

Lau Suk Yu - Curriculum Vitae

Name:	Lau Suk Yu
Language:	- Cantonese, Mandarin, English
Accredited Mediator Number (HKMAAL / Hong Kong Mediation Centre (HKMC) / International Dispute Resolution & Risk Management Institute (IDRRMI) :	- Accredited Mediator AM 1968 (2012) - International Accredited Professional Mediator IAPM1063 (2018) - Accredited Mediation Coach (2020) - Accredited International Professional Mediation Assessor (2022)

Academic and Professional Qualifications

<i>Academic</i>	- Post Graduate Diploma in Surveying (Real Estate Development) 1999
<i>Professional</i>	
Hong Kong Institute of Surveyors (HKIS)	HKIS 4880 Surveyor (General Practice) (2007)
Royal Institute of Chartered Surveyors (RICS)	RICS 1212296 Professional Member (2005) - RICS Accredited Civil Commercial Mediator (2017) - RICS Accredited Evaluative Mediator (2018)
Financial Dispute Resolution Centre (FDRC)	Approved list of Mediator (2022)
Joint Mediation Helpline Office (JMHO)	Listed Mentor Mediators under the Mediator Mentorship Scheme operated by JMHO
Registered Real Estate Appraiser – People’s Republic of China (CIREA)	8120180048 (2018)
Hong Kong Institute of Architects (HKIA)	Listed Mediator

Area of Practice

Real Estate property related –
Building and construction, acquisition, resumption and rehousing, property development, planning / rezoning application, land grant application, premium valuation, consultancy monitoring, pre-sale consent application, sales administration and conveyancing, tenancy administration, sales and marketing, property management, flats handover, defects handling

Mediation Experience

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)
- 9/2022 Tenancy disputes (LDBM 182/2021)
- 6/2023 Tenancy disputes (SCTC 12313/2023)
- 12/2023 Financial disputes (FDRC-2023-05-0046-CO)
- 3/2024 Tenancy disputes (IMOWK 358-2023_SCTC 37408-2023)

Training/ Coaching /Assessor Experience in Mediation

Hong Kong Mediation Centre (HKMC) / International Dispute Resolution & Risk Management Institute (IDRRMI) during 2121-2024

- As Coach for Mediation courses organized by HKMC/IDRRMI for 40 hours (20 cases)
- As Mediation Assessor for Mediation course organized by HKMC /IDRRMI for 12 hours (6 cases)

Other Mediation related Experience

- As party representing developer in Small Claims Tribunal cases
- Representing developer/employer in property related disputes – defect complaints after handover of flats , rescind / cancellation of purchased properties, acquisition and resumption / rehousing , tenancy disputes, settlement of final payment in contract disputes with consultants

Career History and Responsibilities (please refer to Reference letter attached)

Since 1985, I have been working in Hong Kong Housing Society and promoted in 2008 as Manager (Planning and Development) in Development & Marketing Division until retired in 2022

Planning and Development

- Formulating development parameters
- Handling planning application / Lease modification , address / resolve the concerns / conflicts among stakeholder which include District Council Members, residents, NGOs and Government departments in order for lease / planning approval
- Handling land matters involved in drafting of lease condition, land premium assessment

Valuation of Properties

- Asset and rental valuation assessment of domestic and non-domestic properties owned by the company

Acquisition and Resumption

- In charge of Shau Kei Wan Urban renewal process which involved in acquisition, resumption, compensation & rehousing, also handling disputes between owners, tenants and landlord / developer with a view to explore a feasible and win win options

Sales and Marketing

- Responsible for sales / marketing implementation of residential properties from preparation of sales literature, legal documentation, administration of sales and conveyancing , handling disputes in sales / leasing related matters in order for a feasible and win win solution

Property Management

- Preparation of building management related legal documents such as Deed Poll, Deed of Mutual Covenant, DMC plans etc. defining rights and liabilities among developers / owners / tenants / property managers / stakeholders as well as compiling statutory requirements

After Sales service

- In charge of customer service team to provide after sale service, these include: handover, defects rectification, handling related disputes and discuss with the owners' committee and the manager on the management of the estate, so as to achieve a feasible win-win solution

Elderly Housing and Care services

- In charge of team on handling customer services, tenancy management and related complaints in the Senior Citizens Residence Scheme. Addressing daily life requirements and coordinate, resolve disputes on daily operation, tenancy, management matters among elderly tenants, management office, operators, and developers
- Representing developer in monitoring and coordination of operators, management office 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

劉淑如簡歷

名稱：	劉淑如
語言：	- 粵語、普通話、英語
認可調解員： (香港調解資歷評審協會有限公司 /香港調解中心/國際爭議解決與風 險管理協會(IDRRMI)：	- 認可調解員 AM1968 (2012) - 國際際審查可專家解 IAPM1063 (2018) - 認可調解教練 (2020) - 國際專業調解評估員認可調解評核師 (2022)

