



Co-creating a Better Living Environment

Public Engagement Consultancy Services

for the Urban Renewal Strategy Review

Report for the Consensus Building Stage

**A-World Consulting Ltd.
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1 Introduction

1.1 Background

- 1.1.1 In 2001, the Urban Renewal Strategy (“URS”) was promulgated subsequent to public consultation. It has since been used as the guiding principles for the work of the Urban Renewal Authority (“URA”). As stated in the current URS, the objectives of urban renewal are to improve the living conditions of residents in old, dilapidated areas based on a “People-Centred” approach. The URS further points out that urban renewal is not a “slash and burn” process. A comprehensive and integrated approach should be adopted by the Government in rejuvenating old districts through redevelopment, rehabilitation and heritage preservation.
- 1.1.2 Notwithstanding the clear statement of these guiding principles in the URS, it is apparent that the URA, under the stipulation of the Urban Renewal Authority Ordinance (“URAO”) and the URS, is perceived as going about urban renewal predominantly through ‘redevelopment’. The URA is currently required to curb urban decay within the 20 years since its inception in 2001 and to take over the implementation of an urban renewal programme consisting of 200 new projects and 25 uncompleted projects from the former Land Development Corporation. The programme has yet to be completed. In addition to these, the URA has also been undertaking rehabilitation and preservation work, which tends to be concentrated within its redevelopment projects and peripheral areas.
- 1.1.3 With the community’s evolving and changing aspirations in urban renewal, in particular the proliferation of demands for preservation and revitalisation of older buildings, the Secretary for Development (“SDEV”) announced on 17 July 2008 a review to update and align the URS with the latest public expectations. The review, comprising a dual core of an overseas comparable city policy study, and relevant studies deemed necessary in the course of the exercise, and a 3-stage public engagement process, is scheduled over two years therefrom.
- 1.1.4 Chaired by the SDEV, a Steering Committee (“SC”) on Review of the URS, comprising 10 members of diverse background in the community, known to be interested in urban renewal matters, was set up to guide and monitor the whole review process, facilitate public participation, and recommend to the Government on the areas of the existing URS that may need to be revised and how.

The SC has been meeting regularly to review the progress of the Review and discuss the way forward.

- 1.1.5 The engagement process comprised 3 stages: Envisioning (July 2008 to January 2009), Public Engagement (February to December 2009), and Consensus Building (January to June 2010) Stages. Separate stage reports on the Envisioning stage (“ES”) and Public Engagement Stage (“PES”) were published and are available at the dedicated website (<http://www.ursreview.gov.hk>).
- 1.1.6 Activities in the Consensus Building Stage (CBS) focussed on the continuous engagement of members of the public, stakeholders and professional bodies/institutes, amongst others, for their further views and suggestions in relation to ten preliminary proposals/initial responses from the SC, drawn up from public views hitherto collected and the views/recommendations among members after small group discussions, brainstorming sessions with SDEV etc. SDEV went on the radio at the start of the CBS to directly field some of the questions and obtain feedback from the community. A structured telephone survey was also conducted by the Chinese University of Hong Kong (CUHK) Hong Kong Institute of Asia-Pacific Studies (HKIAPS) to gauge the wider public view on the preliminary proposals.
- 1.1.7 In parallel, as mentioned above, to provide more facts and input for informed consideration and debate in line with the evidence-based approach adopted for the review, a total of seven relevant studies were conducted or commenced since the engagement exercise started, namely:
- (a) “Policy Study on Urban Regeneration in Other Asian Cities” by the University of Hong Kong (HKU);
 - (b) “Building Conditions Survey” by the URA;
 - (c) “Study on the Achievements and Challenges of Urban Renewal in Hong Kong” by the University of Hong Kong (HKU) and the extended study on “The Future Direction of Providing Social Work Services under the New Urban Renewal Strategy”;
 - (d) “Economic Impact Assessment Study on the URA’s Urban Regeneration Projects” by Ove Arup and Partners Hong Kong Limited and Colliers International;
 - (e) “Urban Regeneration – District Aspirations Study” by seven District Councils;
 - (f) “Tracking Survey on URA Redevelopment Projects - Hai Tan Street / Kweilin Street and Pei Ho Street redevelopment project and Kwun Tong Town Centre redevelopment project” by HKU and the

Chinese University of Hong Kong (CUHK) respectively; and
(g) “Study on Building Maintenance Programmes” by the
Development Bureau (DEVB).

1.2 Purpose of Report

- 1.2.1 This report takes stock of, and analyses, activities undertaken in the CBS.
- 1.2.2 Public views and suggestions were collected via structured (telephone survey conducted by CUHK) and non-structured channels (sources other than the aforesaid telephone survey), the details of which are at Appendix I.
- 1.2.3 Collected views were collated and analysed by CUHK, as per previous stages of public engagement.

2 Consensus Building Stage Events and Programmes

2.1 Preamble

- 2.1.1 As in the PES, a number of core public engagement activities were held in the CBS to gather views from the community. These include a Consensus Building Workshop, a Concluding Meeting and two Consultation Forums for professional groups, amongst others. The following tables provide, at a glance, information on the various activities completed in the said stage. A booklet summarising and responding initially, in ten preliminary proposals, to the views gathered in the PES (according to the seven issues identified during the ES) was published and used to tease out public discussions and debate.
- 2.1.2 Apart from the core engagement activities, other publicity initiatives were launched to sustain public awareness of the URS Review, and to call for participation. Details of the publicity initiatives are also summarised below.

2.2 Programmes

	Initiatives	Contents and remarks
1	Radio Programmes	<p>A four-episode Radio Response Programme “Urban Renewal in Perspective” was aired on Commercial Radio 1 in February 2010, where SDEV and SC members introduced and elaborated the preliminary proposed directions of the future urban renewal options, engaged the public in discussions through phone-in arrangements, and listened to views put forward.</p> <p>SDEV appeared on the RTHK Radio 3 programme “Backchat” on 8 March to engage non-Chinese speaking residents in the community similarly.</p> <p>SDEV and the Chairman of the URA also went on the Commercial Radio 1 programme “Saturday Forum” on 27 March 2010. SDEV conducted an exclusive interview with RTHK in April 2010 on urban renewal, followed by two appearances by DEVB representative and SDEV on the RTHK Radio 1 programme “Politics on Saturday” on 15 May 2010 and RTHK Radio 2 programme “New Politicians in Focus” on 29 May 2010.</p>
2	Mass Media – Newspaper advertisements	<p>Newspaper advertisements were designed to publicise public engagement activities, and to call for participation. Advertisements were placed in Sing Dao Daily, South China Morning Post, Metro and Apple Daily in early May 2010.</p>
3	Public Views and Future Direction – Paper for the Consensus Building Stage of the Urban Renewal Strategy Review	<p>A booklet summarising relevant, comprehensive information on the URS Review, its approach/process, overview of the research studies undertaken and public views collected on the various issues during PES etc. was published on 10 May and uploaded to the URS Review website. The highlight of the booklet is SC’s initial response to the public views through ten preliminary proposals, as contents for discussion to seek to reach for consensus in the community. Copies of the booklet were distributed at various outlets for public access and at the public engagement activities.</p>
4	Telephone survey	<p>In order to gauge the wider view of the general public on the preliminary proposals for consensus building, a structured telephone survey was conducted by the CUHK from 14 May to 25 May 2010. Telephone numbers were randomly selected from the latest Hong Kong Residential Telephone Directory to ensure it had a territory-wide representation.</p>

		A total of 1,005 successful interviews were conducted and a detailed report of the relevant findings is attached at Appendix II.
5	Consensus Building Workshop	<p>A Consensus Building Workshop was organised on 15 May 2010 as a mass meeting to gauge response to the ten preliminary proposals, exchange views in breakout groups, and to further garner public views and suggestions. The Workshop was conducted according to the three broad topics of the preliminary proposals:</p> <ol style="list-style-type: none"> 1) District-based, Bottom-up Approach (DURF), SIA/SST, 2) Compensation and Rehousing, 3) Scope of Regeneration, Roles of the URA and the URA's self-financing model. <p>SC members and representatives of professional bodies were invited to be group facilitators. Around 140 participants took part. The gist of discussions was published and uploaded to the dedicated website.</p>
6	Concluding Meeting	<p>The event was held on 5 June 2010 as the final mass meeting of the 2-year engagement exercise. Representatives from DEVB and URA, as well as SC members were present to exchange views with the public on the 3 broad topics used in the Workshop in May. The findings of CUHK's telephone survey were also presented. Participants who wished to voice their view were drawn out from lots collected on the occasion.</p> <p>Simultaneous interpretation for Chinese and English was arranged.</p> <p>The Concluding Meeting was attended by around 170 persons including District Councillors, professionals, Government officials, affected residents, concern groups, non-profit organisations, academics, students and other stakeholders. A total of 74* comment forms were collected.</p> <p>The gist of discussions was published and uploaded to the URS Review website in both English and Chinese.</p> <p><i>* Only comment cards with written content were counted in this figure.</i></p>
7	Consultation Forums with Professional Groups	Two focus group discussions were held on 8 & 10 June 2010 for professional groups to gather their views on the ten preliminary proposals. A total of 33 participants joined from 11 professional groups. The gist of discussions have been published and uploaded to the URS Review website in both

		English and Chinese.
8	URS Review Website	<p>The URS Review website continued to provide a platform on which the general public could obtain update URS-related information. It also served as a channel for members of the public to voice their views.</p> <p>The e-forum and e-blog recorded 86 messages during CBS. These were passed to CUHK for collation and analysis. Obscene posts were blocked. Otherwise all posts from the public were entertained.</p>

2.3 Analysis/Overview of the Engagement Process

- 2.3.1 On the whole, engagement activities continued to be well attended. Unlike the past two engagement stages, however, the URS review website ceased to be the prime source of opinion in the CBS. Instead, most views were expressed through comment forms and through direct submissions. Although the number of views collected in this stage was comparatively fewer than that in the PES, many were concrete and substantial suggestions probably reflecting the increased information fed to the public to fuel the debate since the beginning of the engagement exercise.
- 2.3.2 Since many who attended the activities were repeat participants who might themselves be affected by urban renewal initiatives, their views expressed tended to focus on specific issues related to current urban renewal projects. Not surprisingly, the topic of the most concern was the topic of compensation and re-housing policies, followed by the vision and scope of urban regeneration and the roles of stakeholders.
- 2.3.3 As regards the invitation of SC members and representatives of professional bodies to be facilitators at the Workshop, because the former proposed the ten preliminary proposals floated in the booklet, there was some disapproval towards such deployment. The allegations were that they felt some of the breakout group discussions were led too much by the facilitators hence their sincerity to listen to public views was questioned. It must be pointed out, though, that this stage was different from previous stages, when views needed to be heard first. Once these views

had been analysed and initial responses (positions) formulated by the SC had been proposed - it is not unreasonable that the facilitators might wish to explain the SC's proposals in a more focussed manner.

- 2.3.4 There was also some disagreement on the methodology and implementation of the random telephone survey designed to obtain wider views in the community (i.e. tapping into the silent majority). Responses from CUHK, which was responsible for the survey, were provided at the Concluding Meeting where such concerns were voiced. Both sets of views were recorded and uploaded to the URS Review website for public information. All in all, the engagement process followed the principle of openness and transparency. Equal opportunities were given to all to express their views while efforts were also made to seek out the views of the silent majority. In the end, there seemed to be broad consensus in support of a bottom-up, district based approach in urban renewal. The community also seemed to be agreed on the need for more choices in compensation i.e. not just cash compensation calculated from current adopted formulae, and that the role of URA needed to evolve in the new URS so that it could facilitate, as well as initiate and implement.

2.4 Coordination with DEVB, URA and Policy Study Consultant

- 2.4.1 As the Public Engagement Consultant, AWC continued to work closely with the DEVB, the URA and the Policy Study Consultant to ensure that views and feedback were captured and analysed promptly and as appropriate. Regular meetings were held to manage the process, plan and coordinate as well as to discuss observations and feedback.

3 Public Views Expressed in the Consensus Building Stage

3.1 Mechanism

- 3.1.1 Views from the general public, concern groups, professional bodies and political parties were obtained through channels including but not limited to the URS Review website, comment forms filled at engagement activities, and direct submissions (by mail, e-mail or otherwise) to the DEVB, the URA and/or AWC. CUHK was commissioned to collect, collate and analyse all views received.

