

## **Landlord and Tenant (Consolidation) Ordinance (Cap. 7) (“Ordinance”) Summary Note on Free Mediator Services<sup>1</sup>**

### **1. Introduction to Mediator Services**

If a tenancy dispute arises between the landlord and the tenant (“the relevant tenancy matter”), either party may consider requesting the free mediatory services of the Rating and Valuation Department (“RVD”).

The aim of RVD’s mediatory services is to assist relevant landlords and tenants to fully communicate on the relevant tenancy matter to alleviate the problem and facilitate both parties to explore solutions.

For the relevant tenancy matter, the relevant landlord and tenant each has the right to decide (i) whether to use the RVD’s mediatory services; (ii) if it is to be used, whether an agreement can be reached with the other party; and (iii) if an agreement can be reached, its relevant content and execution arrangements, etc. RVD may provide opinion for reference. However, RVD has no authority to and will not instruct the relevant landlords and tenants, act on behalf of any party, or to give legal advice.

### **2. Channels to Request Mediator Services**

Landlord or tenant may request RVD’s free mediatory services on tenancy matters through the following channels: -

- 2.1 by post: 15/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon
- 2.2 in-person – please first call 2150 8303 to make an appointment with RVD’s Tenancy Services Section:  
office address of RVD’s Tenancy Services Section: Room 3816-22, 38/F, Immigration Tower, 7 Gloucester Road, Wan Chai  
opening hours: Monday to Friday: 8:15 a.m. to 6:00 p.m.  
Saturday, Sunday and Public Holidays: Closed
- 2.3 by email: enquiries@rvd.gov.hk
- 2.4 by telephone: 2150 8303



[www.rvd.gov.hk/en/our\\_services/tenancy\\_matters.html](http://www.rvd.gov.hk/en/our_services/tenancy_matters.html)

### **3. Mediator Services Procedure**

Upon receipt of a request for mediatory services, RVD will process it in accordance with the following procedures:-

- 3.1 RVD will first consult the landlord or tenant who made the request on the facts of the relevant tenancy matter and collect the relevant information.
- 3.2 If the case does not involve offences under the Ordinance, based on the contact information provided by the landlord or tenant who made the request, RVD will obtain consent from the other party on the

<sup>1</sup> **Disclaimer:** The purpose of this summary note is to introduce the free mediatory services on tenancy matters to landlords and tenants provided by this Department for general reference by the public only. The summary note is not a legal document, nor can it be regarded as an authoritative legal interpretation. Anyone who has questions about the provisions of the Ordinance should seek the advice of a lawyer.

provision of mediatory services by RVD for the case and take appropriate follow-up action in accordance with the reply.

- 3.3 After obtaining the consent of both parties, RVD will learn the details of the case from the landlord and tenant, assist them to fully communicate, narrow the differences and seek consensus to alleviate the relevant dispute and facilitate them to explore solutions.
- 3.4 If either the relevant landlord or tenant does not accept the mediatory services, RVD will not be able to provide the service.
- 3.5 If the case involves offences under the Ordinance, RVD will take immediate investigation and follow-up action according to the Ordinance.

#### **4. Personal Information**

- 4.1 You, being the landlord or tenant who requests or agrees to use RVD's mediatory services, must understand and agree that the personal and other information provided by you will be used by RVD to handle the relevant mediatory case, and RVD's duties in accordance with the Landlord and Tenant (Consolidation) Ordinance (Cap.7), the Rating Ordinance (Cap.116), and the Government Rent (Assessment and Collection) Ordinance (Cap.515). Apart from the purposes stated above, the personal and other information concerned will not be transferred to any other parties by RVD, unless such parties are authorized by law and request the information.
- 4.2 The provision of personal data to RVD is solely voluntary. If you are not able to provide the requested personal data, RVD may not be able to process the relevant mediatory case.
- 4.3 Under the Personal Data (Privacy) Ordinance (Cap. 486), you have the right to request access to and correction of your personal data. Such requests must be made in writing. You may make such request by post or in person to RVD's Customer Service Officer at 15/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon or by email to [enquiries@rvd.gov.hk](mailto:enquiries@rvd.gov.hk).

#### **5. Notes**

The landlord and tenant who would request or agree to use RVD's mediatory services should note the following:-

- 5.1 Must state clearly the relevant tenancy matter.
- 5.2 Must provide the name and contact information of the landlord and tenant, as well as the case information. Failure to provide the relevant information of the case requested by RVD will result in RVD's inability to provide the mediatory services.
- 5.3 If it is necessary to take legal action to resolve the financial disputes over tenancy matter, you may consider approaching the Small Claims Tribunal (for claims being less than HK\$75,000) or the District Court (for claims exceeding HK\$75,000) for application, please visit the website of Judiciary at [www.judiciary.gov.hk](http://www.judiciary.gov.hk) for the application procedures and other information of the relevant court.
- 5.4 If you would like to consult any legal matter, please seek professional legal advice.