

**Kowloon City District Urban Renewal Forum**

# **Urban Renewal Plan for Kowloon City**



## **Final Report of Social Impact Assessment**

**(PLNQ 4 / 2012)**

**Department of Applied Social Studies  
City University of Hong Kong**

**June 2014**

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# **I. BRIEF INTRODUCTION TO SOCIAL IMPACT ASSESSMENT**

## **I.1. RESEARCH BACKGROUND**

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- I.1.1. Promulgated in 2011, the Urban Renewal Strategy (URS) has proposed to set up an advisory platform, District Urban Renewal Forum (DURF), to adopt a “People first, district-based, public participatory” approach in carrying out urban renewal. In June 2011, the first pilot DURF in Kowloon City was established. As one of the old districts, Kowloon City has over 1,000 buildings aged over 50 years, one-quarter of the total number of same type of buildings in Hong Kong. Many dilapidated buildings are in the district but there are only a few Urban Renewal Authority (URA) or private-led redevelopment projects involved. The Kowloon City DURF (KCDURF), as a newly-established advisory body, whose major responsibilities are to formulate the renewal plan for Kowloon City; to advise the Government, e.g. the areas where redevelopment and rehabilitation to be conducted; and to give recommendations on heritage conservation and revitalization.
- I.1.2. Under this framework, the KC DURF commissioned a team of Consultants to start a study on Urban Renewal Plan for Kowloon City (Planning Study) and social impact assessment (SIA) in May 2012. Between August and September 2012, as well as between April and June 2013, two stages of public engagement programmes were conducted, to collect opinions from local residents and different stakeholders extensively, in order to deliver the Urban Renewal Plan (URP) in a comprehensive and integrated manner.
- I.1.3. This report aims to summarize the major findings of the two reports from the two stages of SIA<sup>1</sup>.

## **I.2. PROJECT OBJECTIVES & MAIN TASKS**

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- I.2.1. This SIA focuses on the study of the social impact of urban renewal plans on the community and provides recommended mitigation measures. It is conducted through research on SIA and planning, in parallel with two stages of public engagement programmes. Interactions of all parties were encouraged, to allow DURF to formulate the URP. The main tasks of the SIA include:

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<sup>1</sup> The two SIA reports are available at the Kowloon DURF website <http://www.durf.org.hk/>

- a. based on the preliminary proposals approved by the KCDURF, to outline the community profile of the affected areas, for better overview of the social capital;
- b. to provide related information of social impact to the public participatory Consultants, as to assist them in designing the public engagement strategies of the two stages of SIA and conducting public participatory activities;
- c. based on the community survey conducted by the SIA Consultants and the public participatory activities of Stage 1, to identify the potential affected stakeholders and to collect their opinions on social impact. An analysis of potential social impacts of the Preliminary Urban Renewal Proposals of Kowloon City is then delivered, discussing its nature, importance and coverage. These results would be taken account in formulating the Draft Urban Renewal Proposal for Kowloon City (DURP), and be used at the Stage 2 of public participatory activities;
- d. to recommend mitigation measures to address the potential social impacts, as stated in the DURP; and
- e. Planning Consultants collect the results from Stage 2 of public participatory activities and revise the DURP. SIA Consultants would then update the results of SIA and further deliver recommended mitigation measures so as to assist the Planning Consultants to finalize the URP. (see figure 1.1).

### **I.3. METHOLOGY**

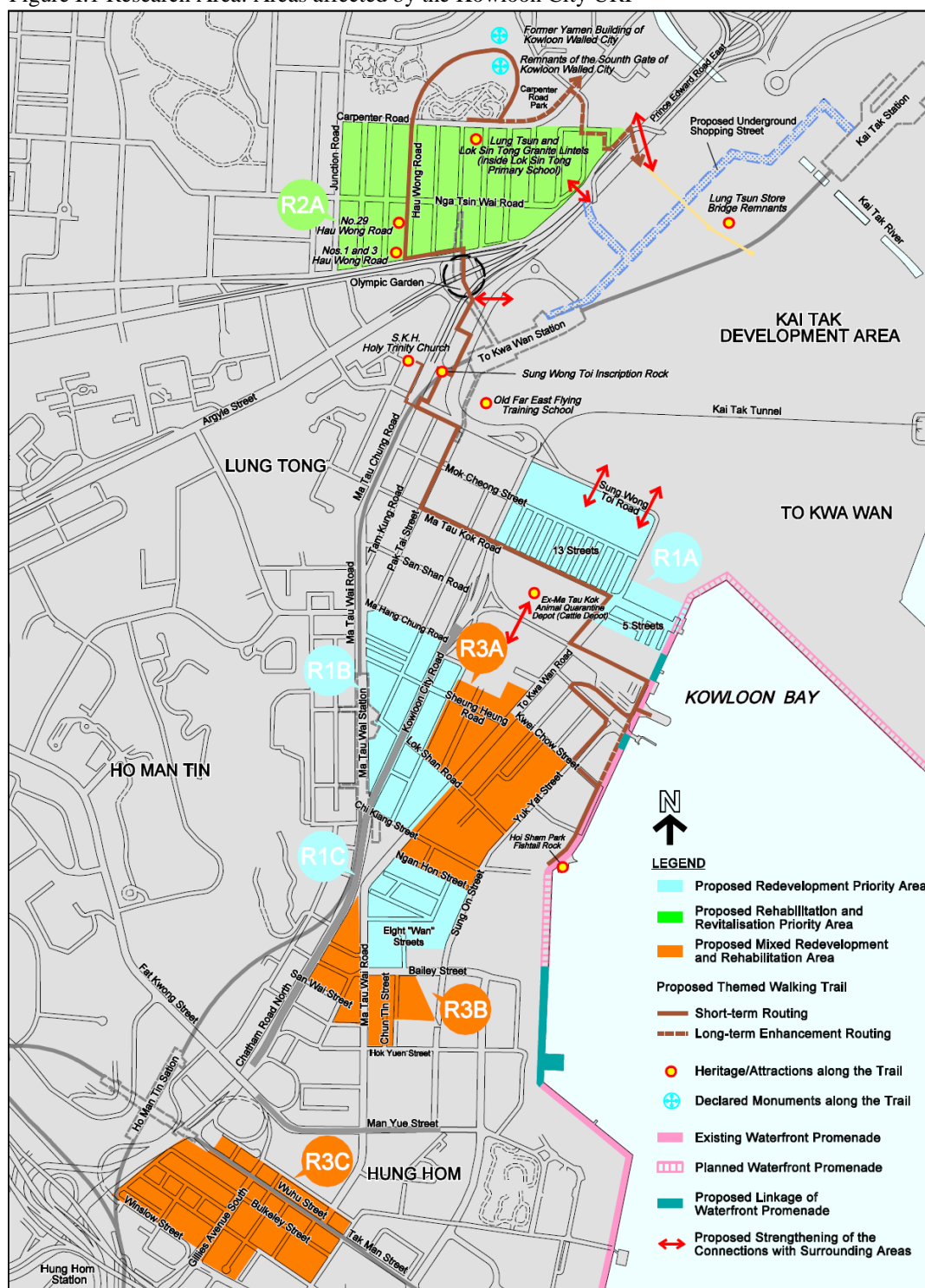
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- I.3.1. SIA is conducted by collecting data from different sources. A community profile is outlined by studying the living conditions of residents in Kowloon City, each district and the areas affected by urban renewal. A questionnaire survey is launched to examine the potential impact on areas affected by the URP. After that, face-to-face interviews with the important stakeholders in the community are conducted in order to tailor-make appropriate mitigation measures for each affected stakeholder. Interactions between SIA Consultants and the Planning Team take place, to share practical and relevant information.
- I.3.2. This research aims at analysing the livelihood of those living in areas affected by the URP. Kowloon City is divided into three major areas and seven sub-areas.

Table 1.1 Research Area: Areas affected by the Kowloon City URP

<b>Type of area</b>	<b>Affected sub-areas</b>
( R1 ) Proposed Redevelopment Priority Area	( R1A ) “5 Streets” and “13 Streets” (To Kwa Wan) ( R1B ) Kowloon City Road and Lok Shan Road (To Kwa Wan) ( R1C ) Eight “Wan” Streets / Ngan Hon Street / Sung On Street (To Kwa Wan)
( R2 ) Proposed Rehabilitation and Revitalization Priority Area	( R2A ) Nga Tsin Wai Road (Long Tong)
( R3 ) Proposed Mixed Redevelopment and Rehabilitation Area	( R3A ) Ngan Hon Street / Sheung Heung Road / Kwei Chow Street / Yuk Yat Street (To Kwa Wan) ( R3B ) Bailey Street / Chun Tin Street / San Wai Street / Chatham Road North (Hung Hom) ( R3C ) Wuhu Street / Winslow Street / Gillies Avenue South (Hung Hom)

Figure I.1 Research Area: Areas affected by the Kowloon City URP



#### **Proposed Redevelopment Priority Area**

R1A: “5 Streets” and “13 Streets” (To Kwa Wan)

R1B: Kowloon City Road and Lok Shan Road (To Kwa Wan)

R1C: Eight “Wan” Streets / Ngan Hon Street / Sung On Street

#### **Proposed Rehabilitation and Revitalization Priority Area**

R2A: Nga Tsin Wai Road (Long Tong)

#### **Proposed Mixed Redevelopment and Rehabilitation Area**

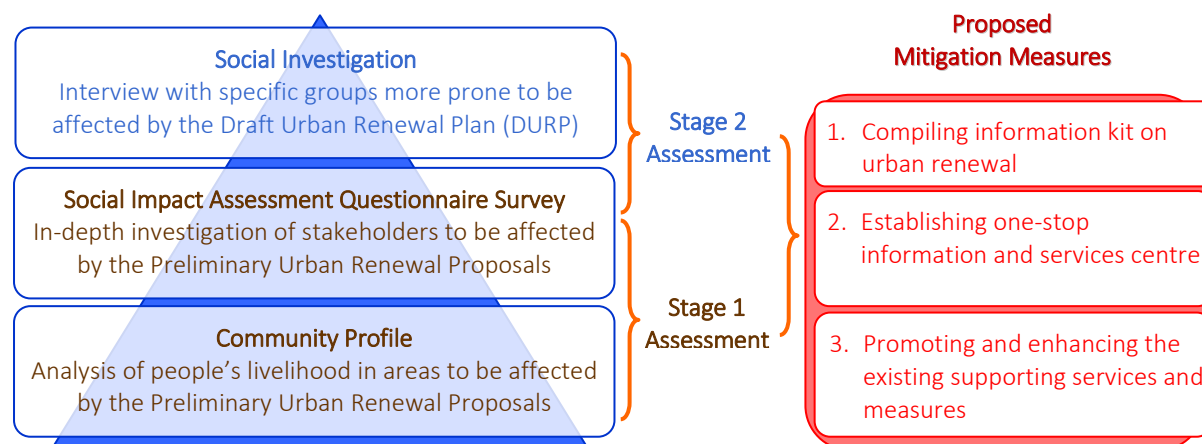
R3A: Ngan Hon Street / Sheung Heung Road / Kwei Chow Street / Yuk Yat Street (To Kwa Wan)

R3B: Bailey Street / Chun Tin Street / San Wai Street / Chatham Road North (Hung Hom)

R3C: Wuhu Street / Winslow Street / Gillies Avenue South (Hung Hom)

- I.3.3 This assessment focuses on the study of the recommendations on URP which involve redevelopment and rehabilitation.

Figure I.2 Study methodology on SIA



## STAGE 1 SIA

- I.3.4. The Stage 1 of SIA consists of two parts: (1) community profile and (2) questionnaire survey of SIA. It was conducted between mid-May and mid-November 2012. A community profile is compiled, to help understand the livelihood of residents in the areas affected by the URP and their opinions of URP. SIA questionnaires are for evaluating the potential impact of URP, directly or indirectly, long-, medium- or short-term, positively or negatively, on the affected areas. Based on the research analysis, some preliminary mitigation measures are proposed in the report from the Stage 1SIA.

### Community Profile

- I.3.5. Community profile is compiled by adopting both quantitative and qualitative data collection methods. **Quantitative data** are collected from the major street zones in the Population Census 2011, while **qualitative data** are collected through 22 interviews / consultation sessions with stakeholders, eight site visits in the affected areas and two focus groups' meetings. The interviewees / targets for consultations include District Council members, residents and business owners in the affected areas, social workers from non-governmental organizations (NGOs), heads of business associations, local concern groups, Muslim religious leaders in the community and etc. The focus groups consist of rooftop dwellers in To Kwa Wan and ethnic minority residents in To Kwa Wan. More details can be found in Table I.2.



