

# Pro-bono Online Mediation Scheme for Water Seepage Disputes

## Stay dry, give mediation a try

Free of charge  
Simple and efficient

Mediation conducted by an independent and neutral volunteer mediator

The Pro-bono Online Mediation Scheme for Water Seepage Disputes ("Scheme") is a collaborative initiative operated by eBRAM and Agency for Volunteer Service. Supported by the "Joint Office" established by the Food and Environmental Hygiene Department and the Buildings Department, the Scheme aims to foster a harmonious community by offering pro-bono online mediation services to property occupants and owners encountering disputes arising from water seepage issues, facilitating effective and timely dispute resolution.

### 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, reduces tension and conflict between the parties and protects 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:



#### Supporting Departments:



# Frequently Asked Questions

## When can mediation help?

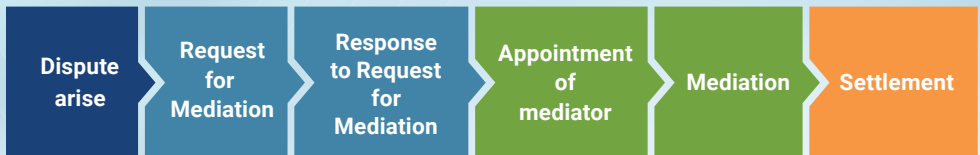
When a water seepage problem occurs, the parties concerned may at any stage agree to mediate, for example:

- When the owners or occupiers have had initial communication but were unable to effectively advance negotiations; or
- The parties are willing to resolve the problem via mediation.

If the owners or occupiers would like to learn more about this Scheme, they are encouraged to seek further information from eBRAM through [https://www.ebram.org/Water\\_Seepage\\_POM\\_Scheme](https://www.ebram.org/Water_Seepage_POM_Scheme)

They can also access the Joint Office's Thematic Water Seepage webpage at [www.waterseepage.gov.hk](http://www.waterseepage.gov.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 join the Scheme?

The Scheme is intended for property occupants and owners encountering water seepage disputes. The parties concerned are required to use eBRAM's ODR Platform and to conduct the mediation online in accordance with the eBRAM Mediation Rules. Under the Scheme, certain eBRAM Mediation Rules were modified such as mediators are assigned and appointed by eBRAM and provisions relating to the cost of mediation are waived.

### Contact Us

Room 403, 4/F, West Wing, Justice Place,  
11 Ice House Street, Central, Hong Kong  
[case@ebram.org](mailto:case@ebram.org)  
(852) 3792 0567

### Scan to know more

This scheme commences on December 2, 2024, and will run for two years. For further details and updates, please scan this QR code:



eBRAM reserves the right to interpret and modify the Scheme without prior notice. Mediation is a process independent of any government departments or agencies investigation concerning water seepage issues. Any agreement to mediate, discussions during mediation, or agreements reached will not affect any pending or ongoing investigation by government department or agencies.