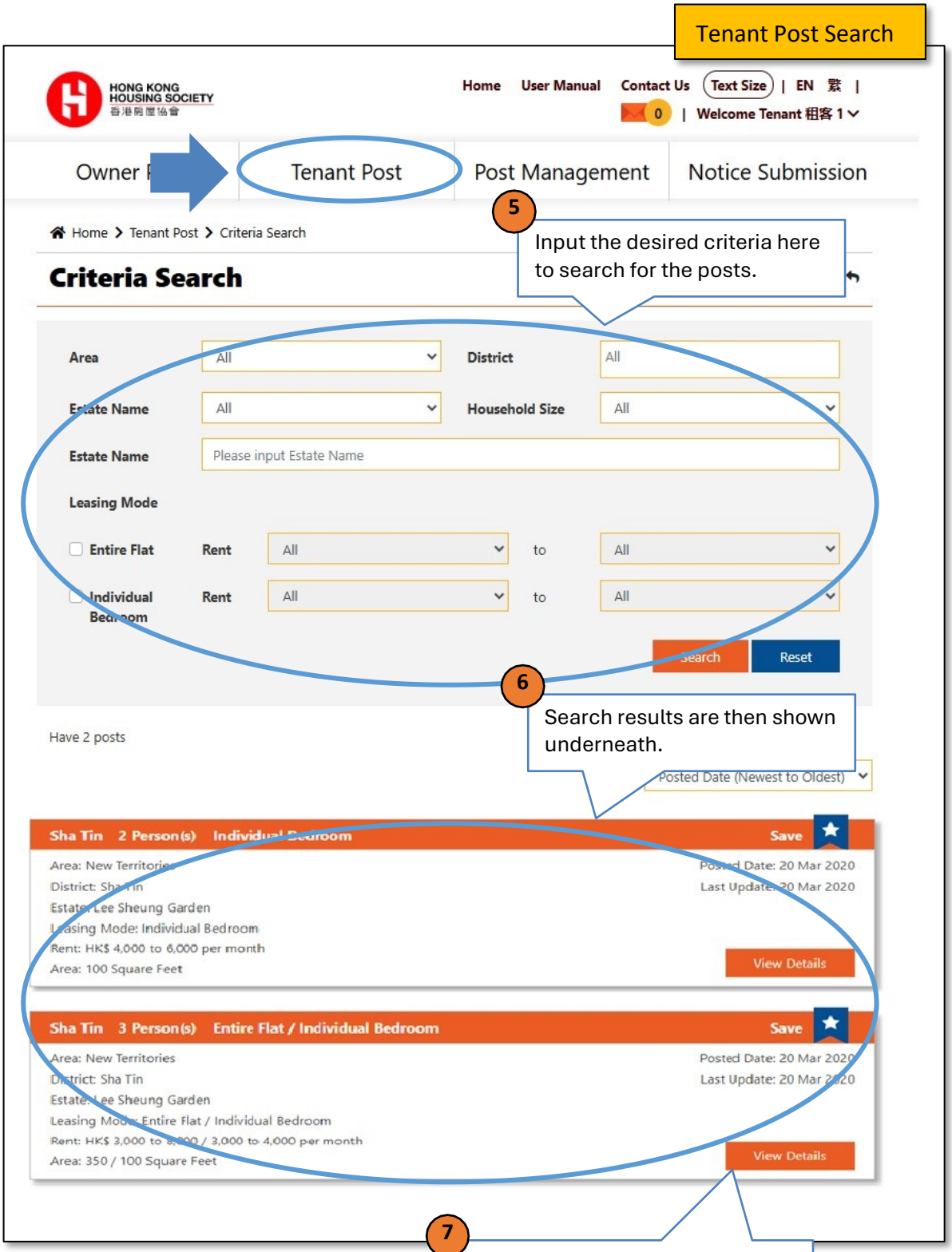


Owner Post Details Page (Published Post)