Table I.2 Interviewees of stage 1 of SIA

Stakeholders participating face to face interviews		
District Council Members of Kowloon City		Lau Wai-wing (Chairman of the Kowloon City District Council)
		Ng Po-keung
		Pun Chi-man
		Pun Kwok-wah
		Siu Yuen-sheung
		Wong Yun-cheong
		Yum Kwok-tung
		Yeung Chun-yu
Business owners / their representatives		Life Chairman and president of Hong Kong Funeral Business Association
		President, executive vice-president and permanent secretary of the Hong Kong Vehicle Repair Merchants Association
		Vice-chairperson of Diamond Federation of Hong Kong
Social organizations	welfare	Project coordinator and program assistant of Lok Sin Tong Benevolent Society, Kowloon
		Director and deputy director of Kai Tak Peace Evangelical Center
		Director of Caritas Community Centre - Kowloon
		Pakistani social worker at Caritas Community Centre - Kowloon*
		Muslim religious leader in To Kwa Wan *
		Director of Urdu Neighbour Centre*
Residents		Group members of Caritas Community Centre
		Kowloon City Community Concern Group and residents
		Rooftop dwellers
Government / relevant departments		District officer and assistant district officer of Kowloon City
		Committee chairperson of Long Tong District
Site visits of the affected sub-areas		
Sub-area		Led by
R1A	“5 Streets”	About 10 local residents
	“13 Streets”	Staff of the Hong Kong Vehicle Repair Merchants Association
		Residents of “13 Streets”
		Rooftop dwellers

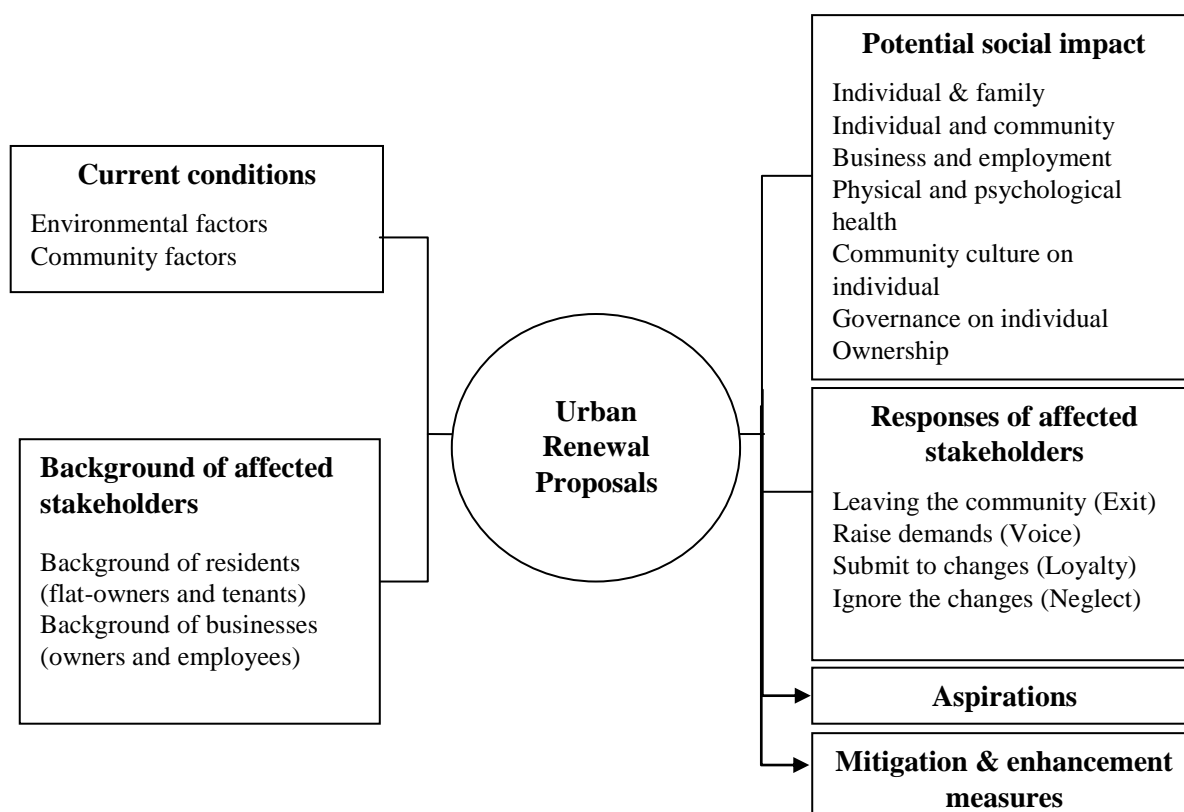
<b>R1B</b>	<b>Kowloon City Road</b>	Members of Kowloon City Road Renewal Concern Group and residents of the neighbourhood
		Representative of the mosque
	Sheung Heung Road	Residents of Wing Yiu Street (private street)
<b>R2A</b>	<b>Kowloon City</b>	Ethnic minority staff of Lok Sin Tong
<b>Participants of the focus groups</b>		
Ethnic minority residents		
Rooftop dwellers in To Kwa Wan		

\*Departments or organizations which serve the ethnic minorities

### Questionnaire survey of SIA

- I.3.6. Two sampling techniques are adopted in the stage 1 SIA, namely stratified sampling and purposive convenient sampling. Stratified sampling is to ensure significant representation, while Consultants would conduct systematic survey in each major street in order to have certain representatives from the major sections of each affected area. Purposive convenient sampling takes place when Consultants approach the local organizations, such as members of District Council, local concern groups and NGOs. They would help distribute the questionnaires to the “hidden” stakeholders and a total of 1,138 valid questionnaires from residents and business owners are returned.
- I.3.7. Due to various environmental factors (such as noise, air pollution and greening, etc.) and community factors (such as social capital, mutual help network, participation in the community and etc.), as well as different proposals, residents and business owners would face very different social impacts. Foreseeing this, the research team covers all affected areas in the SIA questionnaire survey, to understand the current conditions of residents and business owners, their background, the social impacts occurred from different proposals, their responses, their expectations, the mitigation and enhancement measures they would expect. The blue-print of the questionnaire is shown as follows:

Figure I.3 Design framework of the SIA questionnaire



I.3.8 Among the returned 1,138 questionnaires, 714 come from residents and 424 are completed by business owners. The details of the two-part questionnaires are shown as follows:

Table I.3 Target sample size, actual sample size in stratified sampling and purposive convenient sampling of residents in affected areas & sub-areas

Areas affected by URP	Sub-areas	Target sample size <sup>2</sup>		Sampling method		Actual sample size		Compliance rate (%)
				Stratified sampling (a)	Purposive convenient sampling (b)	Sub-areas (a+b)	Areas	Areas
Proposed Redevelopment Priority Area (R1)	"Five Streets" and "13 Streets" (R1A)	56	200	41	82	123	296	148%
	Kowloon City Road and Lok Shan Road (R1B)	85		60	37	97		
	Eight "Wan" Streets / Ngan Hon Street / Sung	59		25	51	76		

<sup>2</sup> The target sample size is calculated based a percentage of the actual population of each sub-area.

	On Street (R1C)							
Proposed Rehabilitation and Revitalization Priority Area (R2)	Nga Tsin Wai Road (R2A)	115	200	86	19	105	183	91.5% <sup>3</sup>
	Winslow Street / Gillies Avenue South (R2B) <sup>4</sup>	85		55	23	78		
Proposed Mixed Redevelopment and Rehabilitation Area (R3)	Ngan Hon Street / Sheung Heung Road / Kwei Chow Street / Yuk Yat Street (R3A)	116	200	113	25	138	235	118%
	Bailey Street / Chun Tin Street / Sung On Street (R3B) <sup>5</sup>	26		15	9	24		
	Whampoa Street / Bulkeley Street / Wuhu Street (R3C)	58		61	12	73		
Total questionnaires returned by residents:							714	

<sup>3</sup> In Area R2, 202 questionnaires are returned. 19 are found to be filled out by residents under 18 years old, and therefore excluded at the assessment and inputting data process. This causes the actual sample size to be lower than the target sample size of 200. Yet, it is believed a minor deficit would not affect the accuracy of the analysis.

<sup>4</sup> Amendments have been made at the Kowloon City URPs. The Winslow Street / Gillies Avenue South (R2B) are moved from Proposed Rehabilitation and Revitalization Priority Area to Proposed Mixed Redevelopment and Rehabilitation Area. Together with Whampoa Street / Bulkeley Street / Wuhu Street, they form a new sub-area R3C.

<sup>5</sup> Amendments have been made at the Kowloon City URPs. Sunshine Plaza is removed from the Proposed Mixed Redevelopment and Rehabilitation Area and in Hong Hum, Bailey Street / Chun Tin Street / Sung On Street, together with Ma Tau Wai Road and its triangular junction with Chatham Road North, form a new sub-area R3B.

Table I.4 Target sample size, actual sample size in Stratified sampling and Purposive convenient sampling of businesses in affected areas &amp; sub-areas

Areas affected by URP			Target sample size	Sampling method		Actual sample size	Compliance rate (%)
				Stratified sampling	Purposive convenient sampling		
Business	Proposed Redevelopment Priority Area (R1)	Vehicle repair workshops	100	116	9	125	125%
		Non-Vehicle repair workshops					
	Rehabilitation and Revitalization Priority Area (R2) + Proposed Mixed Redevelopment and Rehabilitation Area (R3)	Restaurants in R2A	200	229	12	231	116%
		Non-restaurants in R2A					
		Funeral-related shops in R2B and R3C					
		Non-funeral-related shops in R2B and R3C					
	Revitalizing Business Area (RB) <sup>6</sup>	All shops in R3A and R3B	100	23	45	68	68% <sup>7</sup>
		Jewelry stores					
		Non-jewelry stores					
Total questionnaires returned by businesses:						424	

<sup>6</sup> Amendments are made at the Kowloon City URPs. The revitalizing business area of Hok Yuen Street / Hok Yuen Street East / Man Yue Street in Hung Hom has been removed.

<sup>7</sup> The response rate of jewelry stores is lower than expected. Consultants have made many rounds of exchange with jewelry trade associations and received only 68 questionnaires. Though short from its target sample size of 100, it is believed these questionnaires carry reasonable representation.

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## STAGE 2 SIA

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I.3.9. Stage 2 SIA aims to discuss the relevance of the recommended mitigation measures from Stage 1, through meetings with focus groups, questionnaire survey and face-to-face interviews. Stage 2 SIA was conducted between late November 2012 and early December 2013.

### **Focus groups**

I.3.10. Apart from the information obtained from the focus groups and questionnaire survey of the Stage 1 SIA, Consultants also contact business owners and residents (including different groups such as owners, tenants, new arrivals, elderly, ethnic minorities and rooftop dwellers), to deepen their understanding of the stakeholders' opinions. Three meetings with business owners and eight meetings with the residents, as focus groups, were conducted. Apart from participants being referred by the social welfare organizations, Consultants have also randomly chosen participants from the questionnaire survey of Stage 1 to join the focus groups. The details of the focus groups are listed as follows.

#### ***Business owners***

I.3.11. The results of the stage 1 SIA show that restaurant and jewelry store owners were not worried about the negative impact of urban renewal, while vehicle repair workshop owners expressed more concerns about “dismissal of staff / loss of opportunity to make a living” when compared with others. The funeral and related industries would not encounter obvious challenges at the urban renewal process. Yet, these two sectors are indeed incompatible with the residential land use of the neighbourhood and the businesses would face difficulties at the redevelopment process. Consultants have put them to focus groups at Stage 2 of SIA, three meetings were organized on 26<sup>th</sup> November (funeral and related industries), 27<sup>th</sup> November (vehicle repair industry in To Kwa Wan in sub-areas R1B and R1C) and 29<sup>th</sup> November 2012 (vehicle repair industry in To Kwa Wan in Sub-area R1A), to further discuss their problems and expectations of urban renewal.

Table I.5 Characteristics of business owners in the focus groups

Target groups	No. of participants	No. of focus groups	Characteristics
Funeral and related industries	4	1	<ul style="list-style-type: none"> <li>- All are employers and owners of business properties</li> <li>- Male: 75.0%; Female: 25.0%</li> </ul>
Vehicle repair industry	8	2	<ul style="list-style-type: none"> <li>- All are employers</li> <li>- Owners of business properties: 80.0%; tenants: 20.0%</li> <li>- Male: 93.3%; female: 6.7%</li> </ul>
	22		

***Residents***

I.3.12 Between April and May 2013, Consultants held eight focus group meetings to discuss with the residents.

Table I.6 Characteristics of residents in the focus groups

<b>Target groups</b>	<b>No. of participants</b>	<b>No. of target groups</b>	<b>Characteristics</b>
Flat owners	9	1	<ul style="list-style-type: none"> <li>- Self-occupied flat owners: 44.4% (other participants have not indicated if properties are tenanted)</li> <li>- Male: 33.3%; female 66.7%</li> <li>- Age: 36-59</li> </ul>
Tenants and new arrivals	12	2	<ul style="list-style-type: none"> <li>- Parents with children at schools: 84.2%</li> <li>- New arrivals: 52.6%</li> <li>- Male: 10.5%; female: 89.5%</li> <li>- All are tenants</li> </ul>
	7		
Elderly people	21	1	<ul style="list-style-type: none"> <li>- Entirely elderly households: 47.6%</li> <li>- Elderly living alone: 33.3%</li> <li>- Male: 47.6%; female: 52.4%</li> <li>- Self-occupied flat owners: 38.8%; tenanted flat owners: 23.1%; tenants: 19% ; those who have not revealed their identity as flat owners or tenants:19.1%</li> </ul>
Ethnic minority residents	8	2	<ul style="list-style-type: none"> <li>- All are adult men and tenants</li> </ul>
	3		
Rooftop dwellers	3	2	<ul style="list-style-type: none"> <li>- Rooftop construction owners: 40.0%; tenants: 60.0%</li> <li>- Male: 20.0%; female: 80.0%</li> </ul>
	2		

### Questionnaires returned from public engagement programmes

I.3.13. Furthermore, Consultants introduce the recommended mitigation measures and seek feedback at the public engagement activities of the stage 2 SIA. Questionnaires have been distributed at four public participatory community workshops, for further consultation. 139 questionnaires are returned (for details, please refer to Section 2.2 of Chapter 3). The characteristics of the stakeholders are listed as follows:

Table I.7 Characteristics of stakeholders taking part in the questionnaire survey

	Characteristics
<b>Residency</b>	Local: 83.5%; non-local: 4.3%; no information: 12.2%
<b>Local residents' average length of residency</b>	24.6 years (applied only to local residents)
<b>Ownership / tenancy</b>	Self-occupied owners: 69.1%; owners of tenanted properties: 5.0%; tenants: 7.2%; others: 5.8%; no information: 12.3%
<b>Participation in other public engagement programmes</b>	Participation in other public engagement programmes: 31.7%; no participation in other public engagement programmes: 45.3%; no information: 3.0%

### Face-to-face interviews

I.3.14. Consultants conducted seven face-to-face interviews, to collect Government departments and social welfare institutions' comments on the recommended mitigation measures.

