

Struggling to resolve
an issue with a
neighbour?

**Have you ever
thought about
mediation?**



What is mediation?

Mediation is a free service offered by the Council to our tenants which helps two parties resolve their differences. We offer the help of an impartial, trained mediator to work with you to try to reach a solution that suits everyone