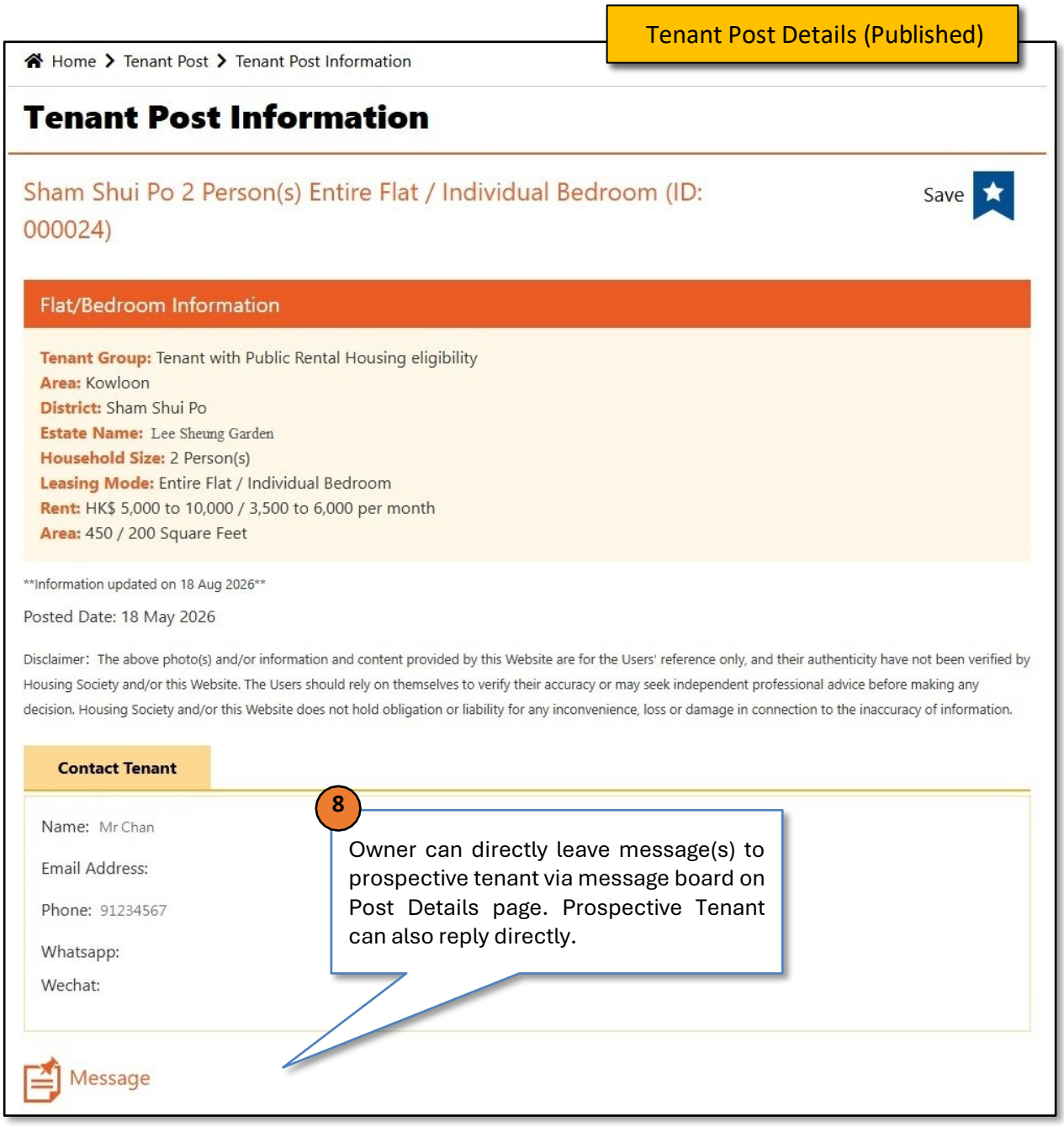


ii) **Tenant Post**

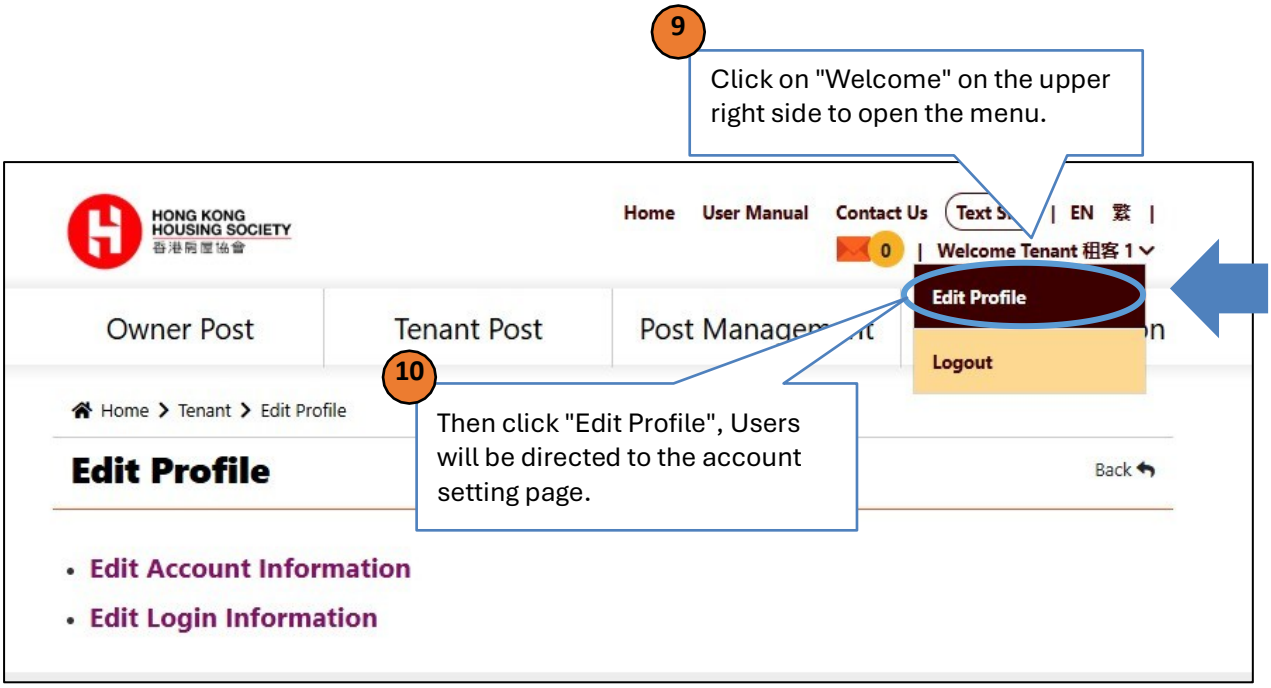
If Users wish to browse the posts published by other Tenant Certificate Holders, simply click "Tenant Post" on the upper side. Users will then be directed to the search page of "Tenant Post". Similarly, select or input the desired criteria (e.g. location, leasing mode, rent range, etc.). Then, click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



