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**If you are a customer of Bromford Support,
please speak to the Bromford colleague who is
working with you for more information.**

Neighbour mediation

– getting help to sort out a dispute



www.bromfordgroup.co.uk

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This leaflet explains how you can use mediation to sort out disputes.

Neighbour mediation

Mediation means that a person who doesn't take sides (a third party) helps two people sort out a dispute in a way that respects the rights and needs of each of them.

Neighbour mediation can sort out disputes between people who live in the same area or neighbourhood. Disputes may be about all sorts of things, including excessive noise, antisocial behaviour, dogs, parking, boundary problems or verbal abuse. You may find it easy to talk to your neighbour to sort out these problems. But if you can't, mediation may help.

How does it work?

A trained mediator will visit both you and your neighbour separately at home, at a time that suits you. They will:

- listen to what each of you says and help you look for a positive solution
- ask each of you to explain how you see the situation, and how you would like things to be
- ask for your suggestions on sorting out the dispute
- keep what you say private and confidential unless you agree otherwise.

By giving everyone the opportunity to explain their side of the story and talk without being interrupted, mediation can be very helpful.

It isn't an easy option – when people are honest and say what they feel, it can provoke strong emotions. But when everyone has had the chance to express their feelings, they are more likely to stop being hostile and consider the other person's point of view.

Did you know?

- Most people don't want to be bad neighbours.
- Four out of five disputes are successfully resolved through mediation.

Is mediation right for me?

To find out if mediation is right for you, ask yourself these questions:

- Do you want to find a positive solution to your dispute?
- Do you want to reduce the stress caused by your dispute?
- Do you want to find a way to live peacefully with your neighbours?
- Are you willing to try a new way of resolving problems?

If the answer to any of these questions is yes, then mediation could be right for you. Remember: if it doesn't work, you can still take other action, such as complaining to us or the council, or going to court.

How can I get mediation?

If you are interested in mediation, please speak to your local housing team, support worker or customer relations manager. They will be happy to discuss it with you.

If you have difficulty understanding this information or would prefer to receive an alternative format (i.e. translated, audio, Braille or large print) please contact us.