

## **Cases referred to independent Mediators through Building Management Mediation Co-ordinator's Office from 01/01/2019 to 31/12/2019**

In 2019, a total of 71 cases have been referred to mediators by the BMMCO. As at 31 December 2019, mediation has been conducted and completed in 64 cases, of which 34 have been settled after mediation. The success rate, based on cases completed, is 53%. The average duration between the date of appointing mediator to the date of completion of the whole mediation process, on average, is 48 days.

Over average, it took 4 hours to reach a full agreement, 5 hours to reach a partial agreement and 4 hours to reach no agreement.

Regarding the cost of mediated cases, in year 2019, none of them appointed fee-charging mediators.

According to the record kept by BMMCO, 100% cases appointed mediators who offer mediation services on a pro-bono basis.

Cases referred to independent Mediators through  
Building Management Mediation Co-ordinator's Office

(From 01/01/2019 to 31/12/2019)

Level of agreement reached	Number of cases (%)	Average Time spent on Mediation per case (hour)	Average Cost of Mediation per case <sup>+</sup> (HK\$)
Cases with Full agreement	22 (34%)	4	-
Cases with Partial agreement	12 (19%)	5	-
<b>Total number of cases with full/partial agreement</b>	<b>34 (53%)</b>	-	-
Cases with No agreement	30 (47%)	4	-
Sub-total (Cases with Mediation)		64	
Cases settled/ withdrawn/ discontinued without mediation		4	
Others (e.g. result pending, etc)		3	
Total:		71	
Duration of the Whole Mediation Process (days) <sup>v</sup>		48	

<sup>+</sup> It only includes cases appointed fee-charging mediators; of the cases referred in year 2019, none of them appointed fee-charging mediators.

<sup>v</sup> It refers to the average duration between the date of appointing mediator to the date of completion of the whole mediation process (in days); and it is arrived by having the total number of days reported for the mediation process, divided by the number of cases with duration reported over that year.