2. Edit Profile

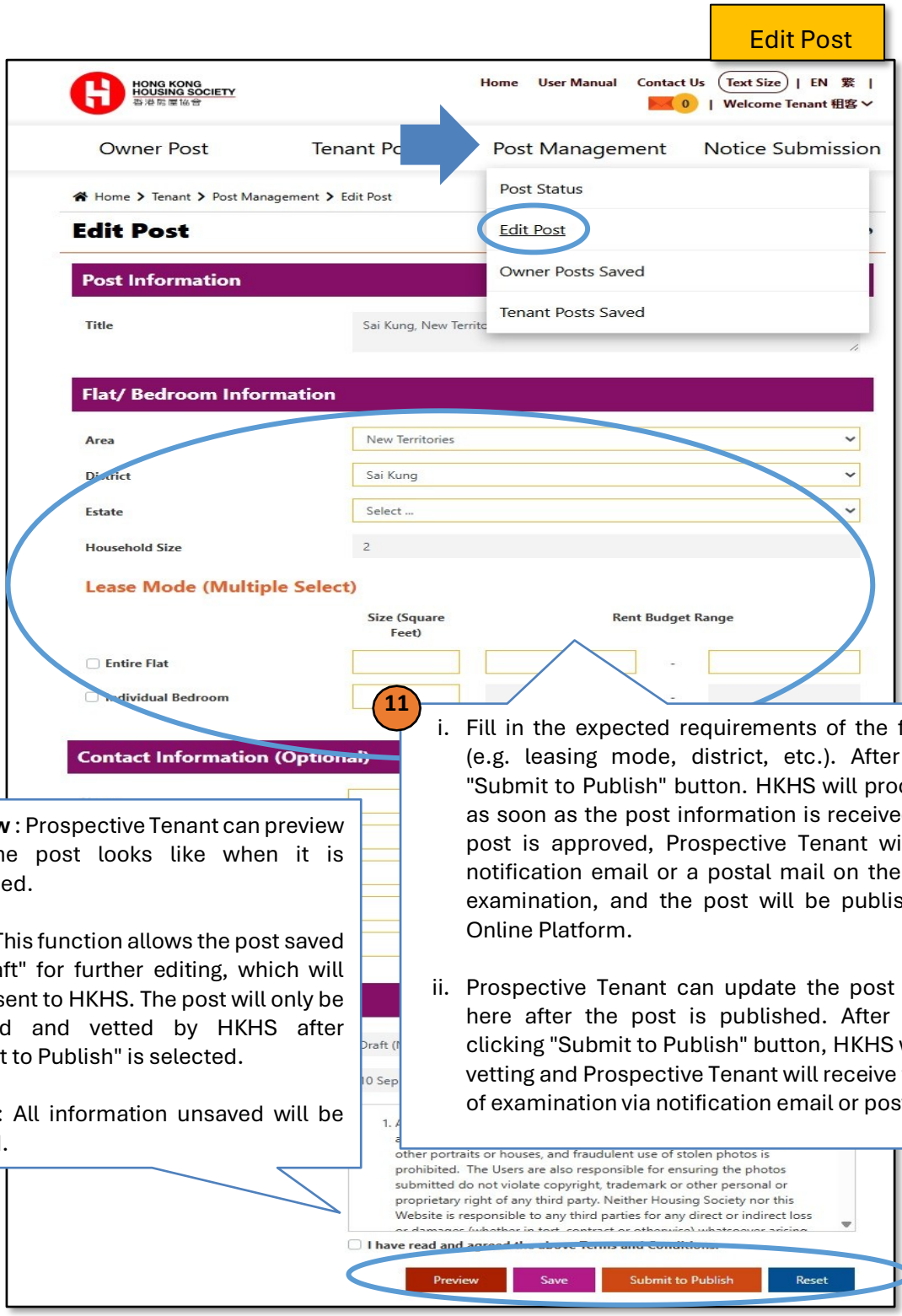


3. Compose/Edit and Publish a Tenant Post

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. lease 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 with the post submission for HKHS vetting. Meanwhile, Prospective Tenant will be notified of the result(s) of examination through notification email or letter.