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## THE WORKFLOW OF SIA

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I.3.15. The following chart shows the workflow of the two stages of SIA and interactions between different Consultant teams. The interactions could be grouped in six categories, please see items (a) to (f):

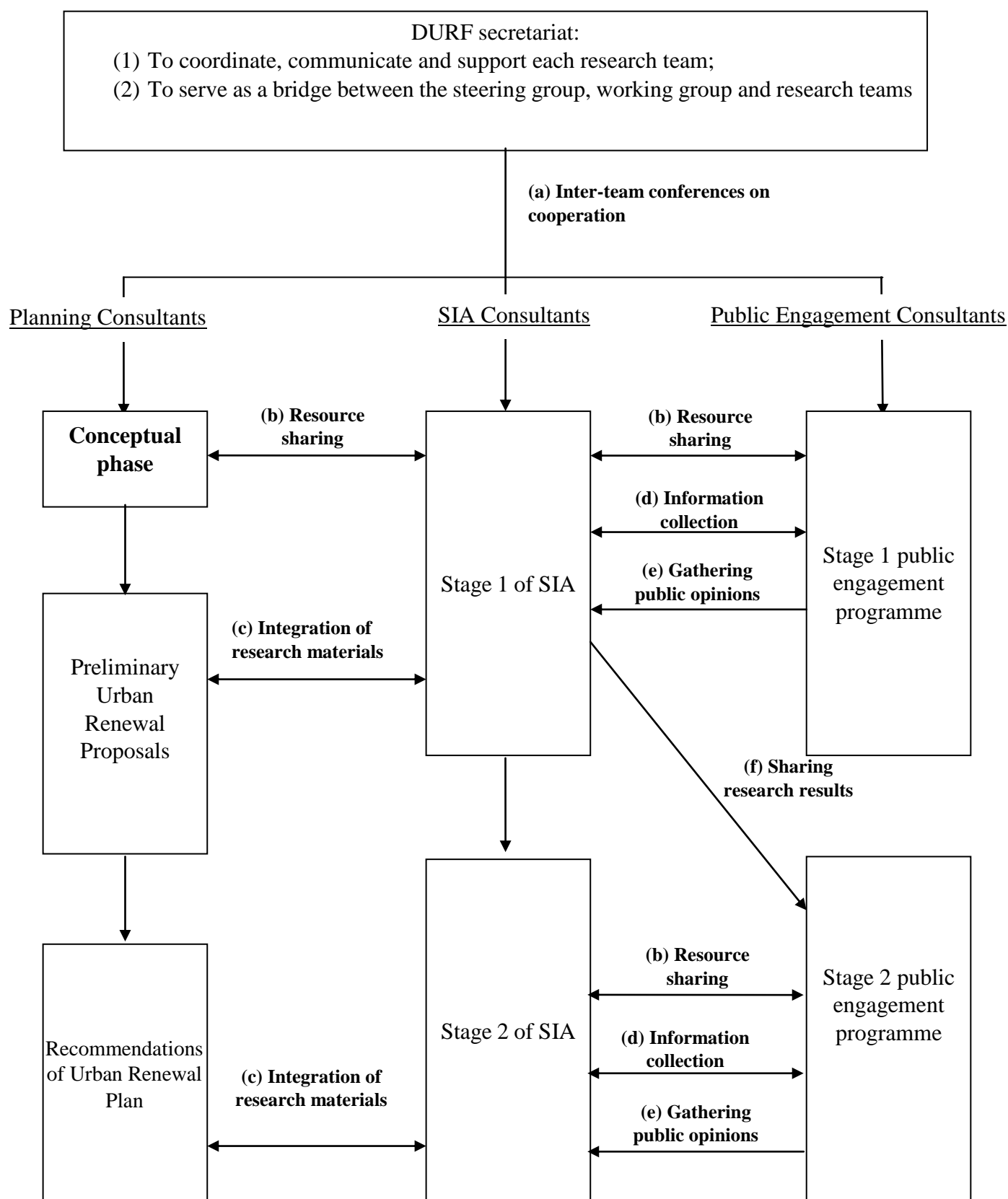
- a. **Inter-team conferences on cooperation:** this research involves many different conferences on cooperation, such as the steering group, working group meetings, secretariat's conference, cooperation conferences on data collection and etc. SIA Consultants also attend the briefing meetings when needed, to have a deeper understanding of stakeholders' views on URP.
- b. **Resource sharing:** each team would share resources during the project, such as the contact methods of local organizations.
- c. **Integration of research materials:** Consultants of SIA and the planning teams exchange their professional knowledge and share their research findings. Together, they make a comprehensive study of the urban renewal needs and



potential impacts on Kowloon City; and formulate appropriate mitigation measures for URP.

- d. **Information collection:** Consultants of the SIA team work with the public engagement Consultants and have divided certain roles in information collection, avoiding duplication of resources and unnecessary disturbance to the residents.
- e. **Gathering public opinions:** Local residents' opinions have been collected during the two stages of SIA, which help enrich the results of SIA.
- f. **Sharing research results:** Public Engagement Consultants use the results of the stage 1 SIA, to design materials for public participation in the stage 2 of SIA.

Figure I.4 Workflow of SIA



## II. COMMUNITY PROFILE

### II.1. ANALYSIS & BRIEF INTRODUCTION OF THE COMMUNITY PROFILE

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II.1.1 The compilation of the community profile aims at analysing the livelihood of those living in areas affected by the URP. The Consultants analyse the data of the major street zones in the Population Census 2011, conduct site visits, carry out questionnaire survey and collect views of stakeholders from the public participatory community workshops. Under the Urban Renewal Strategy, community profile should analyze the following aspects of the affected areas:

- a. Demographic characteristics
- b. Socio-economic characteristics
- c. Living conditions
- d. Level of over-crowdedness
- e. Characteristics of business activities, including small shops and street vendors
- f. Existing amenities, community and welfare facilities
- g. Historical background
- h. Cultural and local characteristics

**The report from the stage 2 SIA** provides the detailed analysis of the community profile, while this report lists the major findings.

### II.2. DEMOGRAPHIC CHARACTERISTICS OF THE AREAS AFFECTED BY URP

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II.2.1. The total population of the affected areas (R1, R2 and R3) was 89,596, in 32,711 domestic households. R3 was the most populated, with 44,794 people (50%); 31,512 (35.2%) living in R1; and the population in R2 was 13,290 (14.8%). The absolute population is highly linked to the size of the area and the density of housing development. Among the sub-areas, R1C has the highest population density, followed by R3A and R3C. (Please refer to **the report from the stage 2 SIA**, for a detailed analysis of the community profile)

II.2.2. **Elderly people:** In the affected areas, about 20% of the population are people aged 60 or above. Among the affected households, 8.2% are households of single-elderly people and 14.7%, or 4,804 households are all-elderly households. In Kowloon City, 22.2% of the population are elderly people, 3.1% higher than the average figure in

Hong Kong. Elderly people often encounter the following difficulties: 1) no elevators in the old buildings, which restricts their mobility; 2) as retirees, they have no income and live on limited savings. They find the maintenance fees unaffordable and it leads to serious housing disrepair and deteriorating living conditions; 3) most elderly property owners are less educated and can neither distinguish the authenticity of contracts, nor understand their terms and conditions. As a result, they are afraid of being cheated and have little trust on others.

- II.2.3. **Children and youth:** There are 10,700 students aged 14 or under (accounting 11% of the affected population), higher than the average figure of Hong Kong (8.6%). 5,141 fall into the age group of 15 to 19, accounting 5.3% of the affected population and close to the average figure of Hong Kong. They typically study in local schools. For family households, 11,085 or 33.9% of the affected households have family members under 18 years old, 3.1% lower than the average figure of Hong Kong (37%). From the face-to-face interviews, consultation and site visits, it is found that many new arrivals and ethnic minority households have children in primary and secondary schools.
- II.2.4. **New arrivals:** Many affected residents were new arrivals,<sup>8</sup> accounting 4.31% of the affected population, higher than the average figure of Hong Kong (2.4%). The majority of them lived in Sub-area R1C (accounting 9.4% of the population in this sub-area) and followed by Sub-area R1A (6%).
- II.2.5. **Rooftop dwellers:** Rooftop constructions generally exist in the affected area, in some buildings, they have been built in an interlocked manner. Some stakeholders reflect that the rooftop dwellers in the “13 Streets” are mainly new arrivals from mainland China while not many local tenants live there. Many rooftop dwellers (new arrivals) bought these constructions with cash for years or even longer ago, they were not informed that these constructions were illegal at the time of purchasing. The majority of interviewees admit that they have only about their homes are illegal construction in the recent two to three years. They all insist that at urban renewal, the Government should reallocate them, such as arranging them to live in public housing, otherwise they would fight for it.
- II.2.6. **Ethnic minorities:** Filipinos, Indonesians, White people and Japanese were the four least affected ethnic groups, while more Indians, Pakistanis and Thais, with a total of 2,351 are affected (these three ethnic groups make up 40.4% of the ethnic minority population in the affected areas). The Thais are relatively well-off in terms of community support and economic well-being, and are capable to integrate into Hong Kong society. It is noteworthy that the majority of Indians and Pakistanis live in Area R1 (a total of 1,064, accounting to 3.4% of the population in R1), while 110 and 547 Indians and Pakistanis are living, accounting to 0.5% and 1.2% of population in Area

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<sup>8</sup> New arrivals are people who have resided in Hong Kong for less than seven years.

R2 and Area R3 respectively. Appropriate measures should be taken, to address the challenges they face at the process of urban renewal.

- II.2.7. Almost all ethnic minority residents in the district are tenants. They tend to have lower income, limited budget for rent and live in overcrowded flats. Currently the rents in To Kwa Wan are lower than other districts and it is expected that after urban renewal, ethnic minorities would find it difficult to get affordable flats in other communities.

#### **Ethnic minority: Pakistanis**

- II.2.8. Pakistani residents belong to the lower income group, mostly working for the construction and transport sectors. They choose to live in old flats in To Kwa Wan due to the cheaper rents in the district. They live in over-crowded flats, a family of three to five people often share a flat of 200 square feet. Due to the lack of support and low income, they encounter enormous difficulties to look for new flats with low rents and the locations near their workplace once their current flats are affected by redevelopment. Pakistani women seldom have social life while Pakistani men's social life is often limited to religious activities in mosque. They have their roots in To Kwa Wan and children are studying in local schools. Due to economic and religious needs, as well as local landlords' reluctance to accept ethnic minority tenants, they have limited choice in flats. In general, they are not informed of their own rights and generally do not know Chinese or English, which makes them the most vulnerable group when they face urban redevelopment.

#### **Ethnic minority: Indians**

- II.2.9. Indian residents in Kowloon City tend to be socio-economically disadvantaged. At the focus groups' meetings, stakeholders point out that 70% to 80% of them are living on social security assistance, and in general, are with lower economic status. Over-crowdedness is common, for example, in one flat of 300 square feet, 13 residents are accommodated. Their children mainly study in the local primary and secondary schools.

#### **Ethnic minority: Thais**

- II.2.10. Over-crowdedness is not a major problem for Thai families in Kowloon City, in average, four people live in a 300 square feet flat. A small part of the Thai community goes to church, as to share feelings and combat stress. Thai families tend to be more active than other ethnic groups, in terms of integrating into the Hong Kong society. Moreover, quite a number of Thai women have married with Hong Kong men and their children are indifferent to traditional Thai culture.

- II.2.11. In Kowloon City, the Thai community has been in good terms with the Chinese community. Most of the Thais have lived in Hong Kong for many years. They might not be able to read Chinese but almost all can speak fluent Cantonese. Most of the young Thai immigrants or children attend local schools and seek help from social welfare organizations (such as Lok Sin Tong) to integrate into Hong Kong.

### **Community and Structure of Organizations**

- II.2.12. In Area R1, residents of “5 Streets” are significantly engaged more with the urban renewal issues, some of the R1B residents are also very active, but with lower organizational capacity. Some buildings in Area R1C are successfully acquired by developers and residents are therefore more concerned about the URP; with the assistance from the District Council members and District Office under the Home Affairs Department, they are actively organizing the property owners to discuss the redevelopment issues with the developers, such as to apply the Demand-led Redevelopment Project, in order to speed up the redevelopment process.
- II.2.13. Residents in Area R2A are growing up there with a stronger sense of history, the senior residents feel that their past has closely attached to the changes of Kowloon City and have higher expectation on URP. Many residents propose to make a centralized development plan for the whole district and link it with the Kai Tak Development Area. They expect to be resettled in the same district under the URP. They are particularly upset by the current development of “pencil buildings”, stating that instead of improving the local infrastructure, they destroy the architectural style of the area.
- II.2.14. In Area R3, community network is mainly formed by District Council members and owners' corporations (OCs), no self-organized residents' groups to lobby for redevelopment have been identified.

	HIGHEST OF THE SUB-AREAS
	LOWEST OF THE SUB-AREAS

Table II.1 Demographic Characteristics of the affected areas

Demographic characteristics	Hong Kong	Kowloon City	1A	1B	1C	2A	3A	3B	3C
<b>Elderly people<sup>9</sup></b>	1,350,878 (19.1)	83,614 (22.2)	1,898 (19.7)	2,843 (21.9)	1,670 (18.8)	2,855 (21.5)	5,117 (25.7)	1,337 (21.3)	4,341 (23.3)
<b>All-elderly households</b>	276,562 (11.7)	16,887 (13.6)	486 (14.4)	651 (14.2)	448 (12.8)	659 (13.5)	1,198 (17.7)	337 (14.5)	1,025 (14.0)
<b>Single-elderly households</b>	151,841 (6.4)	8,217 (6.7)	299 (8.9)	343 (7.5)	338 (9.7)	388 (8.0)	547 (8.1)	183 (7.9)	573 (7.9)
<b>Households have at least one child under 6</b>	249,440 (10.5)	13,058 (10.5)	556 (16.5)	532 (11.6)	393 (11.3)	485 (10.0)	616 (9.1)	228 (9.8)	569 (7.8)
<b>Household have at least one child / teenager between 6 and 13</b>	316,195 (13.3)	16,249 (13.1)	545 (16.2)	712 (15.5)	558 (16.0)	633 (13.0)	856 (12.6)	290 (12.5)	958 (13.1)
<b>Household have at least one child / teenager between 6 and 18</b>	628,001 (26.5)	31,708 (25.5)	818 (24.3)	1,233 (26.8)	850 (24.4)	1,180 (24.3)	1,572 (23.2)	521 (22.4)	1,532 (21.0)
<b>New arrivals<sup>10</sup></b>	171,322 (2.4)	8,604 (2.2)	575 (6.0)	658 (6.1)	833 (9.4)	702 (5.3)	502 (2.5)	240 (3.8)	684 (3.7)
<b>Population of ethnic minorities</b>	451,183 (6.4)	33,458 (8.9)	456 (4.7)	910 (7.0)	657 (7.4)	1,056 (7.9)	831 (4.2)	230 (3.7)	1,672 (9.0)
<b>Households of ethnic minorities</b>	115,688 (4.9)	8,579 (6.9)	235 (7.0)	346 (7.5)	349 (10.0)	689 (14.2)	436 (6.4)	180 (7.7)	700 (9.6)

<sup>9</sup> Elderly people are defined as persons 60 years of age and older.

<sup>10</sup> New arrivals are people who have resided in Hong Kong for less than seven years.

