

Tai Po Fire Pro-Bono Dispute Resolution Scheme

Together in Support. Mediation for Harmony.
Supporting families affected by the Tai Po fire



- ✓ Free of charge
- ✓ Simple and efficient

- ✓ Mediation conducted by an independent and neutral volunteer mediator

The Tai Po Fire Pro-Bono Dispute Resolution Scheme (the "Scheme") is a collaborative initiative operated by eBRAM and the Agency for Volunteer Service ("AVS"). Through eBRAM's Online Dispute Resolution Platform ("ODR Platform"), the scheme provides free mediation services to affected residents and stakeholders, enabling peaceful, professional, and efficient resolution of disputes arising from the incident to foster community harmony and rebuilding.

The scheme aims to help the affected parties resolve disputes related to the fire, such as compensation, tenancy, repairs, and property management, in a peaceful, rational, and constructive manner. The goal is to foster community reconciliation and support the rebuilding of a harmonious community.

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 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 neighboring relationship.

Objective and Impartial: The mediator is a professional, impartial third-party who helps the parties identify solutions that might otherwise be overlooked.

Organisers:

How to join the Scheme?

The Scheme is available to residents, property owners, or stakeholders affected by the Tai Po fire and the disputes arising from the incident. Affected parties can use eBRAM's ODR Platform to engage in mediation. Since the service is pro bono, some of the mediation rules (including mediator appointments and fees) will be adjusted. eBRAM will assign volunteer mediators and waive all mediation-related fees under the scheme, providing support to those affected in resolving disputes.

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 to reach an agreement.

Mediation Process

1

Submit Request

Parties can apply individually or jointly to eBRAM by submitting a written or electronic request, providing contact details and a brief description of the dispute.

2

Preliminary Review and Contact

eBRAM will conduct an initial review of the request materials upon receipt.

3

Confirm Willingness to Mediate

If both parties agree to participate, the mediation process begins.

4

Appoint a Mediator

Once both parties confirm their participation, eBRAM will appoint a mediator with the relevant experience and expertise.

5

Preparation and Communication

The mediator will review the dispute, understand the parties' positions, and request any necessary documents or evidence. The mediator will also provide an overview of the process and key considerations.

6

Arrange Mediation Session

The parties will agree on a date and time for the mediation session, which will be confirmed via written notification or email.

7

Conduct Mediation Session

In the joint session, the mediator will introduce the process, clarify the issues, and help the parties state their positions and expectations. If necessary, separate sessions may be held to explore potential solutions.

8

Reach Settlement Agreement

If an agreement is reached, the parties will proceed to sign a settlement agreement. If no agreement is reached, the mediator may suggest further negotiation or terminate the process.

9

Sign and Enforce Settlement Agreement

After signing the formal agreement, eBRAM will keep the document on file.

Contact Us

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Scan to know more

This scheme commences on December 2, 2025, and will run for one year. For further details and updates, please scan this QR code:

