

## **Section B**

### **Chapter 17 : Services and Facilities for Persons with Disabilities**

#### **Flat Allocation**

In allocation of public rental housing (PRH) flats, the Housing Department (HD) will provide appropriate assistance for persons with disabilities (PWDs) and chronic diseases by considering their needs. For the convenience of PRH applicants and/or family members, who have non-temporary indoor dependence on wheelchair for mobility (wheelchair-bounded persons), the HD will offer them with flats on floors accessible by lifts. Prior to making a formal offer, we shall arrange the wheelchair-bounded person, and his/her occupational therapist/physiotherapist concerned to visit the targeted flat for pre-allocation inspection. If the occupational therapist/physiotherapist considers that the flat is suitable for allocation to the wheelchair-bounded person and his/her recommended modification works is feasible, we shall proceed to arrange the formal flat allocation. If the flat is considered unsuitable for the wheelchair-bounded person, the said arrangement will not be counted as a housing offer, and we will arrange another flat for inspection.

#### **Adaptation Works**

If a flat has to be converted to cater for the individual needs of PWDs, the HD will undertake the full cost incurred. Conversion works include provision of a ramp at the entrance of flat where feasible, installing of lever-type door handle and water tap, widening the doorway of bathroom, laying non-slip floor tiles on suitable floor surfaces, converting the bath tub to a shower area, installing grab bars in the bathroom, raising the finished floor of the balcony to the level of the living room, etc.

#### **Flat Transfer**

In cases where conversion of an existing flat is not feasible due to physical constraints, PWDs may apply for transfer to a flat in the same or another estate together with their family. The HD will consider such applications on individual merits and make appropriate arrangements.

### **50% Concessionary Discount on Monthly and Hourly Parking Fees**

Private car or motorcycle drivers may enjoy a 50% concessionary discount on monthly parking fees of the carparks under the Hong Kong Housing Authority (HA) if they are living or working in the public housing estate where the carpark is located, and are holding an approval letter from the Commissioner for Transport or a valid Disabled Person's Parking Permit (DPPP) issued by the Transport Department. In addition, private car or motorcycle drivers holding the approval letter or DPPP may enjoy a 50% concessionary discount on hourly parking fees of the HA's carparks.

### **Flashing-light Doorbell and Visual Fire Alarm System**

Hearing-impaired persons may apply to the HD for the free installation of a flashing-light doorbell for their ease of answering the door and free installation of visual fire alarm system for alerting them to escape in case of fire.

### **Service Dog**

Keeping of dogs inside leased premises without the prior written consent of the HA is prohibited. In general, the HA will not approve applications for dog keeping; except under special situations (e.g. keeping guide dogs for tenants with visual and audio disabilities; or keeping companion dogs for tenants in need of being accompanied by a dog for mental support, with the provision of medical support from medical practitioners or psychologists), conditional approvals may be considered.

### **In-flat Repair Works**

HA will be responsible for the repair or replacement of in-flat Landlord's fixtures and fittings (except any glass in any door or window) arising from normal fair wear and tear. For repair or replacement caused by abnormal fair wear and tear, tenants (including households having family members with disabilities) may contact the HD to arrange for such works, but the cost will be borne by the tenants. Furthermore, tenants are responsible for the repair or replacement of any self-installed fixtures themselves.

## **Estate Improvement Works**

Public housing estates are designed to provide, as far as possible, an accessible living environment to facilitate the mobility of PWDs and their access to the facilities in the estates. The HD will continue to carry out various improvement works to enhance the barrier-free access and facilities in existing estates.

## **Assistance Provided in Case of Emergency**

Households having family members with disabilities, such as hearing impairment, visual impairment, mobility handicap (wheelchair-bound), tetraplegia, or those who are required to undergo renal dialysis at home or having chronic diseases in need of special care, may opt for the special notification service provided by the HD. Tenants are required to provide their emergency telephone contacts and other relevant information to the staff of the estate offices and authorise them to notify the contact person(s) in case of suspension of fresh water, electricity supply or lift service, or in emergency (e.g. fire), and to transfer such information to other departments such as the Police, Fire Services Department, in case of emergency for contact purpose.

## **Others**

Households having family members with disabilities or chronic diseases requiring other support services such as home help, rehabilitation and counselling services may approach the Social Welfare Department direct or ask for referrals through the respective estate offices.