i. **Preview** : Prospective Tenant can preview how the post looks like when it is published.

ii. **Save** : This function allows the post saved as "Draft" for further editing, which will not be sent to HKHS. The post will only be received and vetted by HKHS after "Submit to Publish" is selected.

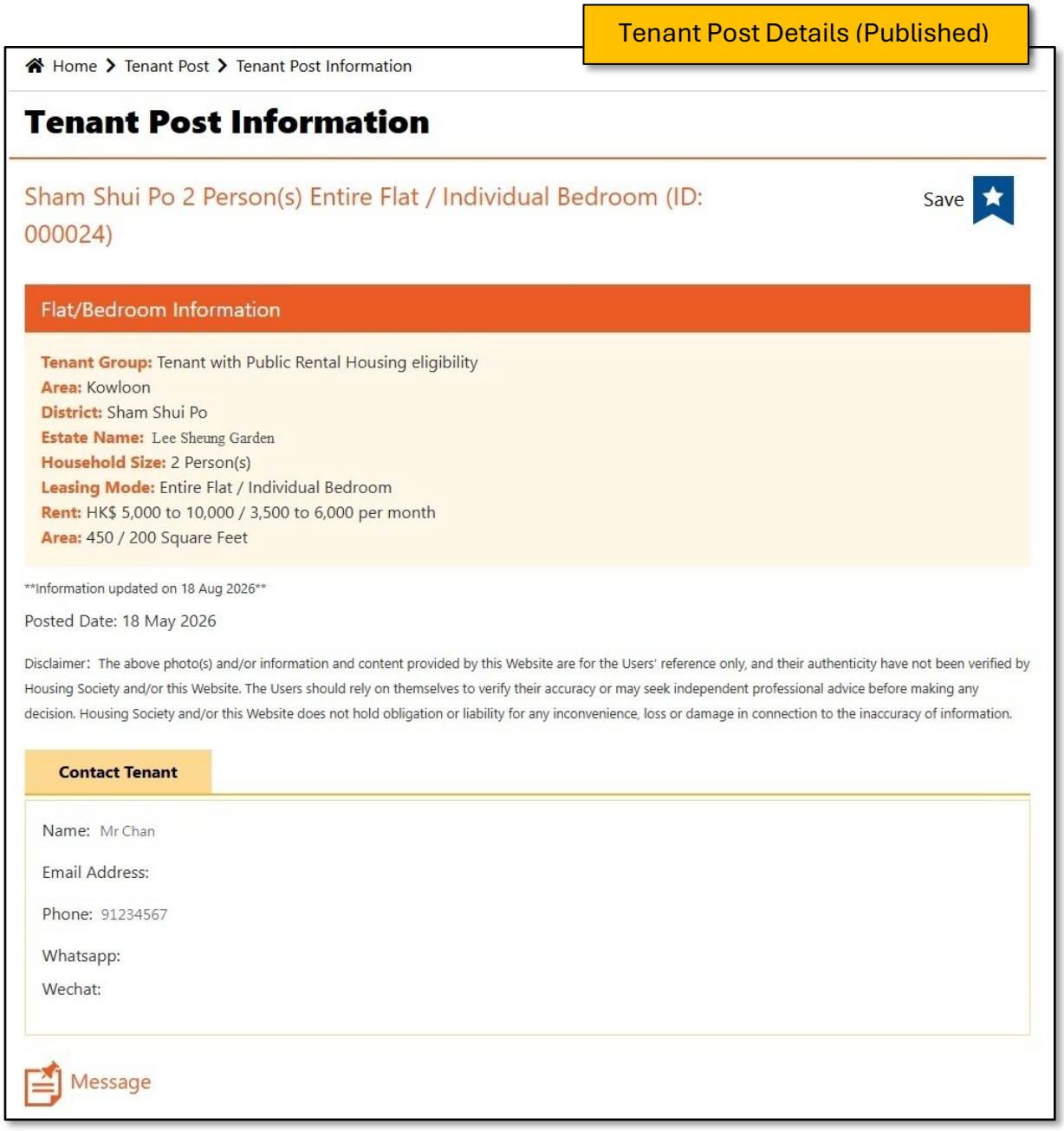
iii. **Reset** : All information unsaved will be cleared.

