

Existing and planned measures on the promotion of racial equality

Urban Renewal Authority

Urban Renewal Authority (“URA”) is a body corporate established under the Urban Renewal Authority Ordinance (Cap. 563) to undertake, encourage, promote and facilitate urban renewal of Hong Kong, with a view to addressing the problem of urban decay and improving the living conditions of residents in old districts.

In carrying out urban renewal of Hong Kong, URA attaches great importance to ensuring the people of Hong Kong irrespective of their languages and culture to have equal access to URA public services. URA has taken appropriate and practicable supportive measures to facilitate people of different languages and culture to access its public services.

Services
Concerned

- URA adopts a comprehensive and holistic approach by ways of its two core businesses i.e. redevelopment and rehabilitation, as well as heritage preservation and revitalization, for creating a sustainable and quality living for the people of Hong Kong.

Existing
Measures

- URA uses Chinese or English (as the case may be) in the provision of its public services.
- Information on URA website is in Chinese and English.
- Information leaflets and pamphlets on URA public services are published in Chinese and English.
- URA has translated and uploaded onto its website the below 7 leaflets on acquisition and compensation / rehousing information into Bahasa Indonesia, Hindi, Nepali, Punjabi, Tagalog, Thai, Urdu and Vietnamese:

1. Domestic Property Owner - Acquisition Compensation Smart Tips (owner-occupied);
 2. Domestic Property Owner - Acquisition Compensation Smart Tips (Tenanted / Vacant);
 3. Non Domestic Property Owner - Acquisition Compensation Smart Tips (owner-occupied);
 4. Non Domestic Property Owner - Acquisition Compensation Smart Tips (Tenanted / Vacant);
 5. Domestic Property Tenant - Ex-gratia Allowance / Re-housing Smart Tips;
 6. Domestic Property Principal Tenant - Ex-gratia Allowance / Re-housing Smart Tips;
 7. Non Domestic Property Tenant - Ex-gratia Allowance Smart Tips.
- URA has introduced a real time three-way telephone interpretation service (in Bahasa Indonesia, Hindi, Nepali, Punjabi, Tagalog, Thai, Urdu or Vietnamese) provided by the Centre for Harmony and Enhancement of Ethnic Minority Residents (“CHEER”) to answer enquiries about URA public services from service users of different languages.
 - Language Identification Card prepared by the CHEER is available in the reception areas / counters of URA offices and service centers to facilitate communication with service users of different languages.
 - URA has provided for its staff learning materials and training courses on race-related issues, such as:
 1. produced self-learning video clips:
 - “Visit to Chungking Mansions” which featured the first registered ethnic minority social worker in Hong Kong and showed the multi-cultures in Chungking Mansions; and
 - “Projects Case Sharing - A Tenant Case of Ethnic Minority”;
 2. launched a training course titled “Dealing with Cultural Differences”;

3. organized a seminar titled “Introduction to Anti-Discrimination Laws of Hong Kong”; and
4. conducted a workshop titled “Introduction to Basic Thai Greetings and Cultural Etiquette”.

- URA has collaborated with the Blessing Thai Service Centre of the Christian & Missionary Alliance Church Union Hong Kong to form the "Thai Service Team" consisting of 30 Thai volunteers to support the implementation of URA redevelopment projects in Kowloon City District through disseminating to the Thai residents and traders in the district the relevant information on the redevelopment projects and collecting their views and briefing sessions will be conducted as needed to provide updated information in Thai for Thai residents involved in a redevelopment project, with on-site interpretation to improve communication.

Assessment of
Future Work

- URA will regularly review the effectiveness of its provision of public services to service users of different languages and culture and make improvements as appropriate in order to address their needs and concerns (if any) about URA public services.
- Feedback and suggestions (if any) from service users of different languages and culture will be considered by URA for continuous improvement on its provision of public services.

Additional
Measures Taken /
To Be Taken

- URA will continue to
 - pay attention to the needs and concerns of service users of different languages and culture about URA public services and explore appropriate and practicable enhancements to ensure their equal access to URA public services;
 - where appropriate and practicable, translate information leaflet / pamphlet on relevant URA public service in languages other than Chinese and English for

distribution to service users of different languages when URA launches the relevant public service;

- arrange interpretation services where appropriate and practicable to facilitate service users of different languages to have equal access to URA public services;
- explore the use of appropriate communication aids / techniques to facilitate equal access to URA public services by service users of different languages;
- explore the use of appropriate publicity channels to enable service users of different languages to aware of the availability of specific URA measures and arrangements to facilitate their access to URA public services;
- provide front-line staff with training on race-related issues, such as the skills and techniques to work effectively with interpreter and the etiquette of people in Hong Kong with different languages and culture;
- collect the numbers of requests by service users of different languages for translation and interpretation services and the services provided to them for service and resources reviews; and
- keep in view the needs of service users of different languages and culture and put in place appropriate and practicable supportive measures to ensure their equal access to URA public services.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact URA via the following channels -

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**Urban Renewal Authority
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