## II.3. SOCIO-ECONOMIC CHARACTERISTICS

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- II.3.1. As Table II.2 shows, at the time of research, the average monthly household income of each sub-area was lower than the average monthly household income in Kowloon City (HKD23,560). The average monthly household income of four sub-areas, R1A, R1B, RIC and R3A, was even lower than the average monthly household income of Hong Kong (HKD20,500). Residents' **occupations** could be one of the possible causes of low income. Many of them worked in the service and retailing sectors (accounting 11.8% to 27.2% of the workforce of the sub-areas), unskilled workers (16.3% to 24.6%), with only a small proportion of professionals or executive employees (2.8% to 8%).
- II.3.2. The residents are generally in the lower income group. When the urban renewal is completed, they might neither be able to find suitable and affordable housing in the same district, nor afford the higher living costs after urban revitalization. Furthermore, their occupations are related to their educational attainment. About 50% of the residents are with educational attainment at secondary school level (accounting 47% to 58.7% of population of the sub-areas), residents with educational attainment at primary school level accounted for over 20% (20.1% to 27.8%). A small proportion of residents have attended post-secondary school or higher level (16.3% to 24%) in the affected areas, except in Sub-area R3C. 29.2% of the residents in area R3C have attended post-secondary school or higher level. It is believed that as there are tertiary colleges nearby, quite a number of tenants in Area R3C are indeed students.



Table II.2 Socio-economic characteristics of the affected areas

	Hong Kong	Kowloon City	1A	1B	1C	2A	3A	3B	3C
<b>Average monthly household income (HKD)</b>	20,500	23,560	17,919	18,798	18,068	20,552	19,693	22,855	21,025
<b>No. of low-income households<sup>11</sup></b>	249,440 (10.5)	13,058 (10.5)	1,755 (52.1)	2,277 (49.6)	1,484 (42.6)	1,813 (37.3)	3,259 (48.2)	760 (32.6)	3,199 (43.8)
<b>Educational attainment at primary school level</b>	2,072,574 (29.3)	100,738 (26.7)	1,979 (24.3)	3,002 (26.6)	1,740 (22.6)	3,104 (26.5)	5,147 (28.9)	1,100 (20.1)	3,979 (24.5)
<b>Educational attainment at secondary school level</b>	3,295,971 (46.5)	165,902 (44.0)	4,790 (58.7)	6,334 (56.0)	4,386 (56.9)	6,222 (53.0)	94,22 (53.0)	3,062 (55.8)	7,853 (47.0)
<b>Education attainment at post-secondary school or higher level<sup>12</sup></b>	1,703,031 (24.1)	110,711 (29.3)	1396 (17.1)	1,977 (17.5)	1,593 (20.6)	2,415 (20.6)	3,218 (18.0)	1,317 (24.0)	4,874 (29.2)
<b>Employed as managers or administrators<sup>13</sup></b>	359,717 (10.1)	27,076 (14.4)	221 (4.7)	210 (3.4)	192 (4.7)	368 (5.7)	409 (4.4)	227 (7.4)	572 (6.5)
<b>Employed as service and sales workers<sup>13</sup></b>	575,392 (16.2)	26,349 (14.0)	1,130 (24.2)	1,566 (25.3)	1,055 (26.1)	1,190 (18.3)	2,503 (27.2)	362 (11.8)	2072 (23.4)
<b>Unskilled workers<sup>13</sup></b>	690,908 (19.5)	37,923 (20.2)	906 (19.4)	1,315 (21.2)	996 (24.6)	1,443 (22.2)	1,677 (18.2)	513 (16.8)	1,446 (16.3)

<sup>11</sup> "Low-income household" is defined in this study as households with income per capita being equal to or lower than the median income per capita in Hong Kong. In Hong Kong, the median monthly income per capita income is HKD11,000 therefore, when a family with monthly income per capita being equal to or lower than HKD11,000, it is considered as a low-income household.

<sup>12</sup> Education attainment at post-secondary school or higher level covers diploma / certificate courses, sub-degree and degree sources or above.

<sup>13</sup> Managers and administrators: Including administrators, commissioners and directors in Government service; consuls; councilors; directors, chief executive officers, presidents, general managers, functional managers, branch managers and small business managers in industry, commerce, import and export trade, wholesale and retail trade, catering and lodging services, transport, electricity, gas, water and other services and agricultural and fishery sector. Service and sales workers: including air hostesses and travel guides; house stewards; cooks and waiters; baby-sitters; hairdressers and beauticians; cashiers and ticket clerks; rank and file staff of the police and other discipline services; transport conductors and other service workers; wholesale and retail salesman in shops; shop assistants and fashion models. Unskilled workers: including street vendors; domestic helpers and cleaners; messengers; private security guards; watchmen; freight handlers; lift operators; construction workers; hand packers; food preparation assistants; agricultural and fishery labourers.

## II.4. LIVING CONDITIONS AND LEVEL OF OVER-CROWDEDNESS

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### Types of housing & tenancy

- II.4.1. The population census offers us a glimpse of the living arrangement and household characteristics of the affected areas. Most of the residents are living in private residential flats (92.1% to 99.9% of the sub-areas), half of them own the flats (mortgage-free) (46.1% to 53.7% of the sub-areas). The proportion of affected residents renting individual flats is lower than the average in Hong Kong, but the proportion of them co-leasing and sub-letting flats (2.4%) is higher than the average in Hong Kong (0.5%). These statistics correspond to the observations of high density of sub-divided units in the district. R1C (3.7%), R1A (3.4%), R2A (3.4%) and R1B (3.0%) have the highest number of co-tenancies and sub-letting.

### Building age

- II.4.2. Quite a number of the buildings in the affected areas have building age at 30 or above. Building over 50 years of age are mainly located in “5 Streets” and “13 Streets” of To Kwa Wan (R1A), Hung Fook Street (R1C), Kai Ming Street (R1C), Eight “Wan” Streets (R1C) and Whampoa Street of Hung Hom (R3C). Some also are scattered in the areas of Nga Tsin Wai Road (R2A), Lo Lung Hang Street of Hung Hom (R3C), Kowloon City Road (R1B) and To Kwa Wan Road of To Kwa Wan (R3A).

### Building conditions

- II.4.3. Between 2009 and 2010, the URA conducted a random survey to study the building conditions. Conditions of buildings are rated in four categories, as “Good”, “Satisfactory”, “Varied / Dilapidated” and “Poor / Marked dilapidated”. “Good / Satisfactory” refers to no or minor defects are detected, nominal regular maintenance should suffice in the medium term; while “Poor” or “Marked dilapidated” means large areas of advanced structural distress are found and they need elaborated rehabilitation urgently and repeatedly.
- II.4.4. From the above mentioned survey, it is found that among all sub-areas, buildings in Nga Tsin Wai Road of Lung Tong District (R2A) are in the worst condition, with 70% to 80% buildings in the area being classified as “dilapidated” and “marked dilapidated”; followed by 60% to 69% of “dilapidated” and “marked dilapidated” buildings in the area from Lok Shan Road to Bailey Street (R1C, R3A); 50% to 59% of “dilapidated” and “marked dilapidated” buildings in the “5 Streets” (R1A), Kowloon City Road and Ma Tau Wai Road (R1B), Dock Street and Gillies Avenue South (R3C); 40% to 49% of “dilapidated” and “marked dilapidated” buildings in “13 Streets”

(R1A), between Lok Shan Road to Sheung Heung Road (R3C), San Wai Street and Chatham Road North (R3B).

II.4.5. Building repair and maintenance work, through the "Operation Building Bright" (OBB) Scheme, is carried out in some buildings, particularly those in the "5 Streets" and "13 Streets" (R1A), To Kwa Wan Road (R1B), Shung Tze Houses (R3B) and Whampoa Street (R3C).

II.4.6. The above paragraphs summarize the preliminary quantitative research of the building conditions in the affected areas. Apart from it, the stage 1 SIA also further studies the building conditions through interviews or consultations with stakeholders, site visits and questionnaire survey. Residents describe buildings close to or older than 50 years as sub-standard "salt-water building"<sup>14</sup>, they often have no lift and are with severe defects, which makes repairs difficult. The crucibles and rooftop constructions create grave challenges to the building structure and sewage system, which further deteriorate these sub-standard buildings.

#### **Level of over-crowdedness**

II.4.7. The population density in the affected areas is higher than the population density in both Kowloon City and Hong Kong. Yet, the average household size is between 2.6 and 2.9, lower than the average of Hong Kong and Kowloon City (both at 3.0). It indicates that the over-crowdedness is not particularly severe. From Consultants' interviews and consultations, it appears that for some ethnic minorities, such as Pakistanis and Indians, they accommodate many people in their flats and they do have the problem of over-crowdedness.

#### **Environment of housing and sub-areas**

II.4.8. During this study, it is found that building neglect problem is particularly severe in the areas of "5 Streets", "13 Streets", private streets near Kowloon City Road Flyover, and eight "Wan" Streets. Most buildings are neither equipped with proper fire safety systems, lighting systems, nor an elevator for elderly people to use. From the survey, three main reasons contributing to the long-standing building neglect problem are identified: 1) poor quality building with old building age, 2) common existence of multiple ownerships causing the lack of OCs to organize repair and maintenance work and 3) low financial capacity of the households.

II.4.9. These reasons hinder the launch of repair and maintenance work. Moreover, high density of cubicle apartments, unauthorized illegal constructions from property

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<sup>14</sup> Salt water buildings: because of the expense of using fresh water, some buildings were built by contractors using untreated sea water for mixing concrete in the 1960s. In the 1980s the buildings were found to be deteriorating and proved dangerous.

owners and over-crowdedness contribute to the further deterioration of the building conditions.

- II.4.10. Questionnaires from Stage 1 of SIA reveal that interviewees are not satisfied with the air quality, noise level and find greening insufficient in the district.
- II.4.11. It is noteworthy that currently, many institutional investors acquire 10% to 20% of ownerships in a building (known as “planning nails”), to ensure high returns at the redevelopment process. If they would raise the compensation demand, they would create a resistance force against urban renewal.

#### **Future development of the district**

- II.4.12. Kowloon City will undergo numerous large-scale infrastructure projects, such as MTR's Shatin to Central Link and the Kwun Tong Line Extension which are under construction, and the proposed Central Kowloon Route. These projects will bring a new scene to the district in the future.

Table II.3 Housing Characteristics &amp; the Level of Over-crowdedness of the affected areas



	Hong Kong	Kowloon City	1A	1B	1C	2A	3A	3B	3C
<b>Population living in private permanent housing</b>	1,242,982 (52.5)	100,846 (81.1)	3,104 (92.1)	4,573 (99.5)	3,465 (99.4)	4,818 (99.0)	6,757 (99.9)	2,319 (99.6)	7,229 (99.0)
<b>Self-owned property: with mortgage or loan</b>	492,261 (20.8)	23,346 (18.8)	131 (3.9)	385 (8.4)	102 (2.9)	299 (6.1)	920 (13.6)	297 (12.8)	838 (11.5)
<b>Self-owned property: without mortgage or loan</b>	741,334 (31.3)	48,028 (38.6)	1,782 (52.9)	2,227 (48.5)	1,609 (46.1)	2,267 (46.6)	3,635 (53.7)	1,093 (46.9)	3,590 (49.2)
<b>Sole tenant</b>	1,039,380 (43.9)	46,809 (37.7)	1,183 (35.1)	1,719 (37.4)	1,502 (43.1)	1,958 (40.2)	1,918 (28.3)	853 (36.6)	2,301 (31.5)
<b>Tenure of Accommodation: Co-tenant/ sub-tenant</b>	11,491 (0.5)	933 (0.8)	115 (3.4)	137 (3.0)	130 (3.7)	166 (3.4)	116 (1.7)	0 (0.0)	113 (1.5)
<b>Rent free</b>	46,781 (2.0)	3,328 (2.7)	155 (4.6)	107 (2.3)	144 (4.1)	168 (3.4)	178 (2.6)	86 (3.7)	454 (6.2)
<b>Population density<sup>15</sup></b>	6,544	37,660	101,701	159,179	206,042	77,402	195,837	169,191	174,182
<b>Degree of Sharing<sup>16</sup></b>	1,004	1,005	1,022	1,021	1,025	1,023	1,012	1,000	1,012

<sup>15</sup> Population per square kilometer.

<sup>16</sup> Average Number of Domestic Households per 1 000 Units of Quarters.

## II.5. CHARACTERISTICS OF BUSINESS ACTIVITIES

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- II.5.1. There is no major or upmarket shopping malls in the affected areas, the main business activities are from individually-run small shops. Area R1 is the hotspot for vehicle repair industry in Kowloon City. Many featured shops and restaurants are located in Area R2 (Nga Tsin Wai Road), making it a distinctive area in the district. Winslow Street and Gillies Avenue South in Area R3 are the hub of funeral and related industries and many residents complain about being affected by the operation of these industries.
- II.5.2. **Vehicle repair industry:** Vehicle repair workshops commonly exist in the affected areas, more than 200 auto repair workshops are found in the area between “5 Streets” and “13 Streets”. Their operation creates noise and leads to poor air quality. Pollution caused by this industry is a factor contributing to the district's poor living conditions. The nature of this industry contradicts the residential land use of this district.
- II.5.3. **Small shops:** Around Nga Tsin Wai Road, many featured shops, including restaurants operate and make it a distinctive area. The eastern part of Kowloon City is next to Kai Tak Development Zone and there are many pedestrian tunnels to reach Olympic Garden. Together with the completion of To Kwa Wan Station of Shatin to Central Link in the future, this area will be located in a convenient location which brings prosperity. The URP could propose to enhance the environment; encourage and assist the property owners to repair their buildings; select appropriate locations to improve the environment for pedestrians, vehicle pick-up / drop-off facilities; green and beautify the streets; as strategies to attract visitors and vitalize the area.
- II.5.4. **Funeral and related industries:** Winslow Street and Gillies Avenue South are the hub of funeral and related industries and many residents report to be affected by the operation of these industries. During urban renewal, it is necessary to consider the improvement of streetscape and to avoid these industries to spread, in order to reduce their impact on the residents.

## **II.6. EXISTING AMENITIES, COMMUNITY AND WELFARE FACILITIES**

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### **Community hall**

- II.6.1. Many stakeholders have raised the demand to build a community hall. Located at the Kowloon City Government Office, the district's first community hall has been built and officially opened for public use since mid-October 2013.

### **Social welfare organizations**

- II.6.2. Numerous social welfare organizations exist in Kowloon City, some aim to serve ethnic minority groups, such as Caritas Community Centre of Kowloon, Urdu Neighbour Centre, Kowloon Lok Sin Tong, Kai Tak Peace Evangelical Church's Family and Youth Activity Centre, Blessing Thai Service Centre of Christian & Missionary Alliance Church Union and Thai Network of Grace Church. Some organizations reflect that they do not have enough space for operation and suggest reserving them rooms when planning urban renewal.

### **Licensed elderly care homes**

- II.6.3. There are only two elderly care homes located in buildings older than 50 years, one in the Proposed Redevelopment Priority Area and one in the Proposed Mixed Redevelopment and Rehabilitation Area. As URP in the district would not take place at the same time, it is believed the urban renewal would not cause significant influence in the elderly care homes and their services in Kowloon City. During Stage 2 of the SIA, Consultants interview the representatives of elderly care homes (from Yuen On Old Aged Home and King Oi Home for Aged), to have a detailed picture of the URP's social impacts on elderly care services and to consult them when drafting the mitigation measures.