- 3.1.2 As at the end of the CBS, after filtering out duplicate submissions and irrelevant documents¹, 264 copies of submissions (of which 197 written submission were received after the issue of the Booklet) were accepted as valid by CUHK for analysis. Among those, one-third was collected through comment forms at the public engagement activities, while nearly two-thirds were evenly distributed amongst the other channels - direct submission and submission through the URS website.
- 3.1.3 A detailed analysis of the submissions is attached at Appendix I.

3.2 Overview of Views Collected

- 3.2.1 The attached Appendix I is an analysis of views collected via both structured and non-structured channels during the CBS by the HKIAPS, CUHK. A total of 264 valid submissions were received from the public and were categorised into the seven major issues identified in the PES. Those that do not fall into any of the issues are listed under 'Others'.
- 3.2.2 In this report, views collected were presented in accordance with the ten preliminary proposals under the three broad topics: 1) District-based, Bottom-up Approach (DURF), SIA/SST, 2) Compensation and Rehousing, and 3) Scope of Regeneration, Roles of the URA and the URA's self-financing model, and should be read having regard to the perspective of repeat attendance on the part of stakeholders such as the concern groups and affected parties.
- 3.2.3 Besides the attempt to quantify feedback, there were also clear requests from the public for qualitative assessment of the views collected to be done and for the Government to show leadership. The broad views under each topic and preliminary proposal were summarised as follows.
- 3.2.4 **Topic 1: District-based, Bottom-up Approach (DURF), SIA/SST (preliminary proposals (1) & (9))**

➤ **Setting up of "District Urban Renewal Forum" (DURF)**

¹ 'Duplicate submissions' refer to the same submission submitted via different channels by the same party or individual. 'Irrelevant documents' refer to submissions that lack meaning, or responses that do not contain views or suggestions with regard to urban renewal (e.g., incomprehensible replies posted onto the website, and inquiries about whether submissions had been received, etc.).

- The people-centered and bottom-up approach was generally supported in urban regeneration both from direct feedback and that gauged through the telephone survey: 73.3% of respondents were in support of the suggestion of forming a district-based consultation body for urban renewal.
- The proposal to set up DURF in each old district to strengthen the participation of all stakeholders at district level received general support. Those who disagreed with the proposal mainly saw the idea as duplication of existing consultation bodies.
- Although the basic approach was generally supported, there were major concerns regarding the composition and appointment of the DURF, which, to them, was tied to its effectiveness and representativeness.
- Suggestions on the composition of the DURF included:
 - i. District councillors, experienced social workers and chairpersons of owners' corporations;
 - ii. Local residents organizations such as owners' corporations and Mutual Aid Committees should be included;
 - iii. Ten elected members, each being able to appoint three resident representatives and three professionals such as surveyors and social workers;
 - iv. Local community representatives, professionals, NGO members, members of business associations and representatives from both URA and relevant Government departments;
 - v. Professionals who are familiar with resumption and compensation in land matters;
 - vi. Chaired by a capable person of neutral background, such as a member of the legal profession, religious sector or university president.
- There is a strong call for local resident representatives to be included in DURF's membership.
- Some suggested that the DURF members should not be solely appointed by the Government; a democratic election process involving the community should be considered.
- Some suggested that DURF should be managed by an independent organization such as an NGO.
- Some suggested that DURF should be a statutory body to ensure it has decision making power.

- **Social Impact Assessments (SIA) on both district and project basis and segregation of the advocacy role and case handling work of the Social Service Teams (SSTs).**
- The SC's proposal was in line with public view. Views expressed in this regard were mainly on who should be conducting the SIA.
 - Some suggested that SIA should be carried out by an independent organization while some suggested that SSTs should be responsible.
 - The telephone survey showed that half (48.4%) of the respondents believed that SIA prior to the announcement of a project should be carried out by the district-based consultation body while 25.0% believed that it should be conducted by the URA. As for the assessment which aimed at studying special needs of the affected residents after the announcement of a project, slightly over half (55.6%) felt that it should be conducted by an independent institute, while only 28.4% believed that it should be the work of the URA.
 - Various ideas were suggested however regarding the content of the SIA. For instance, it should contain both negative and positive effect of the development, it should cover both the redevelopment district and surrounding areas, it should measure the impact of urban regeneration on local community networks and affected residents, and should provide an opportunity to engage Government officials, professionals and the affected residents together in community planning.
 - On the proposal for segregation of the advocacy role and the case worker role of the SSTs, different views were received. The wider community view as shown in the telephone survey showed that 63.0% supported case handling and rights advocacy being treated as two distinct responsibilities to be handled by social works recruited by the URA and other institutes respectively.
 - Those who opposed the proposal in the booklet believed that the roles stated did not correspond to the categories of social workers. Some were concerned that the separation of the two roles may reflect neglect of the reality and the interest of service users who preferred one-stop-service.
 - There was also doubt over whether the URA should fund a

separate SST for rights advocacy work since there were many concern groups already doing similar work.

- Further views regarding the employment of SSTs included suggestions that they should not be funded or appointed by the URA, as it would have implications on their independence and impartiality.
- In view of this, some suggested changing the current financing mechanism. Different sources of funding were suggested, such as by independent foundations or trust funds, foundations to be established by the Government, funds similar to the Ping Wo Fund, Government departments (e.g. Home Affairs Department, Social Welfare Department), and the Hong Kong Jockey Club.
- Additionally, it was suggested that the URA should develop a code of practice and provide training for SSTs, and that the role of SSTs should not be confined to social welfare but should also include administration, land acquisition, compensation and resettlement experience.

3.2.5 **Topic 2: Compensation and Rehousing (preliminary proposals (6), (7) & (8))**

- **Maintaining the Home Purchase Allowance (HPA) and the differentiation between owner-occupiers (OOs) and owner-investors (OIs) of domestic unit when compensating domestic owner-occupiers**
 - Some opposed this proposal, both regarding the inadequacy and unfairness of the notional 7-year old replacement value and the inequity of treatment differentiating between OOs and OIs.
 - Many suggested the establishment of an independent committee to review the calculation methods and criteria for compensation.
 - Despite the criticism noted in direct feedbacks, the result of the telephone survey was that 62.7% of the respondents supported the continuation of this policy and to differentiate between OO and OIs in compensation.
- **Special assistance to elderly non-owner-occupiers of domestic units**

- The SC has proposed special assistance to elderly non-owner occupiers under special circumstances, which was generally supported. However, the definition of “special circumstances” should be further defined.
- This was confirmed by the telephone survey: 71.3% of the respondents supported this proposal.
- **“Flat for flat” as another option to owner-occupiers of domestic units**
- There were mixed responses to the proposed introduction of another compensation option besides monetary compensation through the option of “flat for flat”.
- The current 7-year old replacement calculation was questioned by many. The method of measurement of the size of the flat remained controversial.
- Some asked for clarification on the proposal, in particular regarding the calculation of the difference between the compensation amount and the value of the new flat.
- Some offered counter-proposals. For instance, the owners should be allowed to choose new flats according to their wishes instead of by drawing lots; the Government should provide temporary housing or rent subsidies during the redevelopment period; affected owners who opted for the ‘flat for flat’ option should be given the right to change/renege and receive their entitled cash compensation at any time prior to the completion of the purchase of the new flat; the period for the owner to decide whether to accept the ‘flat for flat’ option should be extended from 60 days to 90 days; the URA should offer different payment options for owners to pay the price differences; and the non-owner-occupiers should also be allowed to join the scheme.
- Some also suggested “a new flat for an old flat”, or the “(square) foot for (square) foot” option.
- The telephone survey, however, showed that 76.1% of respondents were in support of the URA to provide the ‘flat for flat’ option for affected owners. When asked further whether they agreed with the ‘flat for flat’ model proposed by SC, the percentage of support dropped to 52%. This may indicate that although the respondents generally supported to provide the ‘flat for flat’ option, they might

have different ideas on how it could be implemented.

➤ **Assisting the shop operators to re-start their business but not feasible to offer a “shop for shop” option**

- Many agreed that the URA should assist the shop operators to re-start their businesses by ways such as reserving shop premises in the redevelopment projects, providing rental discount, special allowances etc. to shop operators to compensate for their loss in income during the redevelopment project.
- This was supported by telephone survey findings: 78.7% of the respondents agreed too.
- Notwithstanding the difficulty to provide a ‘shop for shop’ option, as lost customer networks may not be reinstated after years of redevelopment, and that there may not be available shop space for the industry the original shops were engaged in, many requested the URA to rethink still the feasibility of the option by compensating the shop-owners with shop spaces in the vicinity.

➤ **URA to come up with measures to positively assist eligible tenants who lose their chance of rehousing / compensation due to the non-renewal of tenancy**

- The proposal was in line with public views and was broadly supported. The telephone survey also showed that 75.3% of the respondents agreed.

3.2.6 **Topic 3: Scope of Regeneration, Roles of the URA and the URA’s self-financing model (preliminary proposals (2), (3), (4), (5) & (10))**

➤ **URS as Government strategy, its implementation agents should not be confined to the URA**

- Since the URS is a government strategy, the URA should not be the sole implementation agent. This view was generally supported. Some suggested greater roles for the Town Planning Board and Planning Department to ensure district planning was done properly.
- Some suggested that the work should split between the URA and the Planning Department with the URA focussing on the

resettlement and compensation issues while the Planning Department should concentrate on replacing obsolete buildings.

- Some suggested that the Development Bureau should be in charge of the overall strategy with the URA being but one of its 'agents'.
- The telephone survey showed 84.8% of the respondents supporting related Government departments, public bodies, private sector, individual property owners, professionals and non-government organizations to also participate in urban regeneration.

➤ **The future two Rs focus of the URA in urban regeneration**

- The proposal for the future URA to focus more on two of the four Rs, namely, "Redevelopment" and "Rehabilitation" is generally supported. However, there are different views regarding the priority and balance of the planning and implementation of the Rs.
- Some suggested that rehabilitation can avoid the intractable social, economic and environmental disputes arising from redevelopment and therefore should be given priority. Redevelopment on the other hand should be the last resort, to be used only when absolutely necessary.
- On the other hand, some pointed out that redevelopment is the more effective way to improve the living standard of residence in the older districts and rehabilitation is not a once-and-for-all solution to urban decay.
- In the telephone survey, 82.5% of the respondents agreed that URA should take a balanced focus in redevelopment and rehabilitation in the future.
- On the related issue of effective implementation of building maintenance, it was generally agreed that the formation of owners' corporations and property management mechanism is crucial. Suggestions were that the Government should enhance the role of the Home Affairs Department in assisting owners to form owners' corporations in old, dilapidated buildings.
- Some suggested the Government to introduce a mandatory building restoration scheme, such as the Mandatory Building Inspection Scheme and the Mandatory Window Inspection Scheme as soon

as possible so that problems could be identified early.

- Several forms of financial assistance to the owners of dilapidated buildings were suggested to facilitate the rehabilitation and maintenance work required.

➤ **URA's revised role in heritage preservation**

- The proposal to confine the URA's work in heritage preservation within its redevelopment project areas received mixed response. Those who disagreed suggested that the URA should also consider the neighbourhood and buildings outside the redevelopment project areas to achieve a holistic preservation effect.
- The telephone survey indicated that just over half (53.9%) of the respondents disagreed that the URA should only deal with preservation projects within its development project areas.
- Regarding the preservation of heritage buildings, some agreed that the owners should be compensated with cash or by other kind of economic incentives. Some suggested that the residents should be given the choice of whether to leave or to stay. The buildings should only be allowed to be sold to the Government if it ensures they would not fall into the hands of developers for redevelopment.

➤ **URA to play the role of “implementer” as well as “facilitator” in urban redevelopment**

- The proposal for the URA to take on a “facilitator” role in addition to the traditional “implementer” role in redevelopment also received mixed views. Those who opposed the idea believed that the service provided by the URA should be different from that by private companies, as the URA shouldered a special social function. Some suggested that direct competition may be created between URA and the private sector and may cause concern over fair competition. Some expressed concern that if most owners seek consultation from URA, there will be less diversity in urban regeneration.
- As regards the telephone survey, it showed that 75.1% in the community thought that if the owners of the aging building had gathered a certain percentage of consent from fellow owners, they could seek help from the URA, which could provide consultancy

services to owners at a fee.