i. Fill in the expected requirements of the flat-to-lease (e.g. leasing mode, district, etc.). After that, click "Submit to Publish" button. HKHS will proceed vetting as soon as the post information is received. Upon the post is approved, Prospective Tenant will receive a notification email or a postal mail on the result(s) of examination, and the post will be published on the Online Platform.

ii. Prospective Tenant can update the post information here after the post is published. After editing and clicking "Submit to Publish" button, HKHS will proceed vetting and Prospective Tenant will receive the result(s) of examination via notification email or postal mail.

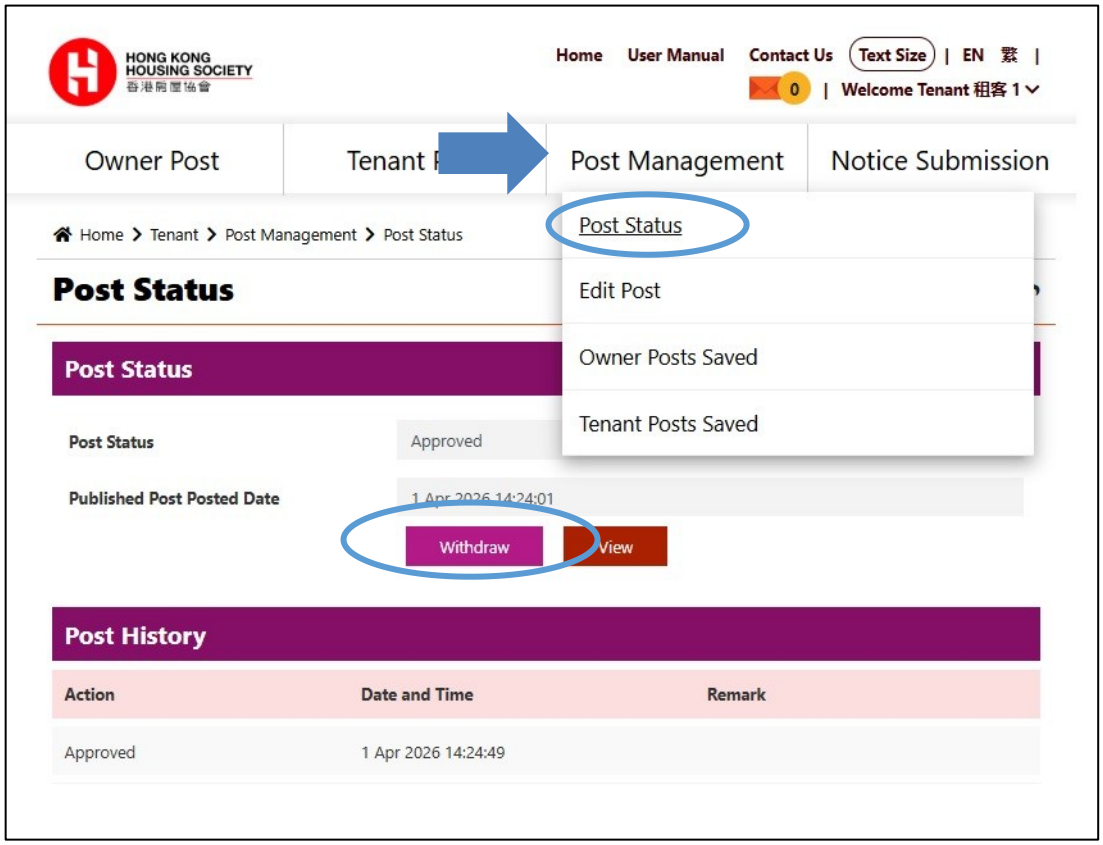
Tenant Post is Published

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

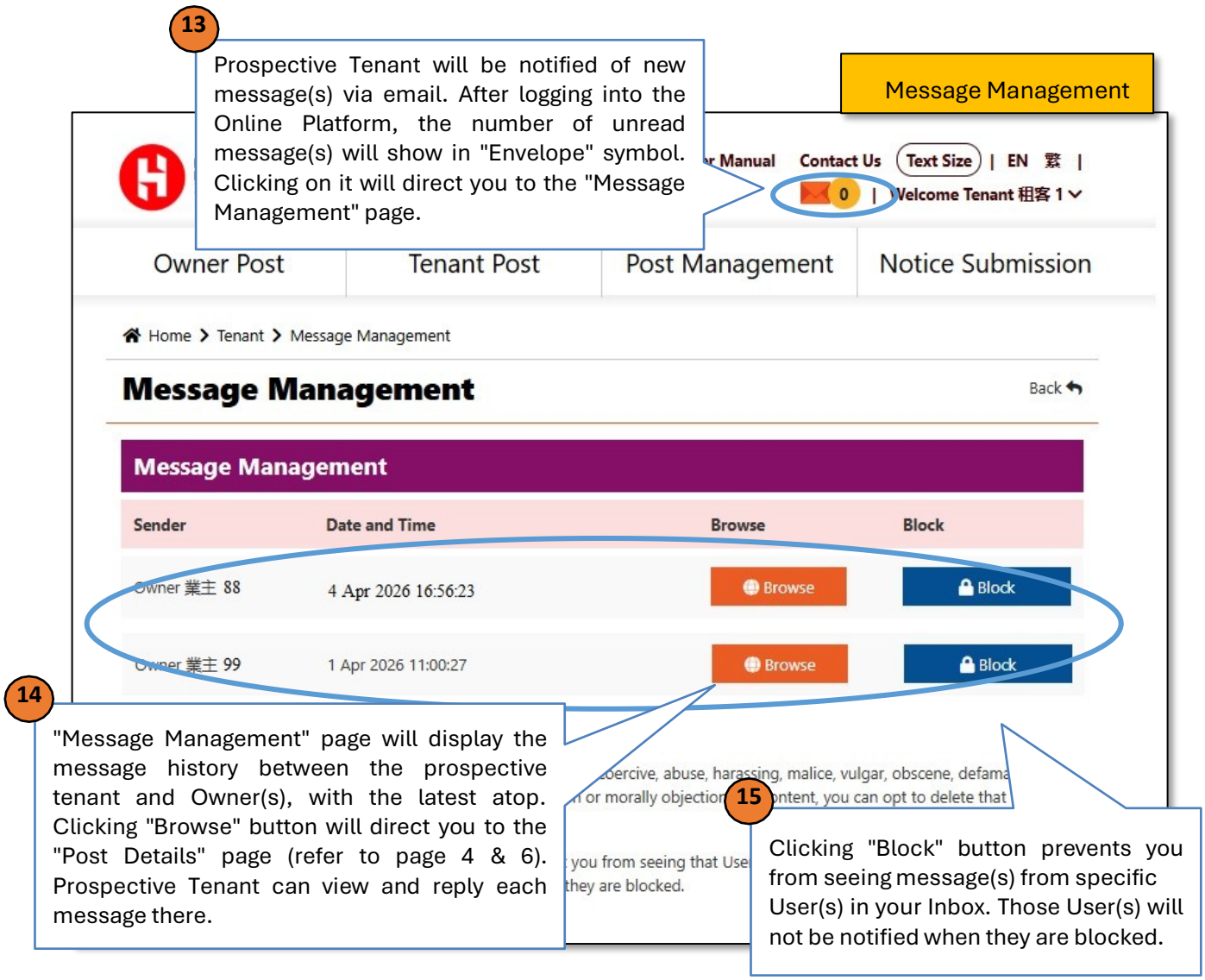


Withdraw a Tenant Post

If Prospective Tenant desires to remove the published post (e.g. a flat has been rented and Prospective Tenant is no longer seeking a 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

