

Lau Suk Yu Curriculum Vitae

Name:	Lau Suk Yu
Accredited Mediator Number:	AM1968, IAPM1063
Year of Accreditation	2013
Language:	Cantonese, Mandarin, English

Mediation Experience (As a Mediator)

No of Case conducted as a Mediator in the past 3 years:

- 12/2020 – Dispute on the right of use of lift (DCCJ5020 of 2019)
- 2/2019 – Settled dispute between employer and Consultant upon termination of consultancy agreement and settling of claim of additional fee claim
- 6/2019 – Settled workplace disputes about filing system / working procedures to achieve effectiveness
- 9/2019 – Settled disputes among family members' opinion differences on public activities in HK
- 9/2020 – Settled disputes between mother and daughter on different approach in educating the granddaughter, handling of the house works and supervision of domestic helper
- 4/2020 – Disputes between parents and daughter in the application of working holiday in foreign country after graduation
- 12/2020 – Disputes between decoration contractor and client (SCTC 020539/2020)
- 6/2021 – Disputes between decoration contractor and client (SCTC 02727831/2020)
- 12/2021 – Disputes between tenants on water seepage (SCTC 035583/2020)

Training/ Coaching Experience

Hong Kong Mediation Centre (HKMC)

- As Coach for Mediation courses organized by HKMC/AIDRN for 24 hours (12 cases) in 2020/21
- As Teaching Assistant for Mediation coursed organized by HKMC for about 40 hours

Area of Practice

Real Estate property related –

Building and construction, acquisition and resumption, property development, planning / rezoning application, land grant application, consultancy monitoring, pre-sale consent application, sales administration and conveyancing, tenancy administration, sales & marketing, property management, flats handover, defects handling

Academic and Professional Qualification

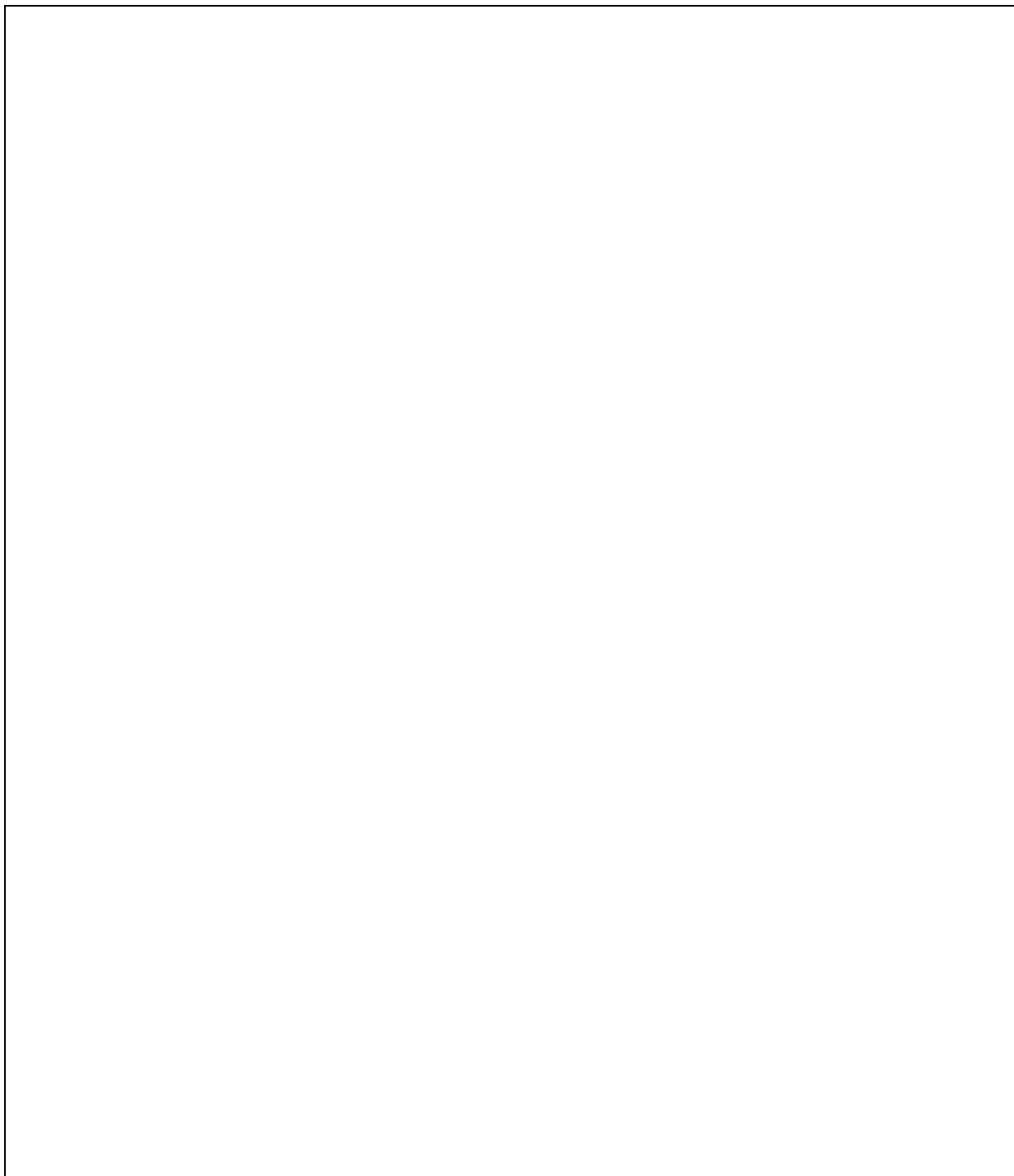
- Accredited Mediator (HKMC, HKMAAL)
- Accredited Evaluative Mediator (RICS)
- International Accredited Professional Mediator (Mainland-HK Joint Mediation Centre (MHJMC))
- Chartered Surveyor (General Practice), Registered Professional Surveyor (MHKIS, MRICS,)
- Registered Real Estate Appraiser (Ministry of Housing and Urban-Rural Development of People's Republic of China)
- Listed Mentor Mediators under the Mediator Mentorship Scheme operated by JMHO
- Accredited International Professional Mediation Coach by Academy of International Dispute Resolution and Professional Negotiation
- International Professional Mediation Assessor (Accreditation confirmation to be provided)