- Among those who supported URA as a facilitator, there was a general call for more details of how it might work.
- There were mixed views regarding whether the Government's land resumption power should be invoked in the process and public funds be used. Some believed this to be inevitable and thought that what was more important was whether the project could bring greater public good.
- Some showed concern that this would be complicated and resource-intensive and suggested URA consider outsourcing the consultancy services to the professionals.
- Some suggested URA set up a subsidiary company to provide the service to avoid confusion with regard to its statutory powers and the use of public funds.
- Various ideas on the roles and responsibilities of the URA in the facilitator role were suggested, such as to provide support and assistance to owners to liaise with different Government departments, to help owners form 'redevelopment co-operatives', to choose a redevelopment model and to obtain loans from financial institutions etc..
- Some suggested that URA should allow the owners to own shares in the redevelopment project and also the right to sell their shares by auction.

➤ **Review of the self-financing principle of the URA with the consideration of other economic benefits**

- This was generally supported. Some suggested that in calculating the effective achievement of the social missions and benefits of past projects, the spillover/knock-on benefits to the surrounding area should also be taken into account.
- Similar high support was noted in the telephone survey, with 83.5% being supportive that besides the self-financing principle for the URA, consideration should also be given to the economic benefits that urban regeneration brings to the neighbouring areas.
- Additionally, it was suggested to increase transparency on URA's

financial situation and information regarding renewal projects.

3.2.7 Others

a) Considerations in formulating the URS

- Most agreed that the URS should embrace the concept of sustainable development which aims to balance economic, social and environmental considerations.
- On social considerations, most agreed to preserve unique heritage features and characteristics of the older urban districts.
- On economic considerations, some suggested the need to supply 'affordable housing' instead of building luxurious flats in redevelopment project. This could take the form of small or medium size flats with similar quality as those of the Home Ownership Schemes ("HOS"). In similar vein, some suggested that the URS should consider the social needs of the community above commercial calculations, such as the prevention of big enterprises monopolizing the urban renewal process, and looking after the interests of people of different means by providing more options for them. Urban regeneration should not just be about building up-market residential blocks and big shopping malls.

b) Pace of Urban Renewal

- Most considered the pace of urban renewal to be too slow. A review on the outstanding projects was suggested to reveal and show the rationale behind the current scheme and the next steps.

c) Priority and selection criteria of redevelopment projects by the URA as an implementer

- Some suggested that a clear set of selection criteria should be introduced in regard to redevelopment projects, which should not be in conflict with the objectives of urban regeneration and the goal of encouraging private responsibility and participation. The criteria should also reflect the social nature of redevelopment work.
- Some suggested the URA to announce their redevelopment plan for the future 10 to 20 years, so that relevant owners would not use URA's forthcoming redevelopment as excuse for not renovating

their buildings.

- For projects initiated by owners and developers, there should be clear, open and transparent qualifying criteria.

d) Accountability of the URA

- Some expressed concerns over the accountability of the URA, and hence, suggested the setting up of an independent commission to monitor the policy implementation and financial performance of the URA was suggested. Some also recommended that the public should be allowed to attend URA's board meetings and to obtain the minutes of meetings.
- Some suggested reforming the URA and redefining the performance indicators of the URA.

e) Role of Private Sector

- Some raised the concern that the role of the private sector was not clearly mentioned. There were mixed views regarding its role.
- Some suggested that the Government should help the private sector to solve difficulties in acquiring properties in redevelopment projects. Some further suggested an owner participation scheme for URA projects.
- However, others believed that urban regeneration should not be market-driven and therefore, the private sector should not assume a predominant role. Some even held the view that collaboration between the private sector and URA should not be allowed.

f) Public engagement

- It was generally agreed that DURF would bridge between the Authority and the people in future. However, some suggested that in addition to DURF, different types of public engagement activities should be conducted and information regarding urban renewal released to the public to allow for two-way communications.

g) URS Review process

- Some believed that views collected in the previous stages of the current exercise had been misinterpreted and not accurately

reflected in the booklet containing SC's initial response and proposals. Some questioned the representativeness of the telephone survey as they believed the general public who were being interviewed were not familiar with the current policies and approaches.

4 Conclusion & Remarks

The CBS was the final and probably most important stage of the Review for members of the public to voice their views. It also provided the SC's preliminary responses and put forward proposals for public debate, after having heard and considered views collected and analysed in the PES, and having regard to the evidence and findings gleaned from various topical research studies, overseas and local, deemed relevant to the Review. The further opinions collected in the CBS will be duly scrutinized by the SC and taken into account in framing the final proposal for the Government.

A final report will be compiled to summarise the two-year public engagement process and the views collected.

Despite different views being voiced during this stage, there has been, as noted above, consensus to a degree on broad principles such as the bottom-up approach underpinned by DURF, flat for flat compensation option, more credible social services for affected stakeholders and a better-rounded outlook at urban renewal involving significant inter-bureau coordination instead of just the responsibility of the URA or DEVB.

Obviously further details need to be fleshed out and discussed if the final proposals are to be taken on board by the Government in formulating the future of urban renewal but the current exercise has lent this a valuable start. Continuous examination also ought to be conducted to find solutions to the outstanding and new problems faced by urban renewal in Hong Kong.

5 Appendices

Please see the attached.

-END-

Appendix I

Telephone Survey Research Laboratory
Hong Kong Institute of Asia-Pacific Studies
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Urban Renewal Strategy Review

Public Views Expressed and Collected in The Consensus Building Stage

August 2010

This study was commissioned by

A-World Consulting Ltd.

The Hong Kong Institute of Asia-Pacific Studies (HKIAPS) of the Chinese University of Hong Kong was commissioned by A-World Consulting Limited (A-World) to obtain and analyze public opinions gathered from the Urban Renewal Strategy (URS) Review, which was started in July 2008. Following the completion of the first stage of Envisioning, 7 major topics were identified by the public for further discussions in the second stage of Public Engagement which commenced in February 2009. Taking into consideration the public views gathered in the first two stages, the Steering Committee on the Review of the Urban Renewal Strategy (Steering Committee) put forwards some preliminary proposals in the ‘Public Views and Future Direction: Paper for the Consensus Building Stage of the Urban Renewal Strategy Review’ (Consensus Building Stage Paper) for public discussion. This report summarizes the trends and opinions collected in the Consensus Building Stage that ended in June 2010, particularly those views on the proposals submitted by the Steering Committee in the Consensus Building Stage Paper.

1. Overview of Views Collected

1.1 Number of Views Collected from the Public

Up to the end of the Consensus Building Stage, 264 valid written comments, views or suggestions were collected from the public after sorting and taking out duplicate submissions and irrelevant documents. Among these comments and views, 86 were comment forms that were mainly collected during the Concluding Meeting held in June 5, 42 were mails / emails and proposals / position papers gathered at various occasions, and 86 were opinion posted on the URS Review and Public Affairs Forum websites. From February 2010 to June 2010, A-World organized a series of radio programmes on Commercial Radio and Radio Television Hong Kong, a Consensus Building Workshop, a Concluding Meeting and two focus group discussions for professional bodies to allow Government Officials and members of Steering Committee to exchange views with the public directly. The gists of views expressed in these public consultation activities were included in this report (Table 1).

Similar to the past two stages of consultation, websites weres still one of the prime source of opinions in the Consensus Building Stage. Although the amount of views collected in this stage was comparatively fewer than those of the Public Engagement Stage, many of them were submitted by affected communities, professional organizations and relevant stakeholders which were more familiar with the urban renewal issues and hence they were comparatively more concrete and substantial.

Table 1: Distribution of the Sources of Views Collected

Sources	Number	Percentage
Mails / Emails / By Hand	42	15.91
Consultation Meetings (Legco, TPB, LDAC, DAC, AAB)	13	4.92
Workshops and Public Forum	4	1.52
Submissions to Development Panel Special Meeting on 10 July, Legislative Council	27	10.23
Comment Forms	86	32.58
URS Review website (e-blog & e-forum) / Public Affairs Forum website	86	32.58
Radio Programme	6	2.27
Total	264	100.00

(Comments collected from 1 January 2010 to 10 July 2010)

1.2 Telephone Surveys

Besides the views, comments and suggestions stated in the table above, the HKIAPS was also commissioned by A-World to carry out an independent telephone survey to study the views of general public on the ten policy directions raised in the Consensus Building Stage Paper. The survey was conducted between May 14, 2010 and May 25, 2010. A total of 1,005 Hong Kong residents aged 15 or above who can speak Cantonese or Putonghua were successfully interviewed, yielding a response rate of 48.7%. At a 95% confidence level, the standard error of the sample (based on binomial percentage distribution) is 0.0158 and the maximum estimated sampling error for a sample of 1,005 cases is within the range of $\pm 3.09\%$.

1.3 Classification of Views

Since the completion of the Envisioning Stage, seven major topics were identified by the public. This classification scheme was not only used in the consultation booklet of the Public Engagement Stage, but was also adopted by the Steering Committee in the Consensus Building Stage Paper. To maintain consistency and compatibility in the analysis of views collected throughout the three stages of the URS Review, this report also follows this classification. The seven major topics are:

- (a) Vision and Scope of Urban Regeneration
- (b) 4Rs² Strategy in Urban Regeneration
- (c) Roles of Stakeholders

² 4Rs refers to Rehabilitation, Redevelopment, pReservation and Revitalisation

- (d) Compensation and Re-housing Policies
- (e) Public Engagement
- (f) Social Impact Assessment and Social Service Team; and
- (g) Financial Arrangement

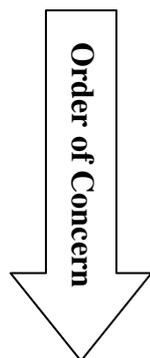
For views that cannot be fitted into this scheme, they will be discussed in the section of ‘Others’ below.

1.4 Issues of Most Concern

In the Consensus Building Stage, the issues which consistently received the most attention were ‘Compensation and Re-housing Policies’, ‘Vision and Scope of Urban Regeneration’, and ‘Roles of Stakeholders’. Public concerns on ‘4Rs Strategy in Urban Regeneration’ and ‘Social Impact Assessment and Social Service Team’ were moderate. The issues least discussed were ‘Financial Arrangement’ and ‘Public Engagement’.

Table 2: Issues Attracting the Most Concern

Most Concern	
	1. Compensation and Re-housing Policies
	2. Vision and Scope of Urban Regeneration
	3. Roles of Stakeholders
	4. 4Rs Strategy in Urban Regeneration
	5. Social Impact Assessment and Social Service Team
	6. Financial Arrangement
Least Concern	7. Public Engagement



The sub-topics under each issue that brought about the most concern are listed in Table 3.

Table 3: Sub-topics with the Most Concern under Each Issue

Issues	Sub-topics with the most concern
Vision and Scope of Urban Regeneration	District Urban Renewal Forum
4Rs Strategy in Urban Regeneration	Emphasis or Priority among the 4Rs
Roles of Stakeholders	Role of the URA

Compensation and Re-housing Policies	‘Flat for Flat’ Option
Public Engagement	Consultation Process
Social Impact Assessment and Social Service Team	Social Service Team
Financial Arrangement	Self-financing Principle of the URA

2. Key Findings

This section summarizes the key findings of opinions collected from the public during the Consensus Building Stage, including written comments, view, suggestions, gist of consultation meeting as well as telephone survey. The structure of this section follows the flow of the classification scheme of seven major issues stated above.

2.1 Vision and Scope of Urban Regeneration

The issue that attracted the most concern in this topic was the District Urban Renewal Forum (DURF) and the factors that needed to be considered in formulating the URS.

2.1.1 Considerations in Formulating the URS

2.1.1.1 Sustainable Development

There was a general consensus that if we intended to achieve the objectives of improving living quality and enjoyment of life in urban areas, and benefit all stakeholders in regenerating older urban quarters, the URS should embrace the concept of sustainable development which aims at a well balance of economic, social and environmental development. Some complained that the current URS focuses too much on redevelopment to solve the problem of urban decay, bringing about premature demolition of buildings and high building density, which in return led to increased road and pedestrian traffic, ‘wall effect’, noise pollution, air pollution and so forth. Others requested the lowering of plot ratio in urban redevelopment projects and the retention of the street framework in older urban areas wherever possible. Many called for more green spaces, parks and public spaces. Some believed that the increase of urban greening could help reduce government medical expenditures, keep people in harmony and even lower crime rate in the long run. There was also a suggestion that open spaces and parks should be built on the ground level, and if they have to be located on the podium, they should be designed to be accessible by the public.