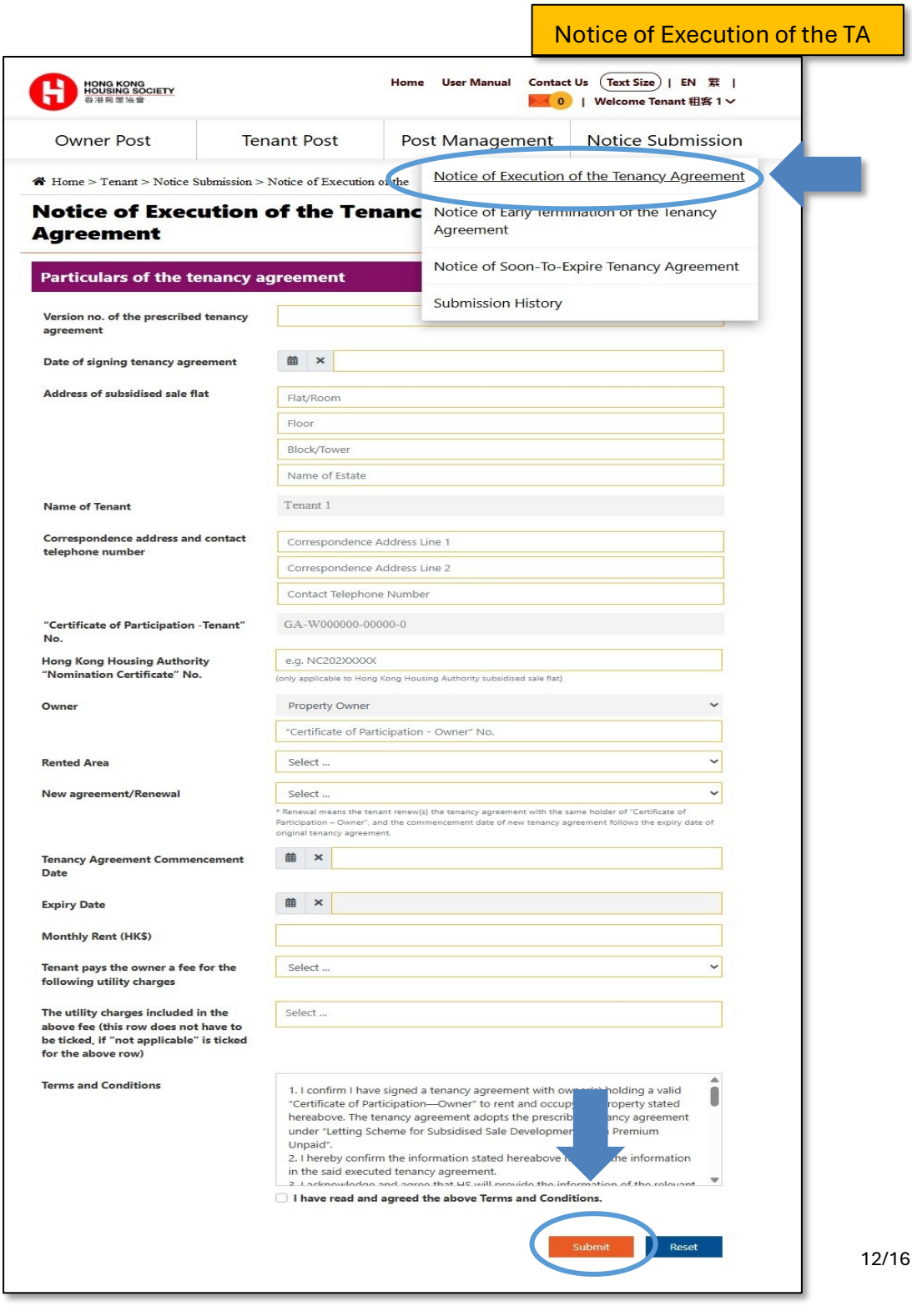


5. Submit "Notice of Execution of the Tenancy Agreement", "Notice of Early Termination of the Tenancy Agreement" and/or "Notice of Soon-To-Expire Tenancy Agreement"

Tenant can fill in online forms and submit tenancy notices to HKHS by clicking "Notice Submission" and selecting the corresponding notices.

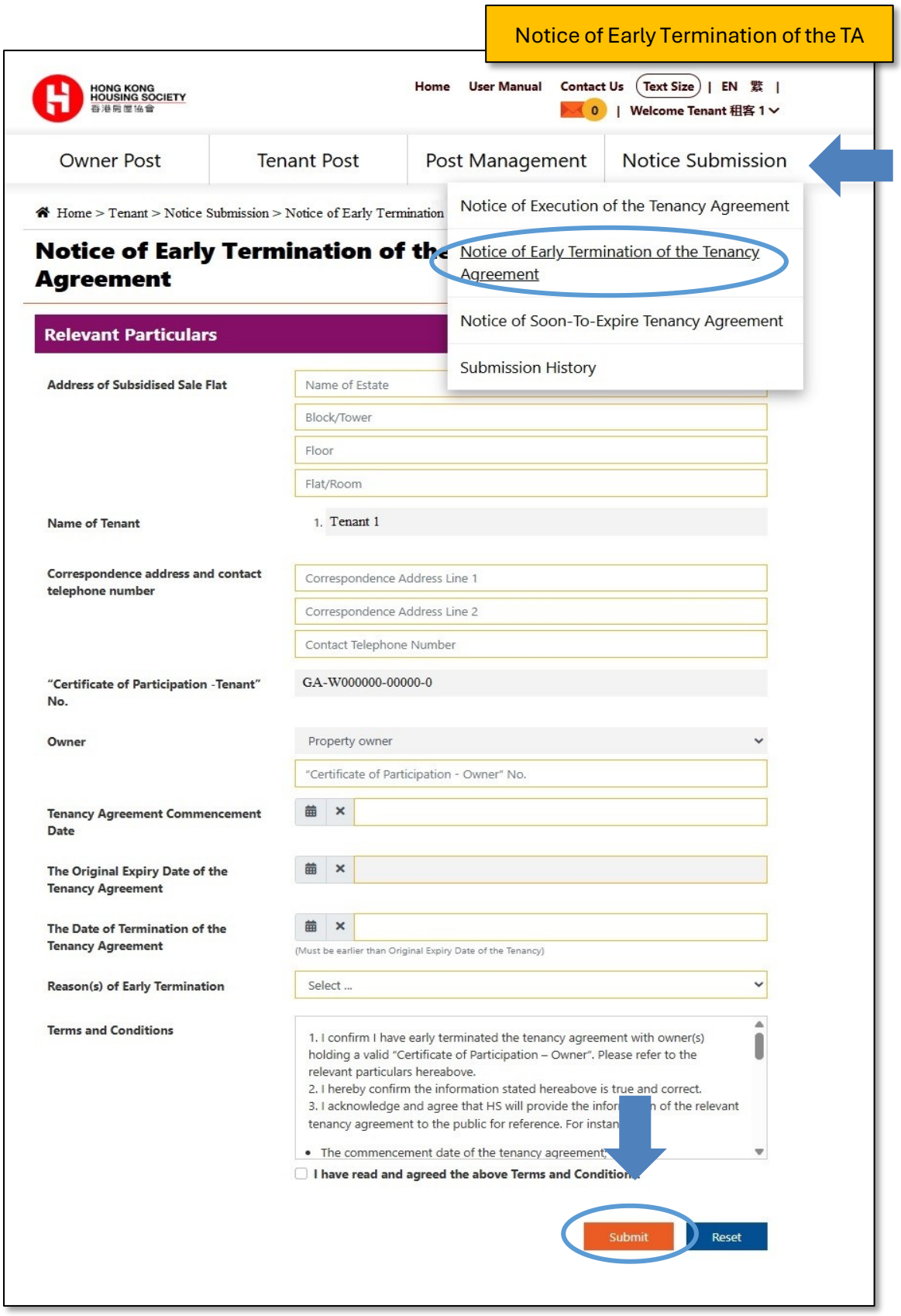
i) "Notice of Execution of the Tenancy Agreement"