### **Sports facilities**

- II.6.4. There are five indoor sports centres and three of them are in the affected area and their neighbourhood, namely Hung Hom Municipal Services Building Sports Centre, Kowloon City Sports Centre and To Kwa Wan Sports Centre. Two out of the three public swimming pools in Kowloon City are located near the affected area, namely Tai Wan Shan Swimming Pool and Kowloon Tsai Swimming Pool.

### **Recreational and leisure facilities**

- II.6.5. Many parks and sitting-out areas have been built in the affected areas and their neighbourhood, but they are relatively small with limited facilities. Kowloon Walled City Park and Hoi Sham Park are the most popular ones among them.

- II.6.6. Stakeholders reflect that public recreational facilities have been in serious shortage, facilities in parks and elderly centres fail to meet the demands of the residents. Coupled with the polarization of the population in the district, namely higher proportions of the elderly and young people, insufficient facilities are provided to serve these specific groups. More youth centers, study rooms, playgrounds and child care centers are the common demands of the local residents.
- II.6.7. Numerous ethnic minorities live in Kowloon City and they call for more community centres, libraries and Muslim centres, to be built for their use.

### **Schools**

- II.6.8. Educational facilities in Kowloon City are found to be substantially complete, with a total of 195 schools, which include 91 kindergartens / kindergartens with nurseries, 59 primary schools, 38 secondary schools, three special schools. Po Leung Kuk Lam Man Chan English Primary School, located in the Proposed Rehabilitation and Revitalization Priority Area, is equipped with school-based support programmes specifically arranged for non-Chinese-speaking students.

## **II.7. HISTORICAL BACKGROUND, CULTURAL AND LOCAL CHARACTERISTICS**

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- II.7.1. Kowloon City is enriched with history, with 34 declared monuments and historic buildings: three declared monuments, two Grade I historic buildings, 13 Grade II historic buildings and 16 Grade III historic buildings, two sites of archaeological interest and two heritage sites. Some of them locate in the areas affected by urban renewal, such as the Eastern Cotton Mills, Ex-Far East Flying School, Cattle Depot Artist Village, 1-3 Hau Wong Road (Lok Hau Fook Restaurant), Holy Trinity Cathedral, the Sung Wong Toi inscription rock in Sung Wong Toi Garden. Some of the sites are near the urban renewal areas, such as Kowloon Walled City site, Lung Tsun Stone Bridge and etc. Most of the declared monuments and historic buildings will continue to be open to public and serve their original purpose. Please see Table II.4 for the list of declared monuments and historic buildings in / near the urban renewal areas.
- II.7.2. Apart from the above listed declared monuments and historic buildings, there are some historic and cultural resources in Kowloon City which are not yet rated, such as



Lung Tsun and Lok Sin Tong Granite Lintels in Lok Sin Tong Primary School,<sup>17</sup> Hoi Sham Park Fishtail Rock, tenement building in 29 Hau Wong Road and etc. The Kowloon City District Council has commissioned the Chinese University of Hong Kong to conduct a study on “District Aspirations on Urban Renewal in Kowloon City”.<sup>18</sup>

Table II.4 Declared Monuments/Historic Buildings and their ratings in the areas affected by URP

<b>Declared Monuments/ Historic Buildings</b>	<b>Grade</b>
Former Yamen Building of Kowloon Walled City	Declared Monument
Remnants of the South Gate of Kowloon Walled City	Declared Monument
Kwun Yam Temple, Hung Hom	Grade I historic building
Holy Trinity Cathedral	Grade II historic building
Ex-Ma Tau Kok Animal Quarantine Depot (Cattle Depot Artist Village)	Grade II historic building
1-3 Hau Wong Road (Lok Hau Fook Restaurant)	Grade III historic building
Eastern Cotton Mills	Grade III historic building
Ex-Far East Flying School	Grade III historic building
Pak Tai Temple, Hung Hum	Grade III historic building
Tin Hau Temple, To Kwa Wan	Grade III historic building
65 Ha Heung Road	Grade III historic building
Kowloon Walled City Site	Sites of archaeological interest
Lung Tsun Stone Bridge	Sites of archaeological interest
Sung Wong Toi Inscription Rock	Government Historic Site

<sup>17</sup> A stone lintel hung at Lok Sin Tong Primary School, 63 Lung Kong Road of Kowloon City has been listed by the Antiquities Advisory Board as a new item, apart from the 1,444 historic buildings. It has not yet been rated.

<sup>18</sup> Study of “District Aspirations on Urban Renewal in Kowloon City”, see <http://www.ursreview.gov.hk/eng/doc/Kowloon%20City%20Aspiration%20Study.pdf>

### III. SOCIAL IMPACT & FEEDBACK FROM STAKEHOLDERS

#### III.1. SOCIAL IMPACT

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- III.1.1. Throughout the SIA, the main responsibilities of Consultants are to collect data from the questionnaire survey and focus groups, to analyze problems encountered by different stakeholders during the urban renewal process as well as to comprehend their comments and expectations of the broad approaches of mitigation. Social impacts of the urban renewal process and residents' needs are studied, in order to recommend mitigation measures.

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##### Stage 1 SIA: Questionnaire survey

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- III.1.2. At Stage 1 of the SIA, questionnaires are used for analyzing the long-term, medium-term, short-term, positive, negative, direct and indirect social impacts of the URP on the stakeholders. Short-term refers to the period before and during the renewal projects, medium-term refers to the transitional period after the completion of the renewal projects and long-term impact refers to the long-term changes and development after the transitional period. Mitigation measures are then put forward along three board approaches. The detailed analysis of the questionnaire survey is included in the **Stage 1 SIA Report**, and its major findings are discussed below.

#### Impact on residents

##### III.1.2.1 Impact of redevelopment on property owners and tenants

- a. **Short / medium-term negative impact of redevelopment on property owners:** Residents' questionnaire survey shows that property owners at Area R1 are commonly worried about "acquisition price / compensation issues" and "relocation issues / difficulty in finding another place to live" in the short-term. In short / medium-term, they are more concerned about "higher household spending / financial burden after moving". Among these three concerns, sub-areas R1A, R1B and R1C all list "acquisition price / compensation issues" as their most worried issue. In Sub-area R3, property owners are worried about "acquisition price / compensation issues" and "relocation issues / difficulty in finding another place to live" in the short-term, but "acquisition price / compensation issues" is not their biggest concern. In Area R3, property owners' concerns are not only at economic level, but also the decline on living quality. The questionnaire' written comments reflect that property owners would seek help from OCs / management companies, District Council members,

organizations which are responsible for redevelopment, when they face redevelopment.

- b. **Short / medium-term negative impact of redevelopment on tenants:** Residents' questionnaire survey shows that tenants in Area R1 are all worried about "relocation issues / difficulty in finding another place to live" and "forcibly evicted by landlords / homeless" in the short-term. In short / medium-term, they are concerned about "higher household spending / financial burden after moving" and "School distance / change of schools for (grand)children after moving". In areas R1 and R3, tenants' worries are alike. The difference is that tenants at Sub-area R3C are more concerned about convenience in transportation. This echoes to the analysis of the community profile that Area R3C is populated with college students who live there, near the Hung Hum MTR station.
- c. **Comparison of concerns between property owners and tenants:** Though their concerns are alike, the scales are different. The statistics show that tenants have more concerns than property owners, and R1 residents tend to have more concerns.
- d. **Medium / long-term positive impact of redevelopment on residents:** Property owners and tenants do not distinguish much from each other regarding the positive impact on redevelopment. In Area R1, residents generally expect the new buildings to come with better maintenance services (R1A and R1B), better hygiene in the community (R1B and R1C). Moreover, residents of R1C hope to have more comprehensive community facilities. Residents of R3 and R1 share the similar expectation, they both prioritize community hygiene and community facilities. The difference is, the most common expectation of residents of Area R3 is improvement of air quality, instead of building maintenance. For residents of Sub-area R3C, community security is also a core concern.

#### III.1.2.2. Impact of rehabilitation on property owners and tenants

- a. **Short / medium-term negative impact of rehabilitation on residents:** Property owners and tenants obviously have different concerns. For property owners in R2 and R3, they are worried about "financial burden due to spending on rehabilitation", while tenants are worried about "rent hikes". The statistics show that property owners are more worried than tenants.
- b. **Medium / long-term positive impact of rehabilitation on residents:** The majority of property owners in R2 and R3 have higher expectation on "improvement on building and community management after rehabilitation" than "rise on property value after rehabilitation". Tenants also hope for better building management. For them, if property value goes up, they face a higher

risk of rent hikes. Therefore, in their own interests, tenants would consider “rise on property value after rehabilitation” as negative.

#### III.1.2.3. **Impact of URP on ethnic minority groups**

- a. **Impact of redevelopment on ethnic minority residents:** Regarding redevelopment, ethnic minority interviewees express “higher financial burden” as the biggest concern, followed by “relocation / moving issues” and “inconvenience in transportation”. These concerns are caused by 1) the ethnic minority residents are generally in the lower-income group and prefer to live near their workplaces to save on transportation. Any extra spending could make their lives difficult; 2) discrimination against ethnic minorities exist and they often encounter difficulty in finding flats. The positive impact regarding redevelopment is better air quality, security and building conditions.
- b. **Impact of rehabilitation on ethnic minority residents:** “higher financial burden” and “fees on rehabilitation projects” are the biggest concerns among the ethnic minority interviewees at rehabilitation. It confirms the observation that financial burden is their major concern. At rehabilitation, they mostly hoped for better building management.

#### III.1.2.4. **Impact of URP on rooftop dwellers**

- a. **Impact of redevelopment on rooftop dwellers:** “Relocation / moving issues” and “becoming homeless” are the two biggest worries among rooftop-dwellers who take part in the interviews, followed by “acquisition price / compensation issues”, “higher financial burden” and “decline on living quality”. Rooftop constructions are illegal and are often not compensated at the process of acquisition. Without compensation, they could not look for new flats, and therefore relocation is their biggest challenge. The major advantage of redevelopment is “improvement in security”, followed by “better hygiene” and “more convenient community facilities”.
- b. **Impact of rehabilitation on rooftop dwellers:** Regarding rehabilitation, their biggest concerns are “higher financial burden” and “fees on rehabilitation projects”. They expect rehabilitation to “improve building management”.

#### III.1.2.5. **Impact of URP on elderly people and new arrivals**

- a. **Impact of redevelopment on elderly people and new arrivals:** Elderly people and new arrivals who take part in the interviews reflect that they are mostly worried about “relocation / moving issues”, followed by “financial burden” and “acquisition price / compensation issues”. The elderly people expect redevelopment to improve the air quality, hygiene and greening, while new arrivals prioritize hygiene, security and community facilities.

- b. **Impact of rehabilitation on elderly people and new arrivals:** Regarding rehabilitation, both of them are concerned about “fees on rehabilitation projects” and “rent hikes”.

### Impact on businesses

#### III.1.2.6. Impact of URP on businesses

- a. **Vehicle repair industry:** The auto-repair shop owners are more worried about “acquisition price / compensation issues”, followed by “dismissal of staff / loss of opportunity to make a living” at the redevelopment process. The most ideal solution would be “re-operation in the same district” and “rehabilitation of buildings”, followed by “re-operation in other districts”.
- b. **Funeral and related industries:** Regarding rehabilitation, the funeral related businesses owners say they are not too worried about “dismissal of staff / loss of opportunity to make a living” or “fees on rehabilitation projects”. They hope that rehabilitation could improve the community facilities, make the district more attractive and build a stronger business network. The most ideal arrangement for them would be “re-operation in the same district” and they oppose the option of “re-operation in other districts”.
- c. **Restaurants:** Restaurants, among other small businesses are located in Area R2, making it a distinctive area in the district. Regarding rehabilitation, they would be mostly concerned about “impact on current operation / difficulty to make a living”, followed by “fees on rehabilitation projects”.
- d. **Jewelry industry:** Regarding revitalization, jewelers in Area R4<sup>19</sup> reflect in the interviews that they expect “improvement on community facilities”, followed by “making the community more attractive” and “strengthening business network”.

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### Stage 2 SIA: Focus groups and comprehensive assessment

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- III.1.3. Stage 1 SIA reveal that four groups which are more affected by the URP in Kowloon City, namely elderly people<sup>20</sup>, new arrivals<sup>21</sup>, ethnic minority groups<sup>22</sup> and rooftop dwellers, who are both property owners and tenants. As their concerns and needs at the urban renewal process are different, Consultants reach out to these community stakeholders through setting up focus groups for in-depth discussions. Each focus group's actual difficulties, the relevance of the mitigation measures in three major approaches, and recommendations of concrete arrangements are investigated. For

<sup>19</sup> Area R4, the revitalizing business area has been cancelled at the first draft of URPs of Kowloon City.

<sup>20</sup> Elderly people are defined as persons 60 years of age and older.

<sup>21</sup> New arrivals are people who have resided in Hong Kong for less than seven years.

<sup>22</sup> This study focuses on the Pakistanis, Indians and Thais, who are with lower socio-economic status in the district.

businesses, vehicle repair industry, funeral and related industries are indeed incompatible with the residential land use of the neighborhood and these businesses would face difficulties at the redevelopment process. Consultants have put them to focus groups at Stage 2 of SIA, to further understand their problems and expectations of urban renewal, especially their thoughts on relocation for re-operation purpose and expectation on mitigation measures. These opinions could help planning Consultants in developing planning recommendations of the URP. The focus groups' opinions are listed in the **Stage 2 SIA Report**.

- III.1.4. Combining the opinions of focus groups at Stage 2 of SIA and the assessment results at Stage 1 of SIA, the Consultants would elaborate the potential difficulties residents and businesses would face at the process of urban renewal. Residents include both property owners and tenants. Property owners cover elderly people and rooftop dwellers, while tenants include new arrivals, elderly people, ethnic minority residents and rooftop dwellers. Businesses include operators of vehicle repair industry, funeral and related industries, and elderly care homes.