2.1.1.2 Social and Cultural Considerations

Along with the concept of sustainable development, the majority also agreed to preserve the unique culture, history, artifacts and character of an older urban region. They insisted that

the local historical and cultural characteristics of the urban areas should be respected. Besides, many believed that the maintenance of the social network was of utmost importance, particularly those among the residents in the urban districts to be redeveloped. For the inhabitants of older urban areas, especially the elderly, the familiarity and warmth brought forth by the original people network is an anchor for their secure community living.

2.1.1.3 Economic Considerations

The majority complained that the prices of the new flats redeveloped by the Urban Renewal Authority (URA) are too high for the affected residents of redevelopment projects to buy. Urban redevelopment projects completed by the URA always bring about gentrification that displaces low-income classes from the neighbourhood of regenerated areas by better-off households. They opined that it is the responsibility of the URA to supply 'affordable housing' instead of luxurious flats. Some suggested building small or medium sizes of flats with facilities and qualities similar to those of the Home Ownership Schemes which are more affordable to the local residents.

Other economic considerations were as follows:

- (a) The vision of URS should incorporate more non-commercial considerations. Urban renewal needed not focus solely on financial return but should also considered the social needs of the community;
- (b) There should not be only big shopping malls in the future urban renewal planning. The Government had to look after the interests of different classes, to provide more options for the people to choose, and to prevent the monopoly of the big enterprises in urban renewal.

2.1.2 People-centred and Bottom-up Approach

The public generally agreed that urban regeneration should be planned with a people-centred approach and a bottom-up public engagement process, despite the fact that there were different understandings of these two principles. Some insisted that the term 'people' in the people-centred approach refers to those affected by the urban renewal projects, including those who wish to leave or stay as well as people who reside in areas neighbouring the urban renewal projects. Others might perceive the term in a much broader way that included all relevant stakeholders in the process of urban renewal. While some regarded the bottom-up approach as only a mechanism of public consultations conducted by the Government to collect public views, other believed that it was a model that allowed the local communities to lead the renewal projects by planning and executing the projects themselves.

2.1.3 Pace of Urban Renewal

The majority considered the pace of urban renewal to be too slow. Some complained that the time for the URA to accomplish a redevelopment project was too long. Many residents of

dilapidated buildings, particularly the elderly with weak financial conditions, had to put up with dangerous and poor living conditions until their flats were resumed by the URA. Therefore there was a suggestion that a review should be conducted on the outstanding projects from the 200 projects mentioned in the URS and the URA should explain to the public why, when and how such projects would or should be executed.

2.1.4 District Urban Renewal Forum (DURF)

After considering the public views, the Steering Committee proposed in the Consensus Building Stage Paper to set up a DURF at each of the old districts to strengthen urban renewal planning by collecting public opinions and providing advices to the Government. While there was no consensus on whether the DURF must be formed, a higher proportion of opinions supported the establishment of the DURF to strengthen the participation of all stakeholders in urban renewal at the district level with a bottom-up and people-centred approach. Some of them believed that the DURF could be conducive to consensus building in urban renewal planning and as a result could increase the pace of regeneration. However, there were also some who argued that there is no need to set up a DURF. Some pointed out that the seven District Advisory Committees formed under the URA are serving similar purposes and functions. So they doubted whether it is still necessary to establish another consultation mechanism. There was an opinion that instead of setting up a new consultation body, the District Council could also serve similar functions by empowering them with resources to convene an ‘Annual District Development Forum’ that is responsible for producing an annual district development plan and identifying dilapidated structures. In addition, there was also a suggestion to enlarge the DURF to form a ‘District Planning Forum’ that was entitled with sufficient resources and power to make and implement decisions on urban renewal, but not just simply offering opinions. Another similar suggestion was to set up a ‘Public Engagement Planning Centre’ (社區參與規劃中心) that was led by local residents and managed by a non-government organization to build up community consensus on urban renewal.

Contrary to the above opinions collected, a majority of the respondents of the telephone survey were in support of the suggestion of forming a consultation body for urban renewal. While 73.3% of them agreed to set up such kind of organization to collect public opinions on urban regeneration planning, only 18.7% felt the opposite.

2.1.4.1 Objectives, Functions and Composition

Some suggested that the DURF should aim at satisfying the wishes of the community and preventing various stakeholders from suffering any loss. Others proposed that its main duties should include organizing public engagement activities to widely collect public views, supervising and monitoring the Social Impact Assessment and summing up of public opinions on district planning to provide suggestions for the amendment of the Outline Zoning Plan.

Many were discontented with the proposal of the Consensus Building Stage Paper that

no local resident representative was included in the membership of the DURF. Suggestions on the composition of the DURF included:

- (a) Membership of the DURF must include a district councilor, an experienced social worker and a chairperson of owners' corporation;
- (b) The local residents organizations such as owners' corporation and Mutual Aid Committees should also be included;
- (c) It should be composed of ten elected members and each elected member was allowed to appoint three resident representatives and three professionals such as surveyor and social worker;
- (d) It should be comprise local community representatives, professionals, NGOs members, members of business associations and representatives from both URA and relevant Government departments;
- (e) Professionals who are familiar with resumption and compensation should also be invited to join;
- (f) The chairperson should be a capable person of neutral background, such as a member of the legal profession, religious sector or university president.

There were also many who doubted about the creditability and independence of the DURF if all of its members were selected by an appointment system of the Government. Therefore, some of them suggested that its members should be elected from the community and some proposed that it should be managed by an independent organization such as a NGO. Since the DURF was not a statutory body, some worried that there would be no guarantee that the Government or the URA would listen to its advices because of its consultative nature.

2.2 4Rs Strategy in Urban Regeneration

Majority of opinions about the 4Rs strategy focused on its priority and balance, and the factors that should be considered in the implementation of rehabilitation.

2.2.1 Emphasis or Priority among the 4Rs

While there was no agreement on which urban renewal strategy was the most important, many believed that the priority should be given to rehabilitation. They argued that as long as the physical conditions of the old buildings were sustainable and repairable, rehabilitation should be a better way for regeneration. Redevelopment should be the last resort unless the buildings had fallen into the state of disrepair which created potential hazard to residents and the public. Besides, the rehabilitation approach could also avoid the intractable social, economic and environmental disputes that arose from redevelopment projects. However, there were also some who insisted that only redevelopment could improve the living quality of residents in old districts and rehabilitation was not a once-and-for-all solution to urban decay. They opined that unless reinforced concrete structures could be perpetuated by means like

rehabilitation, the importance of redevelopment should not be ignored. Apart from the above opinions, there were also a few who believed that rehabilitation and redevelopment should have equal weight, and preservation and revitalization should be taken in moderation. In contrast, opinions collected by the telephone survey were quite different. An overwhelming majority of respondents (82.5%) agreed that the URA should take a balanced focus in redevelopment and rehabilitation in the future, while only 10.7% disagreed.

2.2.2 Rehabilitation

It was generally agreed that the formation of owners' corporation and a property management mechanism were crucial to the effective implementation of building maintenance. Hence, one suggested that the Government should enhance the role of the Home Affairs Department in assisting owners to form owners' corporation in old buildings to prevent disrepair. Some believed that it was the responsibilities of the owners to regularly inspect their buildings, to identify problems at an early stage and to carry out remedial works. That was why they required that a mandatory building restoration scheme such as the Mandatory Building Inspection Scheme and the Mandatory Window Inspection Scheme should be put into practice as soon as possible. One suggested that the older the buildings, the more frequent the inspection should be. However, some worried that small property owners, particularly the elderly, might not have enough financial resources for rehabilitation. They suggested providing re-mortgage or other form of financial assistance such as rehabilitation fund for them.

Other opinions on rehabilitation are:

- (a) The implementation of 'Operation Building Bright' could be further improved. The current policy was that owners have to pay in advance for the cost of repair in order to receive subsidies. It was suggested that subsidies should be released to the owners before the commencement of the maintenance works;
- (b) Many dilapidated buildings may have little potential[s] for redevelopment initiatives. In these cases, the URA might step in to assist their rehabilitation by providing loans to owners.

2.2.3 Preservation

Many criticized the Government that there is still a lack of a holistic preservation policy in Hong Kong, particularly the policy towards the conservation of privately-owned historical buildings. There was an opinion that it was unfair to deprive owners of their right of property development by declaring their properties historical monuments without proper compensation. Some suggested that if a historical building was to be preserved, the owners should be compensated with cash or by other kind of economic incentives such as transfer of development right.

No consensus was found on whether URA's work in heritage preservation should be

confined to within its redevelopment project areas. Some supported this proposal but others believed that not only should the preservation works within the URA redevelopment project areas be considered but also their neighbourhood and even buildings outside those areas should be taken into account if the preservation policy were intended to be holistic. Telephone survey also showed that no option had the overwhelming majority on this issue. Slightly more than half of the respondents (53.9%) disagreed or strongly disagreed that the URA should only deal with those preservation projects within its redevelopment project areas while there were also 37% of respondent thought otherwise.

Others views are:

- (a) People living in the buildings under preservation should be given the choice of whether to leave or to stay.
- (b) Buildings of historical values should only be allowed to be sold to the Government to ensure that they would not fall into the hands of developers for redevelopment.

2.2.4 Revitalization

There was no consensus on which Government department or organization should be solely responsible for revitalization. While there was one suggestion that the URA should work more on revitalization, another said the District Councils were more suitable than the URA to handle this task. Nevertheless, it was generally believed that revitalization required the involvement of different Government departments and it was beyond the capacity of the URA to work alone. Therefore a few proposed to cooperate with the charitable organizations in a partnership mode to revitalize historical buildings.

2.3 Role of stakeholders

2.3.1 Role of URA

2.3.1.1 Role of URA as implementer

Not too many views were expressed on the role of the URA as implementer. A few supported the idea of allowing the owners to initiate redevelopment projects and believed that it was feasible for the URA to play the role of an 'implementer'. Another, on the contrary, opposed the involvement of the URA in redevelopment since private developers should be the one who took the lead. Results of the telephone survey revealed that only about one-tenth (11.7%) of the respondents disagreed or strongly disagreed with the proposal that the URA could start a redevelopment projects when majority of owners of old and dilapidated buildings organized together and took the initiative to approach the URA. Most (83.3%) approved of the suggestion.

Other discussions mainly focused on the priority and selection criteria of redevelopment

projects by the URA as an implementer and they are:

- (a) A few urged the URA to set priority among ways of redevelopment: whether providing assistance to the owners in renovating the buildings should come first; or whether a joint redevelopment of the affected residents and the URA, or the current practice should be emphasized.
- (b) Some believed that selection criteria of choosing redevelopment projects should be set. Others opined that the selection criteria and priority setting should not be in conflict with the objectives of urban regeneration and the goal of encouraging private participation. A few hoped the URA would not just focus on redevelopment site of value, but also on dilapidated areas. It should make sure that the nature of redevelopment was a social one. Others urged the URA to announce the plan of redevelopment projects of the future 10 or 20 years so that the owners would not have the excuse of not renovating their buildings.
- (c) For project initiated by the owners and developers, some suggested that the parameters and criteria for qualifying for adoption by the URA should be set out clearly and all information should be open and transparent. The URA may levy service charge on a cost recovery basis for processing such project proposals instead of conventional sharing of profits accrued from implementation.
- (d) The URA might have to set up a retreat mechanism to abandon the redevelopment projects that were generally not accepted by the majority of owners.