Other Mediation related Experience

- As party representing developer in Small Claims Tribunal cases
- Representing developer/employer in property related disputes – defect complaints, rescind of purchased properties, acquisition and resumption, tenancy disputes, contract disputes with consultants

Career History and Responsibilities

Organization	Type of Work
<p>Hong Kong Housing Society</p> <p>My present position:- Planning and Development Manager (Development & Marketing Division)</p>	<p>Real Estate</p> <p><u>Planning and Development</u></p> <ul style="list-style-type: none"> ▪ Handling planning application and prepare development parameters ▪ Handling land matters involved in drafting of lease condition, land premium assessment <p><u>Valuation of Properties</u></p> <ul style="list-style-type: none"> ▪ Asset and rental valuation assessment of domestic and non-domestic properties owned by the company <p><u>Acquisition and Resumption</u></p> <ul style="list-style-type: none"> ▪ Administering in Urban renewal process which involved in acquisition, resumption, compensation & rehousing, also handling disputes between owners, tenants and landlord / developer <p><u>Sales and conveyancing</u></p> <ul style="list-style-type: none"> ▪ Responsible for sales implementation of residential properties from preparation of sales literature, legal documentation, administration of sales and conveyancing, handling disputes in sales / leasing related matters <p><u>Property Management</u></p> <ul style="list-style-type: none"> ▪ Preparation of building management related legal documents such as Deed Poll, Deed of Mutual Covenant, DMC plans etc. involving rights and liabilities among developers / owners / tenants / property managers / stakeholders <p><u>After Sales service</u></p> <ul style="list-style-type: none"> ▪ In charge of customer service team to provide after sale service on flat handover as well as settling of disputes / complaints. This involves defects rectification, misunderstanding on sales literature, representing vendor in liaison with owner's incorporation on management matters <p>Elderly Housing and Care services</p> <ul style="list-style-type: none"> ▪ In charge of team on handling customer services, tenancy management in the Senior Citizens Residence Scheme ▪ Representing developer in monitoring and coordination of operators, management team and tenants representatives in the daily management and care service provision of the estate ▪ Assist in the marketing of Elderly Resources Centre to enhance outreach exposure of elderly services in the community ▪ Research and study on the optimal Elderly housing development model in Hong Kong to cope with elderly needs on housing, care and hospitality services in both hard / soft respects



