

Pro-bono Mediation Service Scheme for the Basic Housing Unit Regime

Pressing ahead the new regime collaboratively and harmoniously



✓ Free of charge

✓ Mediation conducted by independent and neutral volunteer mediators

✓ Simple and efficient

In support of the Housing Bureau's efforts in implementing the Basic Housing Unit (BHU) regime, eBRAM International Online Dispute Resolution Centre ("eBRAM") and the Agency for Volunteer Service co-launched the "Pro-bono Mediation Service Scheme for the Basic Housing Unit regime" (the "Scheme") with support from the Housing Bureau. The Scheme provides free and convenient mediation services to stakeholders involved in disputes in relation to the BHU regime, and assists various parties to resolve disputes in an orderly manner. These stakeholders include landlords, sub-landlords, tenants, contractors of alteration works, specified professionals, estate agents, incorporated owners and property management companies etc. The disputes may be related to areas such as tenancy arrangements, ownerships, alteration works of the flat, etc. Through this Scheme, we hope to facilitate constructive communication and mutual understanding, and to look for consensus and solution, such that stakeholders can work hand in hand with a view to eradicating substandard subdivided units.

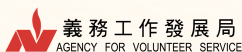
What is Mediation about?

Mediation enables the parties to resolve disputes amicably and effectively with the assistance of an independent mediator. Under the Scheme, a voluntary mediator will be assigned to mediate the parties' dispute via eBRAM's online dispute resolution platform ("ODR Platform").

What are the benefits of mediation?

- 🏠 Save time and money: Mediation is usually faster and more economical than litigation. The parties do not have to endure lengthy scheduling and litigation processes, nor do they have to pay substantial legal fees.
- 🏠 Gain greater control: During mediation, the parties play a more active role in identifying potential solutions. They are guided by the mediator to find practical solutions, rather than leaving it to the Court to make rulings.
- 🏠 Minimise direct conflict: Mediation emphasises fairness and understanding, reduce tension and conflict between the parties and protect the neighbouring relationship.
- 🏠 Objective and impartial: The mediator is a professional, impartial third-party who helps the parties identify solutions that might otherwise be overlooked.

Organisers:



Supporting Departments:



Frequently Asked Questions

When can mediation help?

Where a dispute in relation to the BHU regime arises, the parties may agree to undertake mediation at any stage. For example:

-  The parties have commenced direct negotiation but have been unable to make meaningful progress ; or
-  The parties are willing to resolve the problem via mediation.

For enquiries regarding the scope of mediation under this Scheme, please visit eBRAM's official webpage on the Pro-bono Mediation Service Scheme for the Basic Housing Unit Regime for more information. You may also reach out to the Housing Bureau's District Service Teams for enquiries.

The Pro-bono Mediation Service Scheme for the Basic Housing Unit Regime Website:



<https://ebram.org/basic-housing-units>

The Housing Bureau's District Service Teams: Website



<https://sdu-info.org.hk/>

Mediation process



Is mediation time-consuming?

The length of the mediation process varies depending on the complexity of the subject matter in dispute but is generally more time-efficient compared to litigation. If the dispute is not complex, the parties may only need to attend one mediation session (which generally takes about one day or less) to reach an agreement.

How to use free online mediation service?

The parties concerned may use eBRAM's ODR Platform to conduct the mediation online; Depending on actual circumstances, offline mediation services may also be arranged.

Scan QR code
to obtain latest
information



eBRAM reserve the right to interpret and modify the Scheme without prior notice.

Mediation is a process independent of any government departments or agencies investigation concerning the BHU regime. Any agreement to mediate, discussions during mediation, or agreements reached will not affect any pending or ongoing investigation by government department or agencies.

**Subject to the parties satisfying the relevant eligibility requirement. For details, please visit <https://ebram.org/basic-housing-units>.*