2.3.1.2 Role of URA as facilitator

Much discussions were focused on the role of the URA as a facilitator as proposed in the Consensus Building Stage Paper. Those who supported the URA to act as facilitator believed that the owners could trust the URA since it is a public sector organization and the URA could prevent the owners from being misled by the private developers. Another opined that as long as the owners could share the fruits of redevelopment, the owners would be willing to participate even if risks were involved. For those who opposed the idea of the URA facilitating redevelopment projects, some opined that the service provided by the URA was no different from that provided by a private company and did not perform any special social function. In addition, the direct competition of the URA, a public sector organization, with private companies violated the principle of fair competition and market-driven mechanism. Others worried that if most owners seek consultation from the URA, there might be less diversity in urban regeneration. Unlike the divergent views stated above, preponderance of the respondents (75.1%) of the telephone survey agreed or strongly agreed that if the owners of the aging building have gathered a certain percentage of consent from the fellow owners, they can seek help from the URA, which would provide charged consultation services to the owners.

Even though some were supportive of the URA as facilitator, they believed that the Government's land resumption power should not be invoked in the process and public funds

should not be used. But another believed that these were inevitable when the URA was asked to intervene. What was important was whether the renewal project would bring greater public good.

Other comments were:

- (a) It would be a complicated and resource-intensive task if the URA was obliged to provide services to every individual owner approaching it for assistance. The URA might either focus on handling its planned redevelopment projects, or consider outsourcing the consultation services to the professionals for the owners.
- (b) The URA should set up a subsidiary company to provide facilitating services so as to avoid any confusion that the provision of these services would involve invoking the statutory power of the URA or using public funds.
- (c) The URA could consider providing technical, legal, and financial (such as giving out loans) support, and assisting the owners to liaise with various Government departments after the completion of the assessment of the initiated redevelopment projects. The assessment could be determined by whether the projects would be profitable or not.
- (d) The URA could help the owners to form a 'redevelopment cooperation', which would be responsible for choosing the desirable redevelopment model and getting loans from financial institutions with the assistance of the URA.
- (e) The owners should own the shares of the redevelopment projects so that risks could be spread out among owners. If the owners did not have enough confidence on the property market, they should be allowed to sell their shares by auction, in which the ownership rights and development rights would be sold at the same time.

2.3.1.3 Others

Apart from the role of the URA as implementer and facilitator, many expressed their concerns over the accountability of the URA. Their specific arguments included:

- (a) Some criticized the URA for not being accountable. Hence, some suggested setting up an independent commission composed of stakeholders to monitor the policy implementation and financial performance of the URA. Others requested the attendance of Board meetings by the public and the minutes of the meeting to be available at the district office of the URA;
- (b) Some proposed the change of organization structure of the URA. A few suggested dissolving the URA or relocating the work of the URA to other Government departments. Others opined that the URA should be re-organized under Hong Kong Housing Authority and Housing Department;
- (c) Some believed that the performance of the URA should not be assessed in terms of money. The assessment criteria should be the number of affected residents and shops remaining in the same district, the satisfaction of the affected residents before and after re-housing, and the satisfaction of the neighboring community etc.

2.3.2 Roles of Other Stakeholders

Many discussed about the role of related Government bureaux and private developers. Some suggested greater roles for the Town Planning Board and the Planning Department in urban regeneration. They believed that those bodies should ensure district planning was done, planning framework was designed early and height of buildings was restricted. Another opined that the URA should focus on the resettlement and compensation issues while the Planning Department should concentrate on replacing obsolete buildings. Some others suggested that the Development Bureau should be in charge of the overall strategy and the URA should be one of its tools, but not the only tool. However, a few believed that the relations of the URA, the Town Planning Board and the Development Bureau should be clear. Results of telephone survey revealed that a great majority (84.8%) agreed or strongly agreed that related Government departments, public bodies, private sector, individual property owners, professionals and non-government organizations should also participate in urban regeneration, as opposed to 9.9% who disagreed or strongly disagreed with the notion.

The general public was concerned about the role of developers. Some believed that private developers should play or had played an important part in the urban renewal process. However, its role was barely mentioned in the URS review. Others hoped that the Government could help the private sector that had difficulties in acquiring all the properties needed to implement a redevelopment project. For example, the URA should provide the means of facilitation through the owners' participation development mode by inviting the larger owner for joint development. In contrast, some maintained that urban regeneration should not be market-driven and private developers should not have a predominant role because urban regeneration involved public interest. Another believed that collaboration between private developers and the URA should not be allowed.

2.4 Compensation and Re-housing Policies

2.4.1 Calculation and Criteria of Cash Compensation for Residential Owners

2.4.1.1 7-year-old Replacement Flat Value

Many criticized that the existing criteria of cash compensation for residential owners which is based on a notional 7-year-old replacement flat value was unfair and therefore needed to be reviewed. They generally disagreed with the notion of URA that the affected owners could get compensations good enough to purchase replacement properties with improvement in living environment. Some stated that there were considerable differences between the acquisition prices offered to the owners and the current market prices of properties in the market. Hence it was hard, if not impossible, for the owners to buy replacement flats of seven years of age in the same district. Some said that it was mainly due to the fact that the calculation of compensation was based on saleable area instead of gross floor area. Other believed that it was caused by the reduction of compensation to the non

owner-occupiers. To ensure the fairness of the compensation scheme, many urged for the establishment of an independent committee to thoroughly review the calculation methods and criteria for compensation. Others suggested setting up a mediation board or an appeal panel for those owners who were dissatisfied with the amount of compensations to appeal.

2.4.1.2 Elderly Owners under Special Circumstances

It was proposed in the Consensus Building Stage Paper that elderly owners under special circumstances could be offered higher allowance. Some of the views collected supported this proposal but there was also an opinion that did not. The reason for objection was that it would encourage other groups to fight for the same right and would ultimately turn Hong Kong into a welfare city. In contrast, results of the telephone survey showed that the majority of respondents (71.3%) agreed or strongly agreed with this suggestion while only 21.5% disagreed or strongly disagreed.

2.4.1.3 Compensation Differences between Owner-Occupiers and Non Owner-Occupier

Under the current compensation policy, the cash compensation for owner-occupiers and non owner-occupiers are different. The non owner-occupiers can only receive the open market value of their property plus half of the Home Purchase Allowance. Many criticized that such policy was unfair and they requested an equal amount of compensation for different types of owners. Some complained that the differences in the allowance payable to owner occupiers and non owner-occupiers were too big. One suggested that other factors like the period of ownership, current living conditions, income level of owners or even the number of other residential units owned should be taken into account when determining the level of allowance payable to non owner-occupiers. However, there was also an opinion that supported this policy which was concerned that if there was no difference in the compensation between these two types of owners, many speculators would buy the old flats to wait for the resumption of the URA. Unlike the opinions described above, more than half of the respondents of the telephone survey were in support of the existing policy. While 62.7% of them agreed or strongly agreed to continue this policy, 29% of them were not.

2.4.2 ‘Flat for Flat’ Option

Throughout the first two stages of the URS Reviews, many requested the URA to offer more options of non-cash compensation like ‘flat for flat’ for the residential owners to choose. In response to the these demands, the Steering Committee put forth a ‘flat for flat’ model in the Consensus Building Stage Paper for public consultation. Opinions collected in the Consensus Building Stage showed that no consensus was found on whether this ‘flat for flat’ model should be put into practice. Those who opposed the model generally queried its feasibility. Some estimated that the price differences between the new flats and the cash compensation to which the owners were entitled would be so great that many owners could not afford it. Others believed that there was at least a time difference of several years between the demolition of old building and the completion of new ones, during which time the social

network of the local residents might have already dissolved, which gave cause of concern that the residents would not be eager to move back.

Some were in support of the proposed 'flat for flat' model. A few of them required the Government to further clarify and explain the mechanism of this model, for instance, the method of calculating the areas of the new and old flats, and whether the current market property price or the future property price should be used as the base figure for calculating the property price of the new flat to be exchanged for at a later time.

A few also provided suggestions on the implementation method of the 'flat for flat' model.

- (a) Owners should not be required to choose their new flats by drawing lots. Instead, flat selection should be made according to their wishes;
- (b) Since the owners who accepted the 'flat for flat' option had to wait for the completion of the new flats, the Government should provide temporary housing or rent subsidies to them during the redevelopment period;
- (c) Affected owners who opted for 'flat for flat' should be given the right to change their choice and to receive the entitled cash compensation at any-time prior to the completion of the purchase of the replacement new flat;
- (d) The period for the owners to decide whether to accept the 'flat for flat' option should be extended from 60 days to 90 days to allow more time for the owners to make decision;
- (e) The URA should offer different payment options for the owners to pay the price differences between the new flats and the cash compensation;
- (f) The non owner-occupiers should also be allowed to join this scheme;
- (g) The URA should consider paying interests for the deposits kept in the law firm by the owners who opted for 'flat for flat'.

Results of the telephone surveys also showed that the majority of respondents (76.1%) agreed or strongly agreed the URA to provide the 'flat for flat' option for the affected owners. Only 26.7% thought the otherwise. However, when the respondents were asked whether they agreed the 'flat for flat' model proposed by the Steering Committee, the percentage of support dropped to 52 and 38.8% of respondents were disagreed or strongly disagreed with this proposal. It showed that although the respondents generally supported to provide the 'flat for flat' option for the affected owners, they might have different ideas on how it could be implemented.

Besides the 'flat for flat' proposal made by the Steering Committee, the public also suggested other models for the authority to consider:

- (a) The owner should be compensated with a new flat of the same size without the need to pay the price difference between the new flat and the cash compensation entitled

- (the so called ‘foot for foot’ option);
- (b) URA could cooperate with the Hong Kong Housing Society, making reference to the experiences in the projects at Lai Shing Court and The Belcher Garden, to provide an alternative ‘flat for flat’ housing of a standard comparable to sandwich class housing in the same district or nearby areas;
 - (c) An ideal type of ‘flat for flat’ was to build new buildings in the same district beforehand to allow the affected owners to exchange their flats with these new flats so that they would not need to leave the community they were living.

2.4.3 Shop Owners and Operators

It was generally agreed that the URA should find ways to help the small business operators return to the redeveloped areas to restart their businesses because it was hard for them to find suitable replacement shop premises in the same district. Many suggested the URA reserving a certain percentage of shop premises in the redevelopment projects for the shop operators to move back. Discount in rents should also be given to them until their businesses returned to normal. Others proposed that special allowances should be provided to the shop operators to compensate for their losses in income during the redevelopment period. There was also a suggestion that the Authority should consider relocating these shop operators to vacant shop space in public markets. Similarly, results of the telephone survey also indicated that a great majority of respondents (78.7%) agreed or strongly agreed that the URA should provide special arrangements to shop operators to assist them to return to operate at the redeveloped site upon completion. The percentage that disagreed or strongly disagreed was only 13.

Although the Consensus Building Stage Paper had stated clearly that it is unfeasible to provide a ‘shop for shop’ option for the shop owners, many still requested to further study the possibility of ‘shop for shop’. Some argued that many redeveloped shopping malls were monopolized by big enterprises, leaving no space for small business operators to operate and therefore only ‘shop for shop’ option could help them. Others claimed that if social networks and local characteristics were to be preserved, ‘shop for shop’ would also need to be implemented.

2.4.4 Tenants

There was a general consensus that the rights of the tenants who had already registered in the freezing survey should be safeguarded. The majority agreed that those who had been registered as eligible tenants in the freezing surveys should be given compensation and re-housing, no matter when they moved out. Besides, one believed that these registered tenants should not be subject to the regular eligibility criteria for public rental housing because they had to be relocated not out of their own making, but as a result of resumption for redevelopment. The above comments were generally in line with the finding of the telephone survey. The survey found that 75.3% of the respondents agreed or strongly disagreed that the

URA should come up with measures to help those eligible tenants to ensure that they would not lose their chance of re-housing or compensation.

2.4.5 Rooftop Premises

A few believed that the URA should be fair to all types of owners, including owners of rooftop, to ensure that they could receive reasonable compensation. There was an opinion that rooftop owners who possessed no title deed should also be granted with ex-gratia compensation on compassionate ground. The rights of residents and owners of rooftop housing should be clearly defined and protected by law.

2.5 Public Engagement

If the DURF was to be set up, it was generally agreed that it should act as a bridge between the authority and the people. Some believed that the Government should not only listen to the voices of the members of the DURF but also should collect views of the community and members of the district through the DURF by organizing more public engagement activities such as workshops and public forums. Others suggested that a Community Planning Centre composed of representatives of residents, professionals, Government officials and NGO members should also be established to work in line with the DURF.