簡歷

名稱:	劉淑如
認可的調解員:	香港調解中心 AM1968, IAPM 1093
認證年。	2013。
語言:	粵語、普通話、英語。

工作简历

房地產

建築及建造、收購及政府徵收土地、物業發展、規劃申請、土地申請、顧問監察、銷售管理及轉讓、租賃管理、銷售、物業管理、樓宇交接和處理缺陷投訴。

調解培訓經歷

- 香港調解中心 / 香港調解資歷評審協會有限公司 - 認可調解員
- 內地與香港聯合調解中心- 國際認可的專業調解員。
- 香港測量師學會, 皇家測量師學會(MHKIS/MRICS)
特許測量師, 註冊專業測量師, 經認可的評估調解員
- 中華人民共和國-註冊房地產估價師。(住房和城鄉建設部。)
- 根據 JMHO 經營的調解員導師計劃列出的調解員。
- 香港調解中心, 國際爭議解決與專業談判學院認可的國際專業調解教練

香港調解中心

- 作為由調解課程的助教, 課程約 40 小時
- 作為調解教練, 課程約 24 小時

主要调解业绩

- 6/2016 - 在第 120 届广交会 投诉站, 成功处理收到的中国与美国商人就皮鞋贸易延迟交货赔偿之商务纠纷
- 1/2017 - 业主与立案法团关于法律成本和拆除非法建筑物的争议
- 11/2017 - 业主与立案法团关于会计记录上的争议
- 12/2018 - 业主与立案法团关于法律成本和拆除非法建筑物的争议
- 4/2017 - 家庭纠纷- 成功处理源于照顾孙子的不同方式而引致母女纠纷
- 9/2018 - 成功处理源于手机隐私所引起丈夫和妻子之间信任的家庭纠纷
- 6/2019 - 工作场所关于作程序的争议
- 9/2019 - 家庭成员对公共活动意见分歧的争议
- 2/2019 - 解决僱主和顧問在終止顧問合約和要求額外費用索賠之間的糾紛
- 12/2019 - 電梯使用權糾紛
- 12/2020 - 裝修款項尾數, 工程質素, 滲水糾紛
- 12/2020 - 裝修款項尾數, 工程質素, 滲水糾紛(SCTC 020539/2020)
- 6/2021 - 裝修承包商與客戶之間的糾紛 (SCTC 02727831/2020)
- 12/2021 - 租戶之間的滲水糾紛 (SCTC 035583/2020)

其他調解相關經驗。

- 作為小額索賠法庭案件的一方。
- 代表發展商處理與物業相關的糾紛 - 純漏缺陷投訴、撤銷已購物業、物業徵收, 收購和收回、租賃糾紛、與顧問的合同糾紛。

職業歷史

2008 – 現在	物業策劃及發展經理
2003 – 08	助理物業策劃及發展經理
1996 – 2003	高級物業及發展主任
公司	工作性質- 為香港市民提供房屋及相關的服務。
香港房屋協會 物業發展及市場事務部 物業及發展經理	<u>規劃及發展</u> <ul style="list-style-type: none"> - 處理規劃/改劃土地用途申請，解決和平衡各持份者的關注事項和利益，；當中包括區議會會員，居民，非政府機構和不同政府部門，從而獲得法定之規劃許可 - 制定物業發展大綱 - 處理土地事項，包括制定土地契約、地價評估
	<u>物業估價</u> <ul style="list-style-type: none"> - 處理公司旗下住宅及非住宅物業的物業資產及租金估值
	<u>收購及政府征回</u> <ul style="list-style-type: none"> - 執行市區重建項目，包括：收購，政府收回、賠償及安置、同時處理業主，租客，發展商及政府間的糾紛，從而探討可行之收購方案
	<u>銷售及市場推廣</u> <ul style="list-style-type: none"> - 負責執行住宅銷售事宜，包括準備所有法律文件、訂價、籌劃售樓安排、同時處理就售樓有關的糾紛
	<u>物業管理</u> <ul style="list-style-type: none"> - 準備大廈管理有關文件（大廈公契）；在現法例範圍內，確立發展商，業主和租客，管理人間須遵守的權利責任及義務

	<p><u>樓宇售後服務</u></p> <p>- 帶領顧客服務團隊，為業主提供售後服務，當中包括：收樓、保養期維修服務，在處理有關糾紛並同時就屋村管理事宜與業委會，管理人商討，從而 實現可行之雙贏方案</p>
	<p><u>長者住屋, 處理長者安居樂項目的租務事宜</u></p> <ul style="list-style-type: none"> - 帶領顧客服務團隊，處理長者安居樂項目的租務及投訴事宜，關注老年人的生活問題和協助解決老人住戶與管理層對日常運作, 租約, 管理事項之間的衝突 - 就日常管理的運作，監督營運機構，物業管理人提供的服務 - 協助推廣長者資源中心的服務，伸展至社會各階層 - 研究及探討可行的香港長者住屋發展項目，並配合長者就住屋及照顧在軟硬件上要求