學歷及專業資格

學術	- 1999 年測量學 (房地產開發) 深造文憑
專業	
香港資訊局 (HKIS)	HKIS 4880 行業量報告 (2007)
英國皇家特許測量師學會 (RICS)	英國皇家 1212296 學會會員 (2005) - RICS 民事商事諮詢解員 (2017 年) - RICS 認證評估調解員 (2018 年)
金融糾紛調解中心 (調解中心)	認可調解員名單 (2022)
聯合調解熱線辦事處 (JMHO)	JMHO 營辦的「調解員師友計劃」下的導師調解員
註冊房地產估價師 - 中華人民共和國 (CIREA)	CIREA 8120180048 (2018)
香港建築師學會 (HKIA)	認可調解員

工作簡歷

房地產
建築及建造、收購及政府徵收土地、賠償及安置, 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。

調解經驗（過去3年內以調解員身份進行的個案數目：

- 12/2020 升降機使用權爭議（2019年DCCJ5020）
- 2/2019 在顧問合同終止和解決額外費用索賠時，僱主與顧問之間的爭議得到解決
- 6/2019 解決有關文件處理/工作程式的工作場所爭議，以取得最好工作成效
- 9/2019 解決家庭成員對香港公共活動意見分歧的爭議
- 9/2020 解決母女倆在教育孫女、處理家務工作和監督家庭傭工方面的不同方法的爭議
- 4/2020 父母和女兒畢業后在國外申請工作假期的爭議
- 12/2020 裝飾承建商與委託人之間的糾紛（SCTC 020539/2020）
- 6/2021 裝飾承建商與委託人之間的糾紛（SCTC 02727831/2020）
- 12/2021 租客之間關於滲水的爭議（SCTC 035583/2020）
- 9/2022 租務糾紛（LDBM 182/2021）
- 6/2023 租賃糾紛（SCTC 12313/2023）
- 12/2023 金融糾紛（FDRC-2023-05-0046-CO）
- 3/2024 租賃糾紛（IMOWK 358-2023_SCTC 37408-2023）

調解-培訓教練/評核經驗

香港和解中心（HKMC）/國際爭議解決與風險管理協會（IDRRMI）舉辦的調解課程 2021-24

- 擔任調解課程教練，為期40小時（20個案例）
- 擔任調解評核師，為期12小時（6個案例）

其他調解相關經驗

- 在小額錢債審裁處案件中作為發展商代表
- 代表發展商/僱主處理與物業相關的糾紛 - 單位交接后的缺陷投訴、撤銷/取消已購置的物業、收購和收回/安置、租賃糾紛、與顧問公司處理合同尾款中的糾紛

工作經歷和職責（請參考隨附的推薦信）

自 1985 年以來，我一直在香港房屋協會工作，並於 2008 年在物業發展及市場事務部晉陞為經理（物業策劃及發展），直到 2022 年退休

規劃及發展

- 制定物業發展大綱
- 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和成功獲得土地審批
- 處理土地事項，包括制定土地契約、地價評估

物業估價

- 處理住宅及非住宅物業的物業資產及租金估值

收購及政府征回

- 負責執行筲箕灣市區重建項目，包括：收購，政府收回、賠償及安置、同時處理業主，租客，發展商及政府間糾紛，從而探討可行和雙贏的收購方案

銷售及市場推廣

- 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，從而實現可行和雙贏的解決方案

物業管理

- 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編製法定以及應對法定要求

樓宇售後服務

- 帶領顧客服務團隊，為業主提供售後服務，當中包括：收樓、缺陷整改/維修服務，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

長者住屋，處理長者安居樂項目

- 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，關注老年人的生活需要和協助解決老人住戶，管理人，營運商，發展商對日常運作，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



16 December 2021

TO WHOM IT MAY CONCERN

Dear Sir/Madam,

Reference for Ms. Lau Suk Yu, Michelle

This serves as a letter of reference for Ms. Lau Suk Yu, Michelle. Michelle joined the Hong Kong Housing Society (HKHS) on 1 July 1985 and is due for normal retirement on 3 January 2022 after completing 36 years of service.

Michelle initially worked in the then Property Sales and Marketing Division upon joining HKHS. Currently, she is Manager (Planning & Development) in the Development and Marketing Division, responsible for the following professional and administrative duties:-

1. Explore new housing initiatives and conduct market research;
2. Conduct land premium assessment, property valuation, project financial viability analyses, technical feasibility studies, and product marketability analyses;
3. Coordinate and supervise the consultants to prepare the project brief, schematic design, building plans, to ensure compliance with legal, statutory, and land lease requirements, and to obtain relevant Government approvals;
4. Administer property and land acquisition, rehousing, and planning application;
5. Obtain residential project pre-sale consent and arrange for sales operation, leasing of elderly housing project, after-sale service and handover of flats;
6. Procure the services of consultants such as valuers, solicitors, architects and planners, monitor their performance, and handle the associated tendering and contractual matters; and
7. Compile the divisional annual budgets.

In my years of working with Michelle, she has demonstrated a high level of commitment, professional knowledge and dedication to her work. She has gained extensive experience in land development, rental estate redevelopment, urban renewal, subsidized sale flat schemes, property sale and leasing, compensation and rehousing, and elderly homes, etc. She is also a good team player and manager. Internally, Michelle is capable to lead and develop her subordinates while externally she can supervise a sizable team of planning and development professionals independently.

I feel much appreciated for Michelle's contribution and loyalty to HKHS in the past 36 years and would like to wish her a happy and prosperous retirement life.

Yours sincerely,

Eric Yeung
Director (Development and Marketing)