Apart from setting up the DURF, there was general consensus that the top-down approach could no longer meet the public aspiration today and urban renewal planning should be determined by the bottom-up approach with the engagement of local residents. Therefore, more resources should be allocated to mobilize local residents, whose voices should be heard on district issues. In addition, different types of public engagement activities should also be conducted, including workshops, road shows, consultation meetings and surveys. There was also a suggestion that the Authority should enhance the communication with the owners corporations to consult the advices of their members.

Besides, it was generally agreed that the consultation process should be more open, transparent and accountable. Some suggested that more information on urban renewal, such as the redevelopment timetable of the URA, should be released to the public for discussion. Others proposed to set up information centres in the old districts to provide urban regeneration information and to educate the public about the importance of building maintenance. There was also a proposal which suggested that the URA could conduct surveys to explore when and where would be more convenient for the residents to hold the consultation meetings. Moreover, after the announcement of a redevelopment project, the URA should convene consultation meetings at the daytime, at night and in the weekend in the public spaces to answer questions from the affected residents.

2.6 Social Impact Assessment and Social Service Teams

2.6.1 Social Impact Assessment

No opinion with regard to District-based Social Impact Assessment and Project-based Social Impact Assessment was expressed. As for who should conduct Social Impact Assessment (SIA), some believed that it should be carried out by an independent organization. Another believed that Social Service Team should be responsible for conducting the SIA. Telephone survey results showed that close to half of the respondents (48.4%) believed that SIA prior to the announcement of a project should be carried out by the District-based consultation body. 25.0% believed that it should be conducted by the URA. As for the assessment which aimed at studying the special needs of the affected residents after the announcement of a project, over half (55.6%) felt that it should be conducted by an independent institute, while only 28.4% believed that it should be the work of the URA.

A few also gave comments on the aim, coverage, content, and effect of SIA:

- (a) SIA should not be restricted to discovering or eliminating negative consequence. It should also maximize positive effect of development by helping the community and stakeholders to recognize the development goal, brainstorming regeneration models and formulating remedial measures.
- (b) SIA should cover both the redevelopment district and the surrounding areas.
- (c) SIA should measure the impact of urban regeneration on local community networks and the possible adverse effect on the affected residents. It should also ask whether the affected residents would still live or do business in the same district if they were provided with different compensation plans.
- (d) SIA should provide the opportunity to engage Government officials, professionals and the affected residents in community planning.

2.6.2 Social Service Team

2.6.2.1 Role

In view of the conflicting roles which social workers faced when discharging advocacy duty and case work duty, it was proposed that the two roles should be segregated. However, majority expressed that right advocacy and case work should not be split. Some believed that the roles stated were only two of the many working approaches but not categories of social workers. Others opined that one-stop services had long been advocated and the separation of the two roles failed to meet professional requirements, and ignored the reality and the interest of service users. However, one doubted that whether the URA should fund Social Service Team (SST) for right advocacy since there were already many concern groups and NGOs to organize and assist the affected residents in right advocacy. On the contrary, 63.0% of the respondents of the telephone survey agreed or strongly agreed that case handling and rights

advocacy should be two distinct responsibilities handled by social workers recruited by the URA and other institutes respectively.

A few had suggested other roles to be played by the SST. One felt that the work of SST had been restricted to remedial work and their role as facilitator between different stakeholders, as well as the role as opinion provider had been overlooked. Another also suggested that social workers should serve as a bridge between the affected residents, and the URA or developers.

2.6.2.2 Independence and source of funding

Many still expressed concern about the independence of SST. They believed that SST should be independent and should not be funded or appointed by the URA, or housed in the URA offices. Some reasoned that the employment of the SST by the URA could be perceived to undermine their independence, preventing building of trust between them and the affected residents. A few pointed out that the source of funding, instead of their job duties, was responsible for SST's conflicting roles.

Much of the discussion focused on the mode of financing SST. A few suggested that SST should be employed by the District Urban Renewal Forum. Most felt that SST could be financed by an independent foundation or trust fund. Some suggested that a foundation could be established by the Government, while others believed that it could be run in the form of the Ping Wo Fund. Some suggested that apart from foundation, SST could be financed by Government departments (e.g., Home Affairs Department, Social Welfare Department) or the Hong Kong Jockey Club.

2.6.2.3 Other

A few had put forth their views on the requirement and training of SST:

- (a) SST should embrace professional staffs with administration, land acquisition, compensation and resettlement experience.
- (b) There should be a code of practice and training for SST so that they would be clear of their own role.

2.7 Financial Arrangement

2.7.1 Self-financing principle

Majority expressed their opinions on the self-financing principle of the URA. Many believed that the current financing model, which is based on the 'self-financing principle' and 'prudent financial principle', should be reviewed. A few felt that the adherence to such principles resulted in the perception of the URA as profit-oriented. Unprofitable projects were left out and the 4Rs were not prioritized in order to achieve self-financing. Another doubted

the financial sustainability of the URA on a project by project basis. On the other hand, a few supported the URA to be financially self-sufficient. They believed that it could be achieved by avoiding projects involving revitalization and rehabilitation beyond the boundaries of renewal projects. Costs should be recovered if the URA took up such projects. One also believed that the financial situation of the URA should be reviewed every five years and the Government could inject capital if necessary.

2.7.2 Consideration of economic benefits beyond boundaries of renewal projects

There was much discussion on the importance of economic benefits in neighbouring areas of the urban renewal projects. Many agreed that economic benefits that urban regeneration brought to the areas beyond the boundaries of the renewal projects should be considered as well. However, some believed that social missions and social benefits that the projects would bring to the surrounding areas should also be taken into account. Social benefits should even be given greater importance over the self-financing principle. Others also agreed that apart from economic benefits, the URA should aim at improving livelihood of residents of old areas, implementing a people-centred approach, and taking up socially-beneficial projects that developers were unwilling to participate in. As shown by results of telephone survey, over 80 percent (83.5%) agreed or strongly agreed that besides the self-financing principle of the URA, consideration should also be given to the economic benefits that urban regeneration brings to the neighboring areas. Only 9.6% thought otherwise.

2.7.3 Transparency of financial situation and others

Similar attention was paid to the transparency of the financial situation of the URA. Majority agreed that the URA should make public its financial situation and financial information concerning individual renewal projects. Some suggested that the Audit Commission should be invited to audit the URA so as to enhance the efficiency of the URA.

Some other opinions related to financial arrangement are:

- (a) The URA should cease to issue bonds;
- (b) The URA should seek a public listing and make use of the capital to expedite the urban renewal process.
- (c) Bonuses should not be given to the executives of the URA.

2.8 Others

Many comments were given on the current URS review. Some were discontented with the late release of consultation paper by Development Bureau in May 2010 instead of January 2010. Some opined that many opinions collected in the previous stage were misinterpreted or not reflected in the Consensus Building Stage Paper, while others doubted the sincerity of the Government to listen. A few commented that the result of the telephone survey done by the

Chinese University of Hong Kong was uninformative since the public were not familiar with the current policies and approaches.

Some expressed their opinions on individual urban renewal projects. A number of them required the early redevelopment of old and dilapidated areas of Kowloon City and To Kwa Wan, especially '13 Streets'. A few were dissatisfied with the decision of bringing the redevelopment of Wing Lee Street to a halt and hoped that compensation and re-housing could be speed up. Others objected the redevelopment projects such as the Sneaker Street and H18 project.

Other suggestions were:

- (a) No matter what the results of the current URS review would be, a mid-term review should be conducted every two to three years so that urban regeneration policies could move with time.
- (b) We can learn from Taiwan urban renewal model. Regional offices could be set up at each district to provide support to the affected residents. The URA could invite professionals and developers to take up the renewal projects. It could then follow up the projects and act as mediator to resolve conflicts arise.

Appendix II

Telephone Survey Research Laboratory
Hong Kong Institute of Asia-Pacific Studies
The Chinese University of Hong Kong

Opinion Survey on Public Attitudes toward the Urban Renewal Strategy Review 2010

May 14-15, 2010

Details of the Fieldwork

Date	: May 14, 2010 – May 25, 2010 (6:15 p.m. to 10:30 p.m.)
Target population	: Hong Kong residents aged 15 or above who can speak Cantonese or Putonghua
Method	: Random sample telephone survey
Sampling	: First, telephone numbers were randomly selected from the latest Hong Kong Residential Telephone Directory (both the Chinese and English versions) as seed numbers. To include unpublished telephone numbers, we replaced by computer the last two digits of the selected telephone numbers with two new, random digits. This became the sample of the study. Second, when a residential household was successfully identified, only a person aged 15 or above within this household unit was chosen for an interview.
Successful sample size	: 1,005
Fieldwork Results	
Total Telephone Numbers	13,000
<i>Non-contactable households:</i>	
Invalid lines	3,945
Non-residential	592
Fax number	747
Busy line	220
No one contacted	2,883
<i>Contacted telephone numbers:</i>	
No eligible respondents	252
Initial refusal and other problems (Residential unit or eligible respondents not being identified)	2,298
Refusals by eligible respondents	978

Mid-terminated by eligible respondents	72
Make appointment with eligible respondents but failed to reach them again within the fieldwork period	8
Successfully interviewed	<u>1,005</u>
Valid response rate	: 48.7% [1,005 / (1,005 + 978 + 72 + 8)]
Sampling error	: At a 95% confidence level, the standard error of the sample (based on binomial percentage distribution) is 0.0158 and the maximum estimated sampling error for a sample of 1,005 cases is within the range of $\pm 3.09\%$.

Survey Results

(Frequency and Percentage Distribution)

Q1 “At present, the scope of urban regeneration mainly includes four areas, namely, Redevelopment, Rehabilitation, pReservation and Revitalization with Redevelopment gaining more weight. Do you agree that the Urban Renewal Authority (URA) should take a balanced focus in both Redevelopment and Rehabilitation in the future?”

	Frequency	Percent	Valid Percent
1. Strongly disagree	7	0.7	0.7
2. Disagree	100	10.0	10.0
3. Agree	754	75.0	75.0
4. Strongly agree	75	7.5	7.5
7. Others	17	1.7	1.7
8. Don't know/Hard to say	52	5.2	5.2
Total	1005	100.0	100.0

Valid cases 1005 Missing cases 0

Q2 “There is an opinion that the implementers of urban regeneration should not be confined to the URA, related government departments, public bodies, the private sector, individual property owners, professionals and non-government organizations should also be involved. Do you agree with this opinion?”

	Frequency	Percent	Valid Percent
1. Strongly disagree	2	0.2	0.2
2. Disagree	97	9.7	9.7
3. Agree	785	78.1	78.1
4. Strongly agree	67	6.7	6.7
7. Others	15	1.5	1.5
8. Don't know/Hard to say	39	3.9	3.9
Total	1005	100.0	100.0

Valid cases 1005 Missing cases 0

Q3 “Besides the heritage preservation works within its redevelopment areas, the URA also handles specialized preservation projects such as the Sheung Wan Western Market. Do you agree that the URA should only focus on its redevelopment project areas as far as preservation is concerned?”

	Frequency	Percent	Valid Percent
1. Strongly disagree	26	2.6	2.6
2. Disagree	516	51.3	51.3
3. Agree	361	35.9	35.9
4. Strongly agree	11	1.1	1.1
7. Others	12	1.2	1.2
8. Don't know/Hard to say	79	7.9	7.9
Total	1005	100.0	100.0

Valid cases 1005 Missing cases 0

Q4 “Some suggested that if the majority of the owners of certain old buildings demand redevelopment, they can organize themselves to actively seek the URA’s consent for resumption and redevelopment. Do you agree with this suggestion?”

	Frequency	Percent	Valid Percent
1. Strongly disagree	4	0.4	0.4
2. Disagree	114	11.3	11.3
3. Agree	781	77.7	77.7
4. Strongly agree	56	5.6	5.6
7. Others	7	0.7	0.7
8. Don't know/Hard to say	43	4.3	4.3
Total	1005	100.0	100.0

Valid cases 1005 Missing cases 0

Q5 “There is an opinion that if a considerable portion of owners in an old building prefer redevelopment, they can approach the URA for help. The URA can provide consultation services to them at a services fee, for example, to help them assemble titles to sell to developers, or to assist them to collaborate with developers for redevelopment. Do you agree with this suggestion?”

