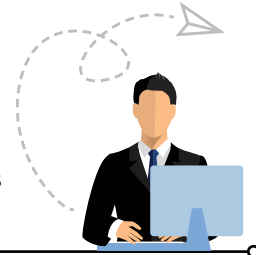


# Assessment Process

**STEP 1**

**“Applicant” (landlord or tenant) submits application**

- Using online Form 1 or Form 1A, depending on type of application
- With supporting documents
- Before submitting application, landlord may choose to send tenant written request for relevant documents. Tenant should respond within 5 working days. If landlord is satisfied with the documents, there is no need to proceed with the application



**STEP 2**

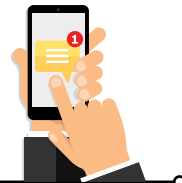
**[Within a few days] Registrar acknowledges receipt of application via email**



**STEP 3**

**[Within 5 working days] Applicant serves copy of application and Registrar’s acknowledgement on the other party (the “Respondent”), the property owner, intermediary landlords and tenant-occupier of the prescribed property**

- Via email, registered post, internet-based messaging service (e.g. WhatsApp, WeChat), or contact form on Respondent’s website/blog/social media



**STEP 4**

**[Within 1 working day] Applicant submits declaration of service to the Registrar**

- Using online Form 7
- Registrar’s acknowledgement email (at Step 2) will contain more instructions



**STEP 5**

**[Within 5 working days of Step 3] Respondent may choose to submit a response**

- Using online Form 8
- Respondent must also serve copy of the response on the Applicant via email, registered post, internet-based messaging service or contact form on Applicant’s website/blog/social media

**STEP 6**

**Clarifications and hearing (if required)**

- Applicant / Respondent to submit additional documents if requested
- If necessary, the rental relief assessor may arrange for a physical or virtual hearing



**STEP 7**

**Assessor issues determination**

- Determination is binding on all landlords and tenants of the prescribed property, and is not appealable
- Applicant to serve copy of the determination on the Respondent, property owner, intermediary landlords and tenant-occupier