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



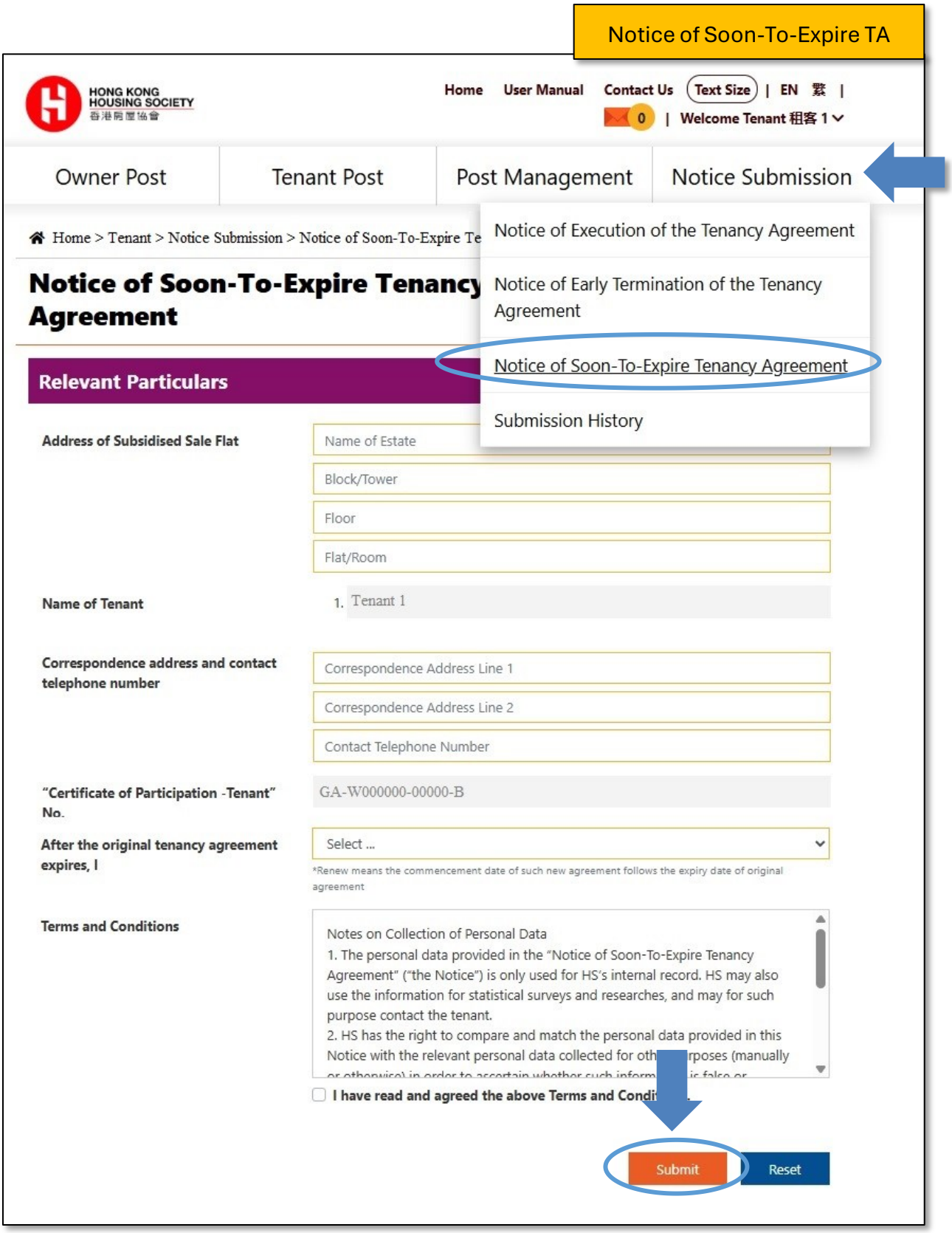
ii) **"Notice of Early Termination of the Tenancy Agreement"**

Tenant can inform HKHS of early termination of the Tenancy Agreement with the Owner through the Online Platform. The Online Platform will pre-fill the name and Certificate Number of the Tenant Certificate Holder in the form. Tenant 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.