	Frequency	Percent	Valid Percent
1. Strongly disagree	10	1.0	1.0
2. Disagree	171	17.0	17.0
3. Agree	720	71.6	71.6
4. Strongly agree	35	3.5	3.5
7. Others	12	1.2	1.2
8. Don't know/Hard to say	57	5.7	5.7
Total	1005	100.0	100.0

Valid cases 1005 Missing cases 0

Q6 “Besides the cash compensation, it is suggested that the URA should provide the option of ‘flat for flat’ for the owners who are affected by redevelopment. Do you agree with this proposal?”

	Frequency	Percent	Valid Percent
1. Strongly disagree	7	0.7	0.7
2. Disagree	170	16.9	16.9
3. Agree	685	68.2	68.2
4. Strongly agree	79	7.9	7.9
7. Others	16	1.6	1.6
8. Don't know/Hard to say	48	4.8	4.8
Total	1005	100.0	100.0

Valid cases 1005 Missing cases 0

Q7 “The calculation of URA’s cash compensation for affected owners is based on a notional 7-year-old replacement flat value. There is an opinion that if the owner-occupiers opt for the ‘flat for flat’ arrangement and the value of the new flat is higher than the 7-year-old replacement flat cash compensation, the owners must pay the difference. Do you agree with such kind of ‘flat for flat’ arrangement?”

	Frequency	Percent	Valid Percent
1. Strongly disagree	27	2.7	2.7
2. Disagree	363	36.1	36.1
3. Agree	499	49.7	49.7
4. Strongly agree	23	2.3	2.3
7. Others	14	1.4	1.4
8. Don’t know/Hard to say	79	7.9	7.9
Total	1005	100.0	100.0

Valid cases 1005 Missing cases 0

Q8 “The URA’s cash compensation for redevelopment projects is calculated on the basic of the open market value of the properties plus home purchase allowance (equivalent to a 7-year old replacement flat value). Different types of owners are entitled to different levels of allowance. For example, non owner-occupiers are offered less allowances than the owner-occupiers do. Do you agree continuing this policy?”

	Frequency	Percent	Valid Percent
1. Strongly disagree	10	1.0	1.0
2. Disagree	281	28.0	28.0
3. Agree	608	60.5	60.5
4. Strongly agree	22	2.2	2.2
7. Others	2	0.2	0.2
8. Don’t know/Hard to say	82	8.2	8.2
Total	1005	100.0	100.0

Valid cases 1005 Missing cases 0

Q9 “As mentioned before, non owner-occupiers received less compensation than the owner-occupiers did. But if those non owner-occupiers are elderly and are under special circumstances, do you agree that they can be offered with more compensation?”

	Frequency	Percent	Valid Percent
1. Strongly disagree	4	0.4	0.4
2. Disagree	212	21.1	21.1
3. Agree	663	66.0	66.0
4. Strongly agree	53	5.3	5.3
7. Others	19	1.9	1.9
8. Don't know/Hard to say	54	5.4	5.4
Total	1005	100.0	100.0

Valid cases 1005 Missing cases 0

Q10 “There is an opinion that the URA should provide special arrangement and assistance to the shop operators who are affected the redevelopment projects, so that they can return to operate at the redeveloped site upon completion. Do you agree with this suggestion?”

	Frequency	Percent	Valid Percent
1. Strongly disagree	4	0.4	0.4
2. Disagree	127	12.6	12.6
3. Agree	754	75.0	75.0
4. Strongly agree	37	3.7	3.7
7. Others	19	1.9	1.9
8. Don't know/Hard to say	64	6.4	6.4
Total	1005	100.0	100.0

Valid cases 1005 Missing cases 0

Q11 “Some believe that the URA should come up with measures to assist those tenants, who have been registered in the redevelopment projects, to make sure that they will not lose their chance of re-housing due to termination of lease by owners. Do you agree with this view?”

	Frequency	Percent	Valid Percent
1. Strongly disagree	5	0.5	0.5
2. Disagree	167	16.6	16.6
3. Agree	718	71.4	71.4
4. Strongly agree	39	3.9	3.9
7. Others	10	1.0	1.0
8. Don't know/Hard to say	66	6.6	6.6
Total	1005	100.0	100.0

Valid cases 1005 Missing cases 0

Q12 “There is an opinion that an urban renewal advisory organization should be set up in the old districts to determine renewal planning in accordance with the wishes of local residents and affected community members (to decide whether redevelopment or preservation should be done, or where should they be done). Do you agree with this proposal?”

	Frequency	Percent	Valid Percent
1. Strongly disagree	9	0.9	0.9
2. Disagree	179	17.8	17.8
3. Agree	677	67.4	67.4
4. Strongly agree	59	5.9	5.9
7. Others	9	0.9	0.9
8. Don't know/Hard to say	71	7.1	7.1
9. Refused to answer	1	0.1	Missing
Total	1005	100.0	100.0

Valid cases 1004 Missing cases 1

Q13 “There is an opinion that prior to the announcement of a redevelopment project, the URA should carry out a social assessment in a wider geographical area in the old districts to study the potential impacts of the project on the community. Should this kind of social assessment be conducted by the URA or by the district advisory organization mentioned above?”

	Frequency	Percent	Valid Percent
1. URA	251	25.0	25.0
2. District advisory organization	486	48.4	48.4
3. Others: both of them	142	14.1	14.1
4. Others: neither of them	9	0.9	0.9
5. Others: other organizations	19	1.9	1.9
8. Don't know/Hard to say	97	9.7	9.7
9. Refused to answer	1	0.1	Missing
Total	1005	100.0	100.0

Valid cases 1004 Missing cases 1

Q14 “There is an opinion that after the announcement of the redevelopment project, the URA should conduct another assessment on the affected residents to study their special needs. Should this assessment be carried out by the URA or by an independent institute?”

	Frequency	Percent	Valid Percent
1. URA	285	28.4	28.4
2. Independent institute	558	55.5	55.6
3. Others: both of them	47	4.7	4.7
4. Others: neither of them	2	0.2	0.2
5. Others: other institutions	6	0.6	0.6
8. Don't know/Hard to say	105	10.4	10.5
9. Refused to answer	2	0.2	Missing
Total	1005	100.0	100.0

Valid cases 1003 Missing cases 2

Q15“Currently the URA directly employs social workers to form Social Service Teams (SSTs) which are mainly responsible for helping the affected residents with difficulties in moving homes during redevelopment. However, some opined that they should also help the residents fight for interests. Do you agree that the social workers hired by the URA would only be responsible for case works and the duty of rights advocacy would be handled by other institutions?”

	Frequency	Percent	Valid Percent
1. Strongly disagree	10	1.0	1.0
2. Disagree	257	25.6	25.7
3. Agree	599	59.6	59.9
4. Strongly agree	31	3.1	3.1
7. Others	12	1.2	1.2
8. Don't know/Hard to say	91	9.1	9.1
9. Refused to answer	5	0.5	Missing
Total	1005	100.0	100.0

Valid cases 1000 Missing cases 5

Q16 “Some are of the view that besides the self-financing principle, the URA should also take into consideration the economic benefits that urban regeneration brings to the neighboring areas. Do you agree with this point of view?”

	Frequency	Percent	Valid Percent
1. Strongly disagree	8	0.8	0.8
2. Disagree	88	8.8	8.8
3. Agree	792	78.8	79.2
4. Strongly agree	43	4.3	4.3
7. Others	5	0.5	0.5
8. Don't know/Hard to say	64	6.4	6.4
9. Refused to answer	5	0.5	Missing
Total	1005	100.0	100.0

Valid cases 1000 Missing cases 5

DISTRICT “Which district do you live in?” 【18 District Councils】

	Frequency	Percent	Valid Percent
1. H.K: Central & Western	42	4.2	4.2
2. H.K: Eastern	102	10.1	10.2
3. H.K: Southern	36	3.6	3.6
4. H.K: Wan Chai	26	2.6	2.6
5. KLN: Kowloon City	63	6.3	6.3
6. KLN: Kwun Tong	100	10.0	10.0
7. KLN: Sham Shui Po	50	5.0	5.0
8. KLN: Wong Tai Sin	57	5.7	5.7
9. KLN: Yau Tsim Mong	34	3.4	3.4
10. N.T.: Islands	19	1.9	1.9
11. N.T.: Kwai Tsing	52	5.2	5.2
12. N.T.: Northern	43	4.3	4.3
13. N.T.: Sai Kung	65	6.5	6.5
14. N.T.: Sha Tin	91	9.1	9.1
15. N.T.: Tai Po	41	4.1	4.1
16. N.T.: Tsuen Wan	49	4.9	4.9
17. N.T.: Tuen Mun	66	6.6	6.6
18. N.T.: Yuen Long	64	6.4	6.4
99. Refused to answer	5	0.5	Missing
Total	1005	100.0	100.0

Valid cases 1000 Missing cases 5

HOUSE “Which category does your current residence fall into?”

	Frequency	Percent	Valid Percent
1. Public rental housing	320	31.8	32.0
2. Self-owned public housing	163	16.2	16.3
3. Private rental housing	108	10.7	10.8
4. Self-owned private housing	391	38.9	39.1
5. Others: Hostel	12	1.2	1.2
6. Others: Villas / Village houses	5	0.5	0.5
9. Refused to answer	6	0.6	Missing
Total	1005	100.0	100.0

Valid cases 999 Missing cases 6

AGE “Which age group do you belong to?”

	Frequency	Percent	Valid Percent
1. 15 - 19	92	9.2	9.2
2. 20 - 29	152	15.1	15.2
3. 30 - 39	178	17.7	17.8
4. 40 - 49	223	22.2	22.3
5. 50 - 59	199	19.8	19.9
6. 60 - 69	107	10.6	10.7
7. 70 or above	50	5.0	5.0
9. Refused to answer	4	0.4	Missing
Total	1005	100.0	100.0

Valid cases 1001 Missing cases 4

EDU “Which group does your educational attainment fall into?”

	Frequency	Percent	Valid Percent
1. Primary or below	119	11.8	11.9
2. Secondary	551	54.8	55.3
3. Tertiary or above	327	32.5	32.8
9. Refused to answer	8	0.8	Missing
Total	1005	100.0	100.0

Valid cases 997 Missing cases 8

WORK “Which group does your working status belong to?”

	Frequency	Percent	Valid Percent
1. Having full time job	512	50.9	51.1
2. Having part time job	23	2.3	2.3
3. Job finding / Suspend work temporarily	32	3.2	3.2
4. Retiree	139	13.8	13.9
5. Home-maker	157	15.6	15.7
6. Student	138	13.7	13.8
9. Refused to answer	4	0.4	Missing
Total	1005	100.0	100.0

Valid cases 1001 Missing cases 4

INCOME “Which group does your monthly household income fall into?”