### **Potential difficulties for residents**

#### ***Owners***

- III.1.4.1. When their properties are being acquired for redevelopment, the following problems might arise from the owners' side:
- a. **Not informed about the existing supporting services and measures:** Many property owners are not informed about the updated supporting services and measures and feel helpless during the urban renewal process. For example, the rooftop dwellers know that their homes are illegal constructions and therefore assume that they are not entitled to any compensation or any "rights" to resettlement, under the redevelopment projects led by the URA.
  - b. **Lack of professional knowledge:** Property owners are worried about the professional, abstruse legal provisions and complicated procedure, or have no knowledge of property valuation. They are often afraid of being cheated by private developers and might end up selling their properties mistakenly at lower prices. Especially true among the senior property owners, the concepts of private acquisition or the complicated procedure of compulsory sale for redevelopment are beyond their comprehension.
  - c. **Difficulty to assemble ownerships to initiate the redevelopment procedure:** If property owners want to go through the acquisition and redevelopment through URA, they must apply for the owner-initiated Demand-led Redevelopment Project. Yet, multiple ownerships are common, owners are not

organized, some flats have been rented out or left empty for years<sup>23</sup>, all making it difficult to engage the owners. No or seldom interactions between owners lead to a lack of trust between them and make it a long and wearing process to collect enough ownerships to reach the consensus at acquisition.

- d. **Compensation for tenanted properties:** The principles of URA acquisition are to offer an higher compensation for self-occupied properties than the tenanted properties. To secure a better compensation, owners who were previously live on rental income would tend to stop renting out their properties before reaching an acquisition deal. Some senior owners would then have no income for some time and are worried about their financial burden.
- e. **Concerned about the costs related to redevelopment:** Most owners in the district are worried that they could not afford the costs related to redevelopment, such as attorney fees, property valuation fees and etc..
- f. **Difficulty in finding another place to live:** A common concern is the housing arrangement during and after the redevelopment process. Most owners are not satisfied with the URA's Flat-for-Flat Scheme, as they could only move back after some years. They are also worried about property price hikes as redevelopment projects would affect many households at the same time while the supply of flats in the same district remain limited, and they would then have difficulty to re-buy a flat in the same district. For “owners” of the rooftop constructions, knowing that their flats as illegal constructions, are worried that redevelopment would only leave them homeless. Their financial affordability is overall weaker, therefore they might not be able to find another adequate housing in the same district.
- g. **Inability to integrate into the new community after relocation:** Some elderly residents find moving difficult or they could not adapt to the new environment, their health and social life might thus suffer.
- h. **Higher spending after redevelopment:** Some owners are worried that moving might involve higher living costs in the future, e.g. transportation costs, management fees and etc. Especial for the elderly owners, they are concerned that they could not afford the extra expenses due to redevelopment and after relocation, as their financial affordability would be limited.

#### III.1.4.2. Issues that property owners were mostly concerned relating to rehabilitation:

- a. **No guarantee of project quality:** Unfamiliar with the professional knowledge such as appointing consultants and contractors; planning, conducting and supervising the rehabilitation projects, owners might not be able to detect violations in selecting contractors (e.g. bid-rigging), services not being

<sup>23</sup> One of the reasons of long term vacancy of flats is a strategy used by private developers, calling it “planting nails”, by acquiring 10 to 20% of ownerships in a building, to ensure its control at the redevelopment process.

delivered as required by the contract (e.g. cutting corners on construction materials), lack of follow ups (e.g. not removing the scaffolding at the completion of projects), they find it difficult to have the quality of the projects guaranteed.

- b. **Lack of professional knowledge and related information:** Owners are neither well-informed about the rehabilitation policies as well as other supporting measures, nor someone who has undergone the rehabilitation projects, to share experience with them.
- c. **OCs were not organized:** Owners fail to set up their OCs to discuss the rehabilitation issues.
- d. **Concerned about spending relating rehabilitation:** Owners are worried that they could not afford the rehabilitation costs, such as surveyor fees, project costs and etc..

### ***Tenants***

#### III.1.4.3. Difficulties reflected by tenants:

- a. **Not informed about existing supporting services and services:** Most tenants do not know about their rights at the redevelopment process, especially for the rooftop dwellers, they do not expect to receive any forms of settlement from redevelopment projects led by the URA, as the rooftop constructions are illegal.
- b. **Forcibly evicted by landlords / difficulty to find another place to live:** Landlord's distraught, rent hikes, forcibly eviction and etc., are common problems for tenants. Some owners might refuse to rent their flats out anymore, as they aim at getting the higher compensation for self-occupied flats, under the redevelopment projects led by the URA. This leads to a shortage of old flats in the property market and as a result, rents go up. Some owners avoid signing legally binding tenancy contracts. In general new arrivals and ethnic minorities have a lower financial capacity, the latter often encounter refusal from local owners. Therefore, tenants are worried about if they could find another place to live in the same district and some even fear of becoming homeless.
- c. **Concern over children's education:** With children studying in the same district, tenants are worried if they could find suitable schools for their children after moving.
- d. **Inability to integrate into the new community after relocation:** Some tenants are worried that they could not adapt to life in the new community, especially for elderly and ethnic minority residents. The senior residents commonly fear of the relocation arrangement and integration into new environment. The ethnic minority residents are concerned about the change of living style, for example, they have been accustomed to the current living



setting as in a group, are familiar with the ethnic minority services groups in Kowloon City or places of worship (mosques). Re-integration due to moving might not be easy for them.

- e. **Lack of access to updated information of the community or knowledge about their own rights due to language barriers:** Due to language barriers, the ethnic minority residents were not informed about the new information of their community. Their inability to read Chinese or English letters, tenancy contracts or legal documents, put their rights at risk.
- f. **Higher spending after redevelopment:** Some tenants might not be able to afford costs related to redevelopment (such as relocation costs). They also feared that after moving, the household expenditure would increase, such as transportation costs, rent and etc..
- g. **Heavier financial burden after rehabilitation:** Tenants were worried that during and after the rehabilitation projects, the household expenditure would increase, such as rent hikes.

#### **Potential difficulties for businesses:**

III.1.4.4. The businesses in the district did not oppose the three board mitigation approaches, but expressed that they were not helpful to them, as they were designed to address to the residents' needs. Restaurant owners in Area R2 and jewellers in Area R4 have reflected their potential difficulties in the questionnaire survey at Stage 1 of SIA. Considering the vehicle repair industry and the funeral and related industries have more complicated interactions with the local residents, the Consultants put them to focus groups at Stage 2 of SIA, to further understand their problems and expectations of urban renewal.

III.1.4.5. Most auto-repair workshops have been set up on the ground floor of old buildings and were reported as disturbing. They were mostly located in the area of "5 Streets" and "13 Streets" (Proposed Redevelopment Priority Area of the URP). Given its incompatibility with the residential land use, and in the long run, the industrial buildings which were suitable for workshops would be eliminated or revitalized for other purposes, the major challenge for the business-owners would be **seeking a suitable destination for re-settlement**.

III.1.4.6. Near the funeral parlours in Hung Hom, the funeral and related industries would not encounter obvious challenges at the urban renewal process, though the residents often found their existence disturbing. The industries have made two proposals to minimize their disturbances to the community, namely 1) to set up a central joss paper furnace in the district as to avoid conflicts with residents when burning joss paper; 2) to find metered parking spaces for hearses, in order to reduce problems such as their disturbing appearance and traffic congestion.

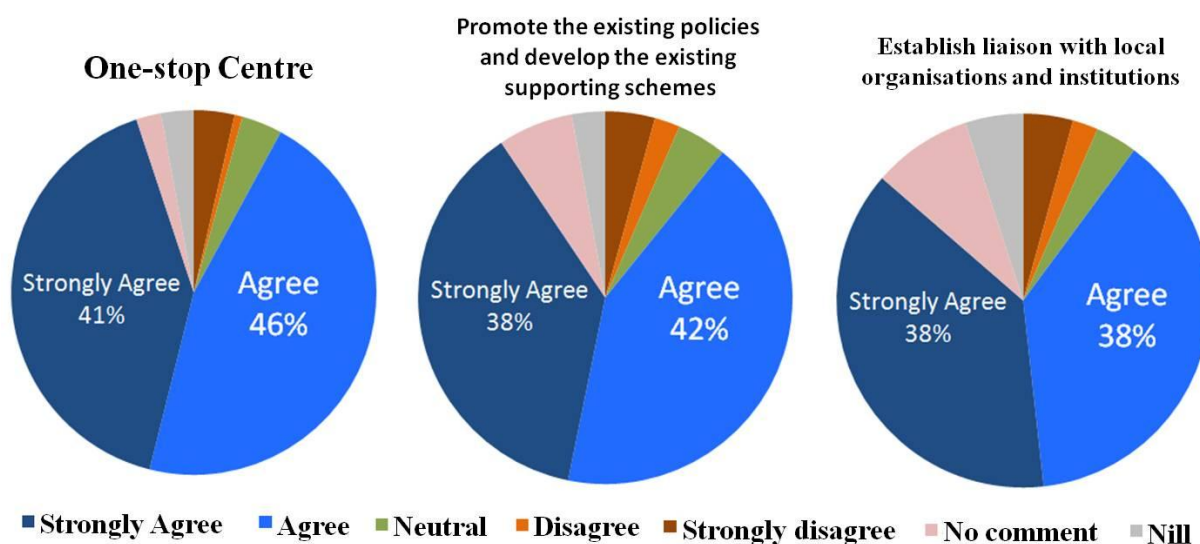
- III.1.4.7. The major challenge for the elderly care homes, as mentioned at Section II.6.3, is that they would need to relocate due to redevelopment. Rent has gone up significantly in recent years, and the business-owners find it difficult to look for new places. Therefore they prefer to remain unchanged, to halt the redevelopment so that they can continue operating.
- III.1.4.8. After studying the problems business-owners would face and their expectations on land use planning at the urban renewal process, the following recommendations are proposed by the planning Consultants to mitigate their impact:
- a. **Vehicle repair industry:** Consultants propose to study the feasibility of developing a multi-storey auto-repair centre, to address the business-owners' concern about not finding new places to continue their operation. Currently there are some suitable industrial areas in Kwai Tsing District, which can be considered to develop for auto-repair industry. Yet, such a recommendation involves some complicated issues, such as if the pace in developing the auto-repair centre and the redevelopment process of “5 Streets” and “13 Streets” are compatible, financial arrangement, operation models and etc. Furthermore, identifying an investor to develop the auto-repair centre might not be easy, the feasibility of this recommendation would only be known in future. If it is proven realistic, it can mitigate the impacts of urban renewal on auto-repair industry.
  - b. **Funeral and related industries:** These industries would not encounter obvious challenges at the urban renewal process, but to reduce its disturbances to the residents, some possible measures are recommended. They include: to set priority in providing a central joss paper furnace for the public, to issue no more license of “undertaker of burials” in the district and to provide metered light goods vehicle parking spaces which are also designated for hearses.
  - c. **Elderly care homes:** There are only two elderly care homes located in buildings older than 50 years of age in the Proposed Redevelopment Priority Area and Proposed Mixed Redevelopment and Rehabilitation Area. Urban renewal would have limited effects on other elderly care homes. Yet, to address the needs of the residents, it is recommended to provide elderly care and rehabilitation-related social service facilities in the Comprehensive Development Area.

## III.2. STAKEHOLDERS' FEEDBACK AND EXPECTATIONS OF MITIGATION MEASURES ALONG THE THREE BOARD APPROACHES

III.2.1. Apart from consulting the focus groups as described above, the Consultants also distribute questionnaires to public participants at four community workshops, in order to collect their views on the recommended mitigation measures. The three approaches of mitigation measures for further consultation include: to set up a one-stop support and information services centre (One-Stop Services Centre) , to promote the existing policies and to develop the existing supporting schemes and to liaise with local organizations and institutions.

III.2.2. On the returned questionnaires, most of the stakeholders respond favorably to the three approaches for the mitigation measures: 87% indicate "agree (46%) / strongly agree (41%)" to set up a One-Stop Services Centre; 79.8% state "agree (42.4%) / strongly agree (37.4%)" to promote the existing policies and to develop the existing supporting schemes and 76.2% say "agree (38.1%) / strongly agree (38.1%)" to liaise with local organisations and institutions. The Consultants summarize the stakeholders' expectations on the mitigation measures as follows:

Figure III.1 Stakeholders' responses to the three approaches for the mitigation measures



## One-Stop Services Centre

III.2.3. Participants of focus groups and public engagement programmes support this recommended mitigation measure in general, for the reasons and expectations listed below:

a. **To provide trustworthy information**

Most participants are particularly fond of the recommendation of setting up a One-Stop Services Centre, for the reason that they have limited understanding of the urban renewal policies and procedure. Also they reflect that there is a lack of trustworthy information (especially at the process of assembling ownerships), which would hinder the pace of renewal. They expect the One-Stop Services Centre to be supported by professionals, to provide reliable information, as well as advice on children's education and employment information, to assist them in assessing the relocation plans.

b. **To provide inter-professional consultation services**

Participants all expect the One-Stop Services Centre to provide comprehensive and professional information in the four areas: legal knowledge, valuation, maintenance works, policies and measures. Therefore, the centre must be operated with the assistance from professionals. For example, some suggest that the Centre to provide free legal consultation services, to help residents understand the significant clauses of the sales agreements, and give them an analysis of pros and cons. The Centre could refer the property owners to legal firms, when acquisition deal would be finalized.

c. **Proactive model of services**

They expect the One-Stop Services Centre to serve different groups, no matter under the URA and private developers' renewal projects, contact them and give them timely support. They suggest the Centre to initiate contacts with residents, to provide support to the disadvantaged groups in the district.

d. **Outreach services**

Participants wish the Centre to be mobile, to provide outreach services to assist disadvantaged groups. The Centre should also pay specific attention to the language barriers of the ethnic minorities, e.g. to provide translation services for the ethnic groups; to hire staff members who can communicate with them, so that their needs and inquiries would be addressed; to translate leaflets, tenancy contracts and related legal documents, with Chinese-English edition as reference and etc. Outreach services should be provided, to get in touch with the less motivated stakeholders, such as elderly people who seldom go out. The Centre could help more residents receive information and assistance, to know of their rights early enough and be prepared about issues to address, when it comes to private acquisition.

**To promote the existing policies and to develop the existing supporting schemes**

- III.2.4. Many stakeholders support this recommendation. They particularly wish that the URA-run “**Elderly Domestic Owner-Landlords Compassionate Allowance**” can be extended to cover non-elderly property owners; the compensation gap between a self-occupied property and a tenanted property to be narrowed, so that owners would be more willing to rent out their flats and the tenants could be more relaxed.

**To liaise with local organisations and institutions**

- III.2.5. The majority of participants agree to liaise with local organizations and institutions, as a way to better serve the disadvantaged groups, such as elderly people, new arrivals, ethnic minorities, rooftop dwellers and etc.
- III.2.6. Most residents would contact community centres and social welfare institutions, Home Affairs Bureau of Kowloon City and District Council members when issues related to urban renewals arise, the relevant departments might consider using these networks to distribute message and organize residents.
- III.2.7. Participants generally support the mechanism of using the One-Stop Services Centre to refer residents in need to the relevant Government departments, professionals and other social welfare institutions and organizations.

