

**Screening Questionnaire**

Sample no. : \_\_\_\_\_

Member no. : \_\_\_\_\_

Please provide information on **difficult-to-solve problems or disputes** you have experienced as an individual, and not those experienced by your employer, your company or any business you run. These problems or disputes may be related to employment, renting or owning a property, money, family or other matters.

	1. Any incidents? (0) Never (1) Not experienced in the past 5 years (2) Not in the past 12 months but experienced in past 5 years (3) Experienced in the past 12 months	Experienced in past 5 years ( In Q1, choose (2) or (3) ) :				
	2. Importance (1) <i>unimportant</i> ** and hence <i>no action has been taken</i> (2) <i>important</i> , but <i>no action has been taken</i> (3) <i>important</i> , <i>action has been taken</i>	3. No. of incidents	Importance (In Q2, choose (2) or (3)) :			
			4. Brief description of incident	5. When did it happen*	6. Whether other household members are affected	7. If other household members are involved, who should be in a better position to answer

**A. Employment related problems or disputes**

1. Employment contract in general					Y/ N		
2. Dismissal by employers					Y/ N		
3. Payment of salaries or bonuses					Y/ N		
4. Working conditions					Y/ N		
5. Relationship with supervisors/ colleagues					Y/ N		
6. Discrimination or other unfair treatment					Y/ N		
7. Employment of domestic helpers					Y/ N		
8. Others, please specify: _____					Y/ N		

\*Interviewer should prompt by asking, for example, whether it happened before or after Chinese New Year, Christmas, 1 October or birthday

\*\* Including incidents in which it is believed no one is to blame or the other side is right.

# Recurrent incidents only refer to incidents which are of the same nature and are affecting the same third parties.

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**B. Tenant problems**

1. Tenancy agreement	
2. Payment of rent	
3. Termination of tenancy by landlord	
4. Recovery of rental deposits from landlord	
5. Repairs and maintenance inside premises by landlord	
6. Others, please specify: _____	

				Y/N		
				Y/N		
				Y/N		
				Y/N		
				Y/N		
				Y/N		

**C. Landlord problems**

1. Tenancy agreement	
2. Default in payment of rent	
3. Termination of tenancy	
4. Damage of properties by tenants	
5. Others, please specify: _____	

				Y/N		
				Y/N		
				Y/N		
				Y/N		
				Y/N		

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**D. Problems related to owners of residential properties**

1. Sales and purchase of properties	
2. Affairs of Owners' Corporation	
3. Repairs and maintenance of communal properties	
4. Repairs and maintenance inside premises	
5. Urban renewal or property acquisition by land owners	
6. Others, please specify: _____	

				Y/N		
				Y/N		
				Y/N		
				Y/N		
				Y/N		
				Y/N		

**E Consumer related matters**

1. Faulty goods bought/ poor services	
2. Disputes over charges (e.g. incorrect bills)	
3. Disputes over purchase agreements	
4. Misrepresentation by sales representatives	
5. Other complaints against sales representatives	
6. Others, please specify: _____	

				Y/N		
				Y/N		
				Y/N		
				Y/N		
				Y/N		
				Y/N		

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**F. Other money matters**

1. Getting money back from debtor	
2. Disputes over money with others	
3. Problems with creditors or debt collectors	
4. Claims related to insurance	
5. Bankruptcy related	
6. Others, please specify: _____	

				Y/N		
				Y/N		
				Y/N		
				Y/N		
				Y/N		
				Y/N		

**G. Problems related to damage and disturbances caused by others**

1. Damage to properties caused by neighbours and others	
2. Disturbances caused by neighbours and others	
3. Disputes with neighbours and others	
4. Others, please specify: _____	

				Y/N		
				Y/N		
				Y/N		
				Y/N		

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		4. Brief description of incident	5. When did it happen*	6. Whether other household members are affected	7. If other household members are involved, who should be in a better position to answer	8. Whether the incident is <i>recurrent#</i> . If yes, identify separately reported recurrent incidents

**H Problems related to injuries or health problems in the workplace**

1. Accidents at workplace	
2. Accidents outside workplace while on duty	
3. Health problems caused by working environment	
4. Health problems caused by work arrangement	
5. Others, please specify: _____	

				Y/ N		
				Y/ N		
				Y/ N		
				Y/ N		
				Y/ N		

**I. Family-related**

1. Divorce or separation	
2. Custody of and access to children after separation or divorce	
3. Division of money, properties, etc. in connection with divorce	
4. Payment of maintenance for child or spouse	
5. Violent or abusive treatment by spouse	
6. Extra-marital affairs of spouse	
7. Violent or abusive treatment of children	
8. Problems related to mental health	
9. Wills or estate	
10. Others, please specify: _____	

				Y/ N		
				Y/ N		
				Y/ N		
				Y/ N		
				Y/ N		
				Y/ N		
				Y/ N		
				Y/ N		
				Y/ N		
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**J. Problems related to injuries or health problems outside the workplace**

1. Injuries caused by traffic accidents	
2. Injuries or health problems caused by food taken in restaurants	
3. Injuries or health problems caused by faulty goods bought	
4. Injuries or health problems caused by services (e.g. during facial treatment)	
5. Others, please specify: _____	

					Y/ N		
					Y/ N		
					Y/ N		
					Y/ N		
					Y/ N		

**K. Problems related to government departments or government officials**

1. Treatment by police officers	
2. Traffic offence tickets	
3. Tickets issued for littering offences	
4. Tax assessment	
5. Applications for public housing/ shelter or temporary accommodation	
6. Immigration	
7. Others, please specify: _____	

					Y/ N		
					Y/ N		
					Y/ N		
					Y/ N		
					Y/ N		
					Y/ N		
					Y/ N		

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**L. Problems related to services provided by professionals (e.g. medical doctors, dentists, lawyers)**

1. Poor health or sickness caused by services or negligence of professionals	
2. Damage caused by services or negligence of professionals	
3. Disputes over fees paid to professionals	
4. Others, please specify: _____	

				Y/N		
				Y/N		
				Y/N		
				Y/N		

**M. Other problems or disputes**

1. Discrimination	
2. Right of abode and other immigration issues	
3. Defamation	
4. Disputes with schools/ teachers	
5. Dispute with government related to schooling of students	
6. Other problems with children at schools	
7. Handling of personal information by others (e.g. banks or insurance companies)	

				Y/N		
				Y/N		
				Y/N		
				Y/N		
				Y/N		
				Y/N		
				Y/N		

**N. Apart from problems or disputes described above, are there any other difficult-to-solve problems or disputes which you have encountered?**

For example:

- (1) Has any legal action been taken against you OR have you taken any legal action against others (e.g. in the form of solicitor’s letter or court proceedings), excluding criminal prosecutions?
- (2) Has anyone threatened to take legal action against you (e.g. in the form of solicitor’s letter or court proceedings), excluding criminal prosecutions? Have you thought about taking legal action against others?

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		4. Brief description of incident	5. When did it happen*	6. Whether other household members are affected

**Please give brief description of the nature of incidents**

1.	
2.	
3.	

					Y/N		
					Y/N		
					Y/N		

**Instruction to Interviewer:**

If any problems or disputes are reported **in past 5 years** (In Q1, choose (2) or (3)); or they are considered **important, but no action has been taken** or **important, action has been taken** (In Q2, choose (2) or (3)), please go to **Incident Handling Report Questionnaire** for the incident identified.