	Frequency	Percent	Valid Percent
0. No income	36	3.6	3.8
1. Less than \$10,000	159	15.8	16.6
2. \$10,000 to 29,999	389	38.7	40.5
3. \$30,000 to 49,999	184	18.3	19.2
4. \$50,000 or above	134	13.3	14.0
8. Unstable/Don't know	58	5.8	6.0
9. Refused to answer	45	4.5	Missing
Total	1005	100.0	100.0

Valid cases 960 Missing cases 45

SEX Gender of the respondents

	Frequency	Percent	Valid Percent
1. Male	458	45.6	45.6
3. Female	547	54.4	54.4
Total	1005	100.0	100.0

Valid cases 1005 Missing cases 0

Appendix III - Index of Written Submissions

Workshop, Concluding meeting and Forums		
Date	Event	Venue
15 May 2010	Consensus Building Workshop	Madam Chan Wu Wan Kwai School of Continuing Education Tower, 9 Baptist University Road, HKBU, Kowloon Tong
05 June 2010	Concluding Meeting	The Hong Kong Federation of Youth Groups Building 21 Pak Fuk Road, North Point
08 June 2010	Consultation Forum for Professional Groups	Multimedia Exploration Centre, 6/F, Low Block, Grand Millennium Plaza, 181 Queen's Road Central
10 June 2010	Consultation Forum for Professional Groups	Multimedia Exploration Centre, 6/F, Low Block, Grand Millennium Plaza, 181 Queen's Road Central
	<u>Total: 4</u>	

Consultation Meetings (e.g. Legco, TPB, LDAC, etc.)	
Date	Meeting
29 January 2010	Meeting of the Metro Planning Committee, Town Planning Board (TPB)
23 February 2010	Meeting of Panel on Development, Legislative Council
13 May 2010	Meeting of Land and Development Advisory Committee (LDAC)
25 May 2010	Meeting of Panel on Development, Legislative Council
28 May 2010	Yau Tsim Mong District Advisory Committee
3 June 2010	Tsuen Wan District Advisory Committee
04 June 2010	Meeting of Town Planning Board (TPB)
10 June 2010	Central and Western District Advisory Committee
15 June 2010	Wan Chai District Advisory Committee
24 June 2010	Meeting of Antiquities Advisory Board (AAB)
29 June 2010	Kowloon City District Advisory Committee
5 July 2010	Sham Shui Po District Advisory Committee
10 July 2010	Special Meeting of Panel on Development, Legislative Council
<u>Total:</u>	<u>13</u>

Date	Name	Organisation
Mails / Emails / By Hand		
02 February 2010	Jason Leung	
18 February 2010	Mr. CHEUNG Yiu-tong	
20 February 2010	九龍城區議員任國棟	
26 February 2010	蔡柱強	
25 March 2010		西九新動力
27 March 2010	M Y Chan	
31 March 2010	吳炫達	土瓜灣社區事務促進會主席
29 April 2010		九龍城關注啟德發展居民組
13 May 2010	Mr Pang Kin Fai (Edmund)	
15 May 2010	梁日榮	
15 May 2010		K28 眾業主
15 May 2010		士丹頓街及永利街重建租客組
16 May 2010		H15 Concern Group
17 May 2010		重建聯區業主聯會
18 May 2010		深水埗南昌街一舊樓小業主
22 May 2010		「民間共識」聯署
25 May 2010		重建聯區業主聯會暨 H19 業主及租客權益關注組
31 May 2010	楊國榮	
03 June 2010		K28 波鞋街關注組眾業主
03 June 2010		The Hong Kong Council of Social Service
05 June 2010		民間聯合聲明
05 June 2010		Professional Commons
05 June 2010	楊國榮	
06 June 2010	梁日榮	
06 June 2010	Yau Yau	
14 June 2010	冼鳳儀	
14 June 2010	楊國榮	
14 June 2010	楊國榮	

15 June 2010	楊國榮	
19 June 2010	楊國榮	
22 June 2010	呂燊	
25 June 2010	楊國榮	
26 June 2010	姚麗英	
28 June 2010	Timothy Ma	
28 June 2010	江瑞祥	
29 June 2010		九龍城關注啟德發展居民組
30 June 2010	楊國榮	
30 June 2010		Hong Kong Institute of Planners
30 June 2010	觀塘區議員陳華裕	
08 July 2010	楊國榮	
10 July 2010	Paul Zimmerman	Designing Hong Kong Limited
10 July 2010		全港重建聯區業主居民聯會
Total:		<u>42</u>

Date	Name	Organisation
Submissions to Development Panel Special Meeting on 10 July, Legislative Council		
1 June 2010	a member of the public	
8 June 2010	Mr YEUNG Wai-sing, Eastern District Council member	
11 June 2010	Dr YANG Mo, Southern District Council member	
15 June 2010	Mr YEUNG Kwok-wing	
24 June 2010	Mr PUN Chi-man, Kowloon City District Council member	
25 June 2010	Ms IU Siu-yung	
25 June 2010		K28 Sport Shoes Street Concern Group
27 June 2010		九龍城區舊區網絡
29 June 2010		Royal Institution of Chartered Surveyors (Hong Kong)
30 June 2010		The Hong Kong Institute of Planners
30 June 2010		Concerning Urban Housing Rights Social Workers Alliance
30 June 2010		The Hong Kong Institute of Surveyors
June 2010		The Real Estate Developers Association of Hong Kong
June 2010		Hong Kong Institute of Land Administration
5 July 2010		社區營造計劃
5 July 2010	Mr IO Ching-po	
5 July 2010	Ms LEE Wai-yi	
5 July 2010		Shunning Road Support Group
5 July 2010	Miss CHEUNG Sin-yi	
5 July 2010		South Tokwawan Concern Group
5 July 2010		H15 Concern Group

7 July 2010	Mr CHEUNG Yiu-tong	
10 July 2010		The Professional Commons
10 July 2010		Development Concern Group
10 July 2010		The Incorporated Owners of San Loong House of Kwun Tong
10 July 2010	凌鳳霞女士	
10 July 2010	Mr YEUNG Kwok-wing	
	<u>Total:</u>	<u>27</u>

Date	Name	Organisation
Comment Forms		
05 March 2010	夏國泰	
15 May 2010	陳瑞東	
June 2010	鄧帶	一位九龍城區居民
June 2010	木杏熙	一位九龍城區居民
June 2010	馮炳	一位九龍城區居民
June 2010	趙毛女	一位九龍城區居民
June 2010	林玉清	一位九龍城區居民
June 2010	黃小姚	一位九龍城區居民
June 2010	曾錦	一位九龍城區居民
June 2010	劉燕	一位九龍城區居民
June 2010	劉春友	一位九龍城區居民
June 2010	高木春	一位九龍城區居民
Comment Forms collected on Concluding Meeting on 5 June 2010		
<u>Topic 1</u>		
5 June 2010	陳海健	土瓜灣十三街社區關注組
5 June 2010	MARY	TST
5 June 2010	張秉忠	馬頭圍重建關注組
5 June 2010	張超雄	
5 June 2010	凌鳳霞	官塘區
5 June 2010	張耀棠	土瓜灣居民
5 June 2010	伍錦超	H15 關注組
5 June 2010	吳彥強	灣仔
5 June 2010	(無名氏)	
5 June 2010	Candy	CFSC SST
5 June 2010	Jeffrey	KT SST
5 June 2010	陳凱姿	
5 June 2010	Paul Zimmerman	Designing HK
5 June 2010	李維怡	
5 June 2010	Philip Fung	Hong Kong Institute of Land Admistrain
5 June 2010	岑學敏	社區文化關注
5 June 2010	王浩賢	
5 June 2010	Chris Wong	

5 June 2010	邱鳳美	深水埗
5 June 2010	李超錯	
5 June 2010	鄭月娥	
5 June 2010	楊國榮	
5 June 2010	羅國威	
5 June 2010	冼鳳儀	深水埗
5 June 2010	IU SIU YUNG	
5 June 2010	賴建國	
5 June 2010	區國權	
5 June 2010	Tony Hui	
<u>Topic 2</u>		
5 June 2010	張耀棠	土瓜灣居民
5 June 2010	姚清保	深水埗順寧道
5 June 2010	王浩賢	
5 June 2010	芳姐	南土瓜灣關注組
5 June 2010	曾音拳及劉偉忠	
5 June 2010	IU SIU YUNG	
5 June 2010	張超雄	
5 June 2010	Paul Zimmerman	Designing HK
5 June 2010	張太	
5 June 2010	柳安怡	
5 June 2010	HO KA YIN	
5 June 2010	MAY LEUNG	南土瓜灣關注組
5 June 2010	Steve Cheung	
5 June 2010	麥婉儀	馬頭圍/春田街塌樓重建關注組
5 June 2010	馮志明	
5 June 2010	黃燕芬	馬頭圍道塌樓重建關注組
5 June 2010	吳彥強	
5 June 2010	伍錦超	H15 關注組
5 June 2010	HO WAN TEUNG	
5 June 2010	張善怡	
5 June 2010	IU SIU YUNG	
5 June 2010	羅國威	
5 June 2010	湛淦樞	
5 June 2010	候志宏	

5 June 2010		深水埗海壇街通州街北河街
5 June 2010	(無名氏)	
5 June 2010	Patrick Chung	Hong Kong Institute of Real Estate Administrators
5 June 2010	陳凱姿	
5 June 2010	葉美容	
5 June 2010	何國強	
5 June 2010	不平人	
<u>Topic 3</u>		
5 June 2010	Chris Wong	
5 June 2010	張超雄	
5 June 2010	Steve Cheung	
5 June 2010	李炳權	
5 June 2010	伍錦超	H15 關注組
5 June 2010	吳彥強	灣仔
5 June 2010	(無名氏)	
5 June 2010	湛淦樞	
5 June 2010	王浩賢	
5 June 2010	江擇文	
5 June 2010	Paul Zimmerman	Designing HK
5 June 2010	區國權	
5 June 2010	(無名氏)	
5 June 2010	Lui Tak Shing	
5 June 2010	梁太	
	<u>Total:</u>	<u>86</u>

Date	Name	Organisation
URS Review website (e-blog & e-forum) / Public Affairs Forum website		
URS Review website (e-blog)		
1 February 2010	MaTau Wai Road 45A to J should be redeveloped	
1 February 2010	馬頭圍道 45J 塌樓悲劇	
23 February 2010	MoLeung, LEE	
6 March 2010	Singles	
16 March 2010	Little Lady Gaga	
30 March 2010	年青人	
31 March 2010	紅姑(不是鍾楚紅)	
16 June 2010	月鳥 i@like.ws	
URS Review website (e-forum)		
16 January 2010	Mr. Chan	
01 February 2010	Joyce	
3 February 2010	jso	
21 February 2010	hemnett	
25 February 2010	peako	
27 February 2010	MR. to	
5 March 2010	Kau	
29 March 2010	Lam Ka-yan	
26 April 2010	Miss Lau	
26 April 2010	Mr. Tong	
23 May 2010	十三街的八十後	
06 June 2010	CC	
11 June 2010	David So	
25 June 2010	民主建港協進聯盟	
27 June 2010	Ms F	
28 June 2010	MR. To	
09 July 2010	Lam chi kam	
Message from CR1 message board		
03 February 2010	豪仔	
03 February 2010	terry	
04 February 2010	阿珍	
04 February 2010	阿寶	

05 February 2010	少 D2R、多 D2R	
05 February 2010	有相信市建局有 4R	
05 February 2010	不明人	
05 February 2010	推到完場	
05 February 2010	萊	
06 February 2010	張	
06 February 2010	tung	
07 February 2010	樓意	
11 February 2010	祥	
11 February 2010	范紫齊	
13 February 2010	Mr. Cheung	
13 February 2010	Fai Fai	
14 February 2010	買了五十年樓齡唐樓自 住的八十後上	
15 February 2010	十三街	
18 February 2010	婉儀	
18 February 2010	tam s.y.	
18 February 2010	市建局貪錢	
20 February 2010	kekeke	
20 February 2010	天台租客	
22 February 2010	發記	
22 February 2010	土瓜灣張先生	
24 February 2010	小肥	
26 February 2010	買了五十年樓齡唐樓自 住的八十後上	
27 February 2010	Titi	
27 February 2010	jason	
27 February 2010	天台屋	
27 February 2010	Tina	
27 February 2010	Lamshekho	
07 March 2010	堅	
Public Affairs Forum website		
19 May 2010	Message #1	
21 May 2010	Message #2	
23 May 2010	Message #3	

25 May 2010	Message #4	
27 May 2010	Message #5	
30 May 2010	Message #6	
01 June 2010	Message #7	
02 June 2010	Message #8	
05 June 2010	Message #9	
07 June 2010	Message #10	
08 June 2010	Message #11	
17 June 2010	Message #12	
17 June 2010	Message #13	
20 June 2010	Message #14	
21 June 2010	Message #15	
23 June 2010	Message #16	
23 June 2010	Message #17	
23 June 2010	Message #18	
25 June 2010	Message #19	
26 June 2010	Message #20	
28 June 2010	Message #21	
28 June 2010	Message #22	
29 June 2010	Message #23	
30 June 2010	Message #24	
30 June 2010	Message #25	
30 June 2010	Message #26	
24 May 2010	Message #27	
02 July 2010	Message #28	
	<u>Total: 86</u>	

Radio Programme	
Date	Programme
6 February 2010	市區更新多聲道(1)
13 February 2010	市區更新多聲道(2)
20 February 2010	市區更新多聲道(3)
27 February 2010	市區更新多聲道(4)
8 March 2010	RTHK Radio 3 - Backchat
27 March 2010	商業一台 – 政經星期六
	<u>Total:6</u>

TOTAL: 264

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