## IV. REVIEW OF THE CURRENT SUPPORTING SERVICES AND MEASURES OF URBAN RENEWAL

### IV.1. CURRENT SUPPORTING SERVICES AND MEASURES

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- IV.1.1. Between May and July 2013, the SIA Consultants have conducted seven face-to-face interviews with various Government departments and relevant organizations in Kowloon City. Current supporting services and measures of urban renewal are the focus of discussions in these interviews.
- IV.1.2. After examining feedback from the stakeholders at the interviews, information from various means, current existing supporting services and measures of urban renewal<sup>24</sup>, the Consultants list what limitations these services might have or what should be prioritized, in order to revise and strengthen the recommended mitigation measures they have previously proposed.
- IV.1.3. There are two major areas of supporting services and measures at the process of urban renewal, namely redevelopment and rehabilitation. The following paragraphs introduce the supporting services and measures which currently exist in Kowloon City.

#### Redevelopment

- IV.1.4. Main providers of supporting services and measures at the process of urban redevelopment are URA, Urban Renewal Fund, Hong Kong Housing Society (HKHS) and Development Bureau. They provide supporting services and measures to property owners and tenants, when they encounter redevelopment projects led by URA, as well as private redevelopment projects. Their major services and measures are listed as follows:

a. **Redevelopment projects led by URA**

URA is the major provider in providing supporting services and measures to redevelopment projects led by URA. Only the urban renewal social service teams are sponsored by the Urban Renewal Fund.

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<sup>24</sup> They refer to supporting services and measures provided by Government-related organizations or their partners which are currently available.

***Support to property owners and tenants***

- i. URA's Urban Renewal Resource Centre: Located in Tai Kok Tsui, the Urban Renewal Resource Centre aims to provide property owners one-stop services related to urban renewal (including redevelopment and rehabilitation), covering information, consultation and various related assistance.
- ii. URA's Ma Tau Wai Neighbourhood Centre: This Centre provides information and consultation services at the local level, to enhance the communication between URA and the affected residents. The general public can visit the Centre to inquire about information related to URA project's acquisition, compensation, resettlement policies and so on.
- iii. Urban Renewal Social Service Teams: Urban Renewal Fund has commissioned the Salvation Army to provide assistance and advice to residents affected by the URA's redevelopment projects in Kowloon City. Their services include to identify residents and businesses in need, to mobilize volunteers or community capital to provide support, to handle cases and referral services.

***Support to property owners***

- iv. Demand-led Redevelopment Projects (Pilot Scheme)<sup>25</sup>: Interested property owners can make joint applications to implement redevelopment of their buildings/lots, when meeting the selection criteria, which cover the undivided shares in each lot within the site, the site size and etc. URA will review these applications and the demands of property owners, in considering if redevelopment projects are granted.
- v. Flat-for-Flat Pilot Scheme: Domestic owner-occupiers affected by the URA's redevelopment projects may opt for the Flat-for-Flat Scheme in lieu of cash compensation. It aims to address some property owners' wish to resettle in the same district and maintain their community network.
- vi. Maintenance Cost Reimbursement Scheme: The scheme aims to provide an ex-gratia allowance to encourage the owners to carry out maintenance and repair works requested by the relevant Government departments although the buildings are likely to be redeveloped in a few years' time. This scheme is only applicable to certain urban renewal programmes and URA will consider

<sup>25</sup> The URA has also commissioned the Senior Citizen Home Safety Association to provide consultation services to property owners who are interested to apply for Demand-led Redevelopment Projects (Pilot Scheme) and Facilitating Services (Pilot Scheme).

the applications case by case, to see if such an allowance should be approved.

- vii. Reimbursement of Surveyors' Fee: Owners may employ the service of a surveyor to provide valuation of their properties being affected by redevelopment or Flat-for-Flat offers made by the URA and to discuss with the URA. The URA is prepared to reimburse the surveyors' fee if the applications meet its criteria.
- viii. Elderly Domestic Owner-Landlords Compassionate Allowance: The Allowance is introduced to assist elderly owner-landlords who are affected by URA's redevelopment projects and living on the rental income from their sole and rented out property to sustain their livelihood. The allowance is given on compassionate ground, to supplement the missing Home Purchase Allowance due to tenancy.

#### ***Support to tenants***

- ix. Domestic Tenants Compassionate Assistance Programme: Domestic tenants whose tenancy came to effect before Freezing Survey and who was requested by their landlord to move out from the affected properties due to the expiry or termination of their tenancies before URA acquired the affected properties successfully and who are unable to receive the ex-gratia payments according to "Ex-gratia Payments for Domestic Tenants (the "affected tenants")" can apply for URA's Domestic Tenants Compassionate Assistance Programme (DTCAP). Once an application is filed by a domestic tenant, the URA will issue the ex-gratia payment under this programme.
- x. Relocation Assistance : Domestic tenants whose tenancy came to effect before Freezing Survey and who was requested by their landlord to move out from the affected properties due to the expiry or termination of their tenancies before URA acquired the affected properties successfully and who are not eligible for URA's DTCAP, may be offered Relocation Assistance by URA at its discretion after the domestic tenants concerned have been assessed by the Urban Renewal Social Service Team for project concerned.

#### **b. Private Sector-led Urban Renewal Projects**

URA, the HKHS and Development Bureau are in charge of the supporting services and measures regarding private sector-led urban renewal projects, with property owners as their target group.

- i. Facilitating Services (Pilot Scheme): This scheme is implemented by a subsidiary wholly owned by URA, i.e. Urban Redevelopment Facilitating Services Company Limited. Interested property owners can apply for its facilitating services and pay a certain charge. Eligible owners, who meet



the scheme's specific criteria, including a minimum undivided shares in each lot within the site, could receive facilitation from this Scheme in amalgamating their property interests for joint sale in the market or for disposal under the prevailing market mechanism and other relevant legislation.

- ii. Information Services to Land (Compulsory Sale for Redevelopment) Ordinance<sup>26</sup>: The HKHS provides information on the procedure and related issues of the compulsory sales for redevelopment, to better inform the property owners about the Ordinance.
- iii. Pilot Scheme on Outreach Support Service for Elderly Owners: Commissioned by the Development Bureau, Senior Citizen Home Safety Association is a services provider for elderly property owners and their immediate family members who are affected by property acquisition by private developers or compulsory sale under the Land (Compulsory Sale for Redevelopment) Ordinance. Its outreach support services aim to inform the elderly owners and to provide assistance related to relocation and other aspects to those in need.
- iv. Pilot Mediation Scheme Land (Compulsory Sale for Redevelopment) Ordinance: The Pilot Scheme is commissioned by the Development Bureau and administered by the Joint Mediation Helpline Office. The aim of this voluntary basis Pilot Scheme is to mediate dispute or difference between owners arising out of or in relation to applications for compulsory sale of land lot that has been made or is intended to be made. It also provides support to finance mediation for eligible elderly owners.

## Rehabilitation

- IV.1.5. The major providers of supporting services and measures at urban rehabilitation are **URA, HKHS and Buildings Department**, with property owners as their core audiences. The Home Affairs Department also encourages and supports the property owners to establish their OCs, for better management and maintenance of their buildings. The URA has been working with NGOs, to provide information and assistance to owners at rehabilitation process. The existing supporting services and measures can be categorized into three areas, namely: **to organize property owners; to provide financial and technical support; to provide information and professional consultation.**

<sup>26</sup> The information service on the Land (Compulsory Sale for Redevelopment) Ordinance provided by the Housing Society has been ceased from 1 April 2014.

a. ***To organize property owners***

- i. *Supporting measures on building management / establishing OCs*: The Home Affairs Department has been encouraging and assisting property owners to establish their OCs and enhance the OCs' operations, in order to better manage and maintain their building. Supporting measures include: Building Management Liaison Team and the Ambassador Scheme operated by the Kowloon City District Office, the Building Management Professional Advisory Service Scheme coordinated by the Home Affairs Department, Subsidy for OCs of Old Buildings run by the Community Care Fund.<sup>27</sup> Commissioned by the Home Affairs Department, the Building Management Professional Advisory Service Scheme in Kowloon City has been operated by Shui On Property Management Ltd (till March 2014), to provide supporting services on building management and maintenance to owners in the old buildings, it includes follow-ups on maintenance projects, tenders and etc.

b. **To provide financial and technical support**

- ii. *Integrated Building Maintenance Assistance Scheme*: Starting from 2011, the URA together with HKHS have rolled out a new one-stop Integrated Building Maintenance Assistance Scheme, providing financial assistance and technical support to property owners. The following items are included in this Scheme: (1) Owners' Corporation Formation Subsidy; (2) Common Area Repair Works Allowance / Interest-free Loan / Subsidy (related subsidies: Third Party Risks Insurance Subsidy / fees for qualified professionals or consultants); (3) Home Renovation Interest-free Loan / Subsidy; (4) Building Safety Loan Scheme; (5) Building Maintenance Grant Scheme for Elderly Owners.
- iii. *Operation Building Bright*: Jointly run by the Government, URA and HKHS, this programme provides financial and technical assistance to eligible owners, especially those without OCs but their buildings suffer from structural safety problems, sanitation problems or disrepair, in carrying out building repair and maintenance work. The applications were taken in 2009 and 2010 and repair works are being carried out. Currently the Government has no plan to prolong this programme.
- iv. *Mandatory Building Inspection Subsidy Scheme*: Operated by URA and the HKHS, this Scheme aims to provide financial assistance to eligible

<sup>27</sup> The Community Care Fund provides a lump-sum subsidy, with an implementation period of three years, starting from October 2012.

owners, who are required to carry out mandatory inspections of their buildings.

c. ***To provide information and professional consultation***

- v. URA's Urban Renewal Resource Centre: As described above, the URA's Urban Renewal Resource Centre provides information and consultation related rehabilitation.
- vi. Property Management Advisory Centres<sup>28</sup>: Under the HKHS, these one-stop Centres provide professional advice and assistance to general public who would like to be informed about property maintenance and management. It also arranges free consultation sessions with professional groups for the general public.
- vii. Hotline of Building Maintenance Assistance Scheme: Co-operated by the HKHS and URA, this one-stop telephone hotline assists its users to better understand the Integrated Building Maintenance Assistance Scheme, its application procedure and related matters.
- viii. Development Bureau, Buildings Department and other related departments / executive bodies: In launching the Integrated Building Maintenance Assistance Scheme, Mandatory Building Inspection Scheme and Mandatory Window Inspection Scheme, related departments release information, publicity and educational works. Information is distributed through different media and means, such as public lectures, briefings, television programmes and brochures, to be brought to the public.
- ix. URA's Ma Tau Wai Neighbourhood Centre: This local level Centre runs a counter which is specifying in consultation services related to building maintenance.
- x. Supporting services at rehabilitation offered by URA and NGOs: To strengthen its communications at the local level, the URA has commissioned People Service Centre to provide rehabilitation-related supporting services in Hung Hom and Ma Tau Kok. The services include to organize public lectures or discussion groups of property owners, and to provide clerical services to owners who are interested to join the rehabilitation projects.

<sup>28</sup>

The Property Management Advisory Centres will reform its operating model in 2015 and the URA will take over the services of Integrated Building Maintenance Assistance Scheme and Hotline of Building Maintenance Assistance Scheme.

d. *Others*

- xi. *In-house Social Services Teams of Buildings Department*: These Teams take care of the financial, psychological and social needs of complainants and owners/occupants affected by the Department's enforcement actions, enhance mutual understanding and streamline the communication between occupants and Buildings Department.

IV.1.6. Apart from the above-mentioned supporting services and measures related to urban renewal, residents of Kowloon City, especially the tenants, when encountering housing, financial, employment, schooling and other living problems related to urban renewal, could seek help from the Social Welfare Department and its subsidiary social welfare organizations<sup>29</sup>, as well as other official departments and NGOs in Kowloon City. These departments and organizations assist the help-seekers to resolve their problems, and provide consultation or emotional support, or even referral services when needed. Moreover, some of the District Offices offer Legal Advice Scheme<sup>30</sup> and Rent Officer Scheme<sup>31</sup>, to provide legal and rental-related consultation to the general public. Though these services are not specifically designated for urban renewal, they could still help residents handle legal and rental issues arisen at the relocation process. Currently, the District Council members and other local organizations are helpful resources to residents who are not familiar with the local services.

<sup>29</sup> Social welfare organizations in Kowloon City and Yau Tsim Mong can be found at the Service Directory, services organizations which are administrated or funded by the Social Welfare Department can be found online, see [http://www.swd.gov.hk/tc/index/site\\_district/page\\_kcytm/sub\\_infobook/](http://www.swd.gov.hk/tc/index/site_district/page_kcytm/sub_infobook/). Their services cover social security, family, child welfare and service for young people, community development, services for the elderly and voluntary services.

<sup>30</sup> Legal Advice Scheme is run by the Duty Lawyer Service. This Scheme provides free preliminary legal advice to members of the public regarding their legal position in genuine cases. Interested parties should first attend the referral agencies (including voluntary groups, and 20 consultation services centres of the 18 District Offices to make an appointment to meet the volunteer lawyer. Meetings with volunteer lawyers would be conducted at the legal advice centres, operated in District Offices of Central and Western District, Wan Chai, Eastern District, Yau Tsim Mong, Kwun Tong, Sha Tin, Wong Tai Sin, Islands District and Tsuen Wan.

<sup>31</sup> Rent officers from the Rating and Valuation Department are on duty weekly in five District Offices' consultation services centres. They provide advice to general public in the areas of rental issues, legal rights and responsibilities of landlords and tenants.