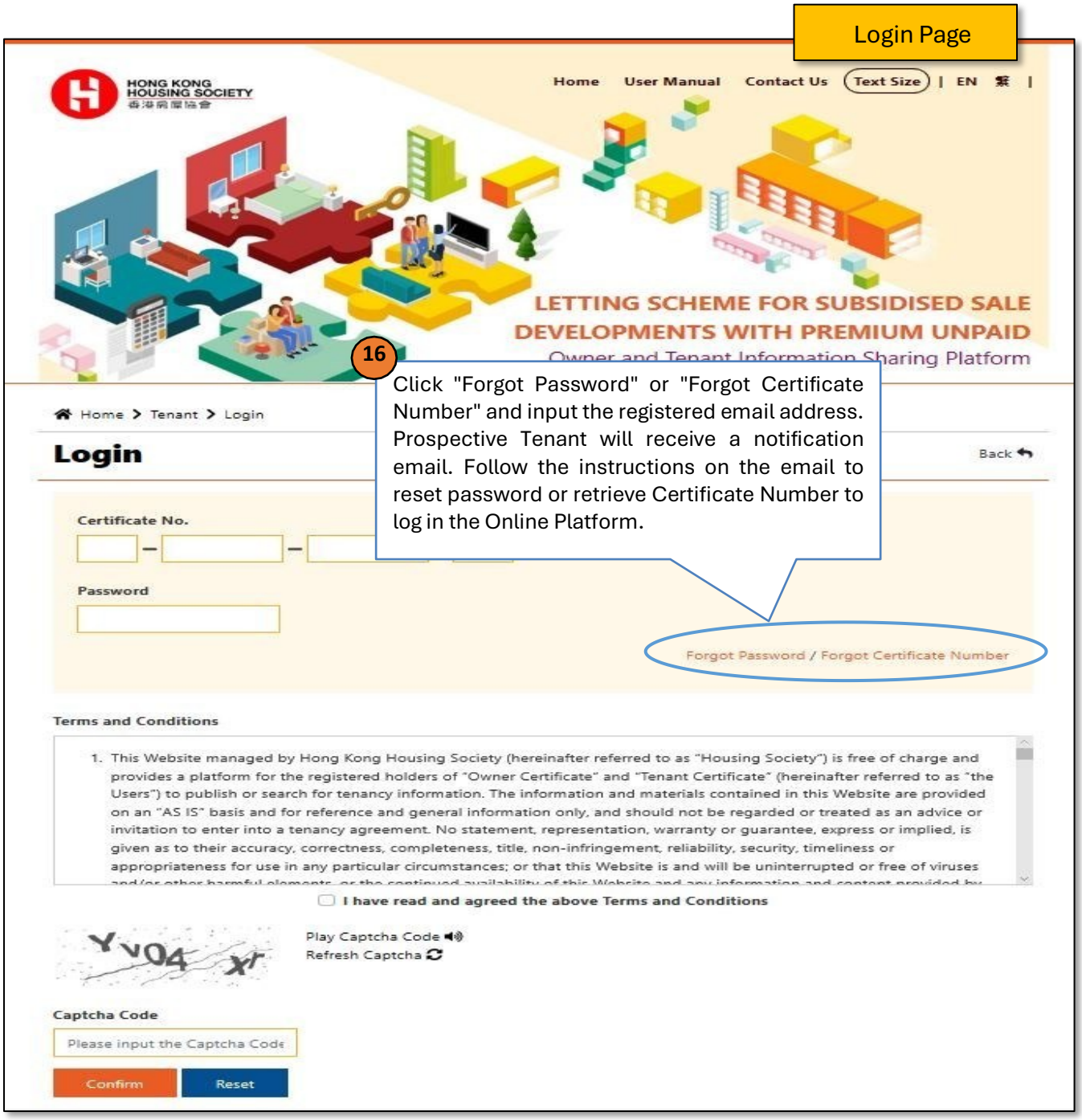


iii) **"Notice of Soon-To-Expire Tenancy Agreement"**

Tenant can inform HKHS of impending expiry of Tenancy Agreement with the Owner through the Online Platform. The Online Platform will pre-fill the name and Certificate Number of the Tenant Certificate Holder in the form. Tenant 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.

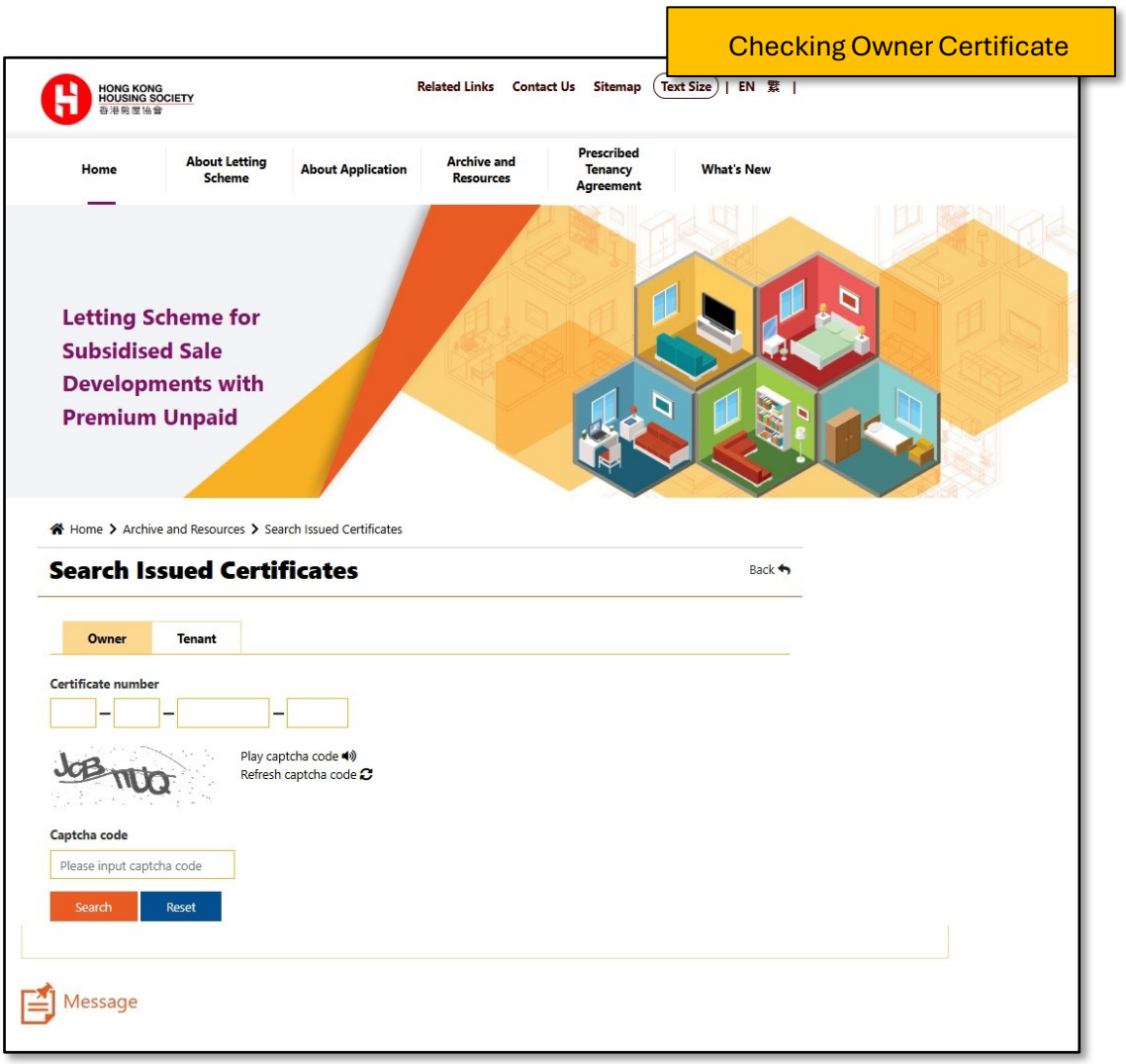


6. Forgot Password or Forgot Certificate Number



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.



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 HKHS. HKHS shall not be liable for any loss suffered by any person arising out of his/her reliance on this User Manual. HKHS 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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