## IV.2. ANALYSIS OF SERVICE GAP

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IV.2.1. Based on the findings above, the Consultants summarize the service gap different stakeholders might face at the process of urban renewal and what services should be prioritized. They are listed as follows:

### **Property owners**

#### ***Redevelopment***

- a. **Lack of information (private redevelopment projects):** Residents affected by private redevelopment projects often receive relatively little information and services, when compared with residents affected by redevelopment projects led by URA. Under the Land (Compulsory Sale for Redevelopment) Ordinance, only Information Service, Pilot Mediation Scheme, Outreach Service for Elderly Owners and URA Facilitating Services are available. When non-elderly owners who face redevelopment problems other than compulsory sale, such as mergers and acquisitions from developers or joint sales led by property owners, they might feel confused and helpless as complicated professional knowledge and procedure are involved, while information is missing or not made available. The owners might seek help from the local District Council members or social welfare organizations, which might not be experts in handling issues related to urban renewal efficiently. Therefore, there is a need to strengthen the distribution of information, to help residents who encounter difficulties in the process of private redevelopment.
- b. **More support for elderly people regarding integration after moving:** Among all stakeholders, the elderly owners reflect more difficulties in adapting to the new environment. Currently there is enough support for them at the acquisition and relocation process, yet, adapting problems after redevelopment, such as their worries about higher household spending after moving, their limited financial capacity, difficulty in maintaining contacts with fellow residents and etc., are not addressed. The existing Urban Renewal Social Service Teams offer services to residents affected by URA redevelopment projects, such as assistance to elderly people in adapting to the new community, getting familiar with the facilities in the community and keeping contacts with their previous neighbours. Yet, the elderly people affected by private redevelopment projects would feel neglected, while some of them would still need emotional support and referral services at this stage.

#### ***Rehabilitation***

- c. **Continuous to enhance support and services for rehabilitation:** The supporting services and measures for rehabilitation are rather comprehensive, with support covering different aspects provided by the URA, the HKHS, Home Affairs Department and Buildings Department. To optimize their efficiency,

different departments have conducted their services through cooperation, improved the communication in the areas with rehabilitation projects and carried out publicity and educational work. For the Mandatory Building and Window Inspection Schemes, Buildings Department, HKHS and URA have held regular briefings, to introduce the details of financial supports, statutory requirements and other related matters. The URA and related departments have often formulated updates for the OBB Scheme, such as to introduce a new sub-contracting arrangement for OCs which have not distributed tender submission, as to avoid the risk of bid-rigging and to offer a reasonable bid price for owners. Yet, some residents wish to obtain more information in the preparation and supervision of the construction works (with frequent problems such as bid-rigging and poor project quality), to allow them in handling potential problems better and to complete it without unnecessary disputes. Thus, the Consultants suggest the related departments to regularly invite owners who have gone through the rehabilitation projects to share with owners who are preparing for the similar projects, such an exchange of experience and information could help smoothen the rehabilitation process.

### **Tenants**

- d. **Lack of centralized channel to distribute information:** Most of the relevant information is available online. However, many tenants (especially new arrivals and elderly residents) are not familiar with computer technology and fail to receive information through this channel. They often express concerns about higher living expenditure and their inability to integrate into the new community after redevelopment. Such worries are resulted from their lack of knowledge of the current services provided by the social welfare organizations in their community and the supporting measures to address their needs. Rooftop dwellers affected by urban renewal were mostly concerned about compensation and resettlement. The URA has developed a series of measures to address their problems, yet those affected by private redevelopment projects are not covered by the URA measures. Rooftop dwellers who are unclear about which redevelopment projects they are involved, feel rather anxious. A centralized platform to distribute information would help refer them to relevant social welfare departments, and vice versa, the local services groups could also use the platform to get their messages reaching their target clients.
- e. **Difficulties in finding flats to rent:** Forced eviction, refusal to renew tenancy contracts or large-scale rent hikes are common problems for tenants, including the more vulnerable groups such as new arrivals and ethnic minorities. These problems are caused by the ongoing redevelopment projects in the district and therefore fewer old flats are available in the tenancy market. As these problems

involve the tenancy market supply and demand, as well as the will of the property owners, limited support is available for tenants.

- f. **Improvement on ethnic minorities' access to information:** The current urban renewal information and publications are not translated into ethnic minorities' languages and as a result, they are generally not informed about urban renewal and its supporting services. Most of them are low-income households and encounter more difficulties in housing and living at the redevelopment process, especially in finding flats due to incapacity to understand the tenancy contracts. Interpreting service and other social services are potentially needed in this area. To make it easier for ethnic minorities, the Social Welfare Department and Home Affairs Department have taken up some measures, such as producing booklets/ leaflets in minority languages to introduce their services; Home Affairs Department also offers assistance to promote integration, such as facilitating them in using public services, providing free telephone or video interpretation services, such as the "Support Service Centres for Ethnic Minorities"<sup>32</sup>, though there is no such a centre in Kowloon City. Furthermore, the ethnic minority residents in Kowloon City are often inactive in participating community activities, which leads to their unfamiliarity of social welfare information. There is a need to strengthen outreach services to inform them about these services.

<sup>32</sup>

The Home Affairs Department has commissioned NGOs to open and operate five "Support Service Centres for Ethnic Minorities" in Wan Chai, Yau Tsim Mong, Kwun Tong, Yuen Long and Tuen Mun; and two sub-centres in Sham Shui Po and Tung Chung. These centres provide integration activities, specific classes, interpretation, consultation and referral services and etc. The centre in Kwun Tong (known as Centre for Harmony and Enhancement of Ethnic Minority Residents, run by Hong Kong Christian Service) provides free telephone and video interpretation services. For details, please see <http://www.hkcs.org/gcb/cheer/cheer.html>.

## V. RECOMMENDED MITIGATION MEASURES

### V.1. CONCRETE DIRECTIONS FOR MITIGATION MEASURES

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- V.1.1. At Stage 1 of SIA, Consultants have proposed mitigation measures along the three board approaches, including to set up a **One-Stop Services Centre** as the base, **to promote the existing policies and to develop the existing supporting schemes and to liaise with local organisations and institutions**. Most of the stakeholders respond favourably to these three approaches.
- V.1.2. Based on the stakeholders' feedback at Section III of this report, the Consultants conclude that the residents would expect the One-Stop Services Centre to take a proactive operating model in providing reliable information, inter-professional consultation and outreach support. The residents also hope to promote and develop the existing supporting services and measures; they also suggest to link up the local organizations and institutions, such as the active community centres and District Council members, through the One-Stop Services Centre.
- V.1.3. Furthermore, after learning the difficulties the stakeholders might encounter, the Consultants review the current supporting services and measures on urban renewal at Section IV. They therefore summarize the services gap and services to be prioritized for different stakeholders, as listed below:

#### *Property owners*

- Lack of information (private redevelopment projects)
- More support for elderly people regarding integration after moving
- Continuous improvement on support and services for rehabilitation

#### *Tenants*

- Lack of centralized channel to distribute information
- Tenants have difficulties in finding flats to rent
- Improvement on ethnic minorities' access to information

- V.1.4. Based on the potential challenges the residents would encounter, their expectations of the mitigation measures and the blind spots of the available services, the Consultants recommend to develop a comprehensive **Information Kit on Urban Renewal**; to use **One-Stop Services Centre** as a **networking basis with local organizations and institutions** to serve the residents. **The current supporting services and measures** would need more publicity, to be initiated by the



Government and authorities. Enhancement of these services and measures should be considered when necessary.

## **V.2. INFORMATION KIT ON URBAN RENEWAL**

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- V.2.1. Currently, information related to urban renewal is disseminated through different channels. However, the general public finds it difficult to obtain comprehensive information and the related supporting schemes and services, especially regarding private-led redevelopment. To make the information more accessible, the Development Bureau, with the assistance of the relevant Government departments and organizations, should consolidate all related information into an “Information Kit on Urban Renewal” so as to support the public in handling problems related to redevelopment and rehabilitation. The information kit should be made available at the District Offices of Home Affairs Department, Urban Renewal Resource Centre / Neighborhood Centres of URA and other relevant NGOs. After further consultation with relevant Government departments which provide services to the ethnic minorities, such as the Social Welfare Department, Labour Department, Housing Department and Home Affairs Department, some materials of the information kit could be translated into the languages of the ethnic minorities, based on these departments' experience.

## **V.3. ONE-STOP INFORMATION AND SERVICES CENTRE**

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- V.3.1. To coordinate with the future urban renewal in the Kowloon City District, the Consultants have proposed to set up a credible, professional and comprehensive “One-Stop Services Centre”. This centre should answer residents' enquiries and deliver services related to urban redevelopment and rehabilitation, ease their worries and reduce the social impacts during the urban renewal process. Two categories of services should be made available, namely dissemination of information and referral services.

**a. Dissemination of information:**

The One-Stop Services Centre can help disseminate information of redevelopment projects through different channels, such as telephone hotlines, internet inquiry or services booths at the centre to answer enquiries related to urban renewal; to distribute urban renewal related materials, such as the “Information Kit on Urban Renewal” mentioned above; to conduct publicity and educational activities, such as community lectures, themed workshops, group meetings, sharing and etc. These can be conducted through outreach

services with local organizations; and to provide venue to run activities related to urban renewal, such as conference.

b. **Referral services:**

As supporting services of urban renewal are provided by different Government departments and organizations, the One-Stop Services Centre can refer the stakeholders to relevant Government departments or organizations for follow-ups relating to redevelopment or rehabilitation, based on their individual needs. The Centre is suggested to establish a communication network in the district and foster collaborative partnership.

## Operator

V.3.2. In general, the residents have expressed their wish for a highly credible One-Stop Services Centre in the future, to protect their rights and interests at the complicated urban renewal process. Therefore, a public institution as an operator of such a Centre is recommended, to ensure there is no conflict of interests between its operations and the residents' interests. After seeing into all aspects and the reality, the Consultants believe that the URA would be a more suitable operator, for the following reasons:

- a. **Capacity to provide credible information:** URA is a statutory *organization* under the Government and have gained trust from the public in the past. The Consultants believe that information released by the URA would be considered as more reliable by the residents.
- b. **Professional knowledge and relevant experience in providing related services:** Urban renewal is the major business of the URA and therefore, by default, it is more familiar with the different aspects of urban renewal and professionally informed when compared with other departments and organizations. In 2015, the URA will expand its building maintenance assistance services throughout Hong Kong. It is experienced in running the URA's Urban Renewal Resource Centre. All these make a One-Stop Services Centre affiliating to the URA a practical and efficient way to avoid the problem of reinventing the wheel. Thus, the Consultants recommend the URA to set up and operate a One-Stop Services Centre in Kowloon City, in order to efficiently support residents who encounter problems at the urban renewal process.
- c. **Well-established community network in providing various types of professional consultation services:** Another asset of the URA as the operator is its established network with the other official services departments and organizations, which allows easier access to information and referral services. Residents have long wished for a One-Stop Services Centre to provide comprehensive and professional information related to urban renewal and the Consultants believe that the URA has had a well-established network to realize this goal.

- d. **Moving to a proactive services model:** Stakeholders have reflected that the URA's operating model was rather passive. After some research and consultation, the Consultants notice that the URA has been working towards a more proactive services model. In recent years, it has been working extensively with the District Council, NGOs such as local organizations and professional institutions, to involve the community in its programmes. The Consultants believe that the URA could adopt different measures to approach people in need and provide them more people-oriented services.
- V.3.3. Due to its scope of duties under the Urban Renewal Authority Ordinance, the URA is not recommended to voice its opinions of redevelopment projects initiated by the private sector. Yet, the One-Stop Services Centre operated by the URA could assist in providing general information related to redevelopment, to make use of its network with the local Government departments and institutions in helping affected residents resolve problems and look for appropriate support. The operation mode of the One-Stop Services Centre, including the details of the services to be provided, could be further arranged in the future.

## V.4. PROMOTING AND ENHANCING THE EXISTING SUPPORTING SERVICES AND MEASURES

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- V.4.1. While conducting this SIA, the Consultants find that some stakeholders in the affected areas have limited knowledge about the supporting services and measures provided during the urban renewal process (see Section IV.2). Thus, it is proposed to further publicize the existing services and measures, due to the stakeholders' needs. The purpose is to effectively mitigate the social impacts of urban renewal.
- V.4.2. As tenants' problems prevail, especially among the ethnic minority groups and new arrivals, the Consultants recommend the Home Affairs Department to enhance its outreach services in Kowloon City, targeting ethnic minorities and new arrivals. Services such as "Ambassador Scheme"<sup>33</sup>, in which the ambassadors can introduce the One-Stop Services Centre and other social welfare services, while they are visiting the inactive or hidden tenants.
- V.4.3. Low-income tenants affected by redevelopment suffer in finding new homes, and the long-term solution is to offer more public rental housing. During the transitional

<sup>33</sup> Ambassador Scheme: Two NGOs (International Social Service Hong Kong Branch and New Home Association) have been commissioned by the Government to provide outreach services to ethnic minorities and new arrivals from mainland China. Ambassadors with similar background and experience are assigned to their target clients, they would visit the ethnic minorities and new arrivals at their homes or approach on the streets, organize exhibitions and lectures, introduce the services provided by the Government. Referral services to relevant Government department for follow-ups are provided, when such a need is identified. For details, please visit [http://www.had.gov.hk/tc/public\\_services/services\\_for\\_new\\_arrivals\\_from\\_the\\_mainland/ambassador.htm](http://www.had.gov.hk/tc/public_services/services_for_new_arrivals_from_the_mainland/ambassador.htm)

period, it is recommended that the tenants affected by the URA-led redevelopment projects should seek help from the Urban Renewal Social Service Teams, to rent appropriate private flats; other affected tenants could seek help from relevant departments such as Social Welfare Department or other social services groups. Moreover, the social enterprise Light be (Social Realty) Co. Ltd.'s Light Home Programme,<sup>34</sup> allows property owners to rent their flats through the social enterprise to vulnerable groups who face pressing housing problems.

- V.4.4. The Government and URA have carried out several supporting pilot programmes related to urban renewal, such as the Flat-for-Flat Scheme, Demand-led Redevelopment Project and Facilitating Services launched by URA; and the Pilot Scheme on Outreach Support Service for Elderly Owners and the Pilot Mediation Scheme under Land (Compulsory Sale for Redevelopment) Ordinance launched by the Development Bureau. They have been proven to be effective at the pilot stage. It is recommended to review these schemes and enhance the relevant programmes when necessary in order to reduce the social impacts of urban renewal on stakeholders more effectively.

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<sup>34</sup> Light Home Programme is operated by social enterprise Light be (Social Realty) Co. Ltd.. Its mission is to help property-owners to flexibly make use of their properties, to lease them to vulnerable groups with urgent housing needs.

## **VI. CONCLUSION**

- VI.1. After employing research methods of drawing the community profile; analyzing questionnaire survey; meeting focus groups and face-to-face interviews / consultations to analyze the impact of URP in Kowloon City on its residents and businesses, the Consultants have identified the stakeholders who would be affected by urban renewal, their concerns and expectation on urban renewal. Recommendations of mitigation measures on social impacts are proposed, after reviewing the current supporting services and measures offered at the urban renewal process. If these recommendations are adopted and properly implemented, they should be helpful in reducing the social impacts of urban renewal on different stakeholders, especially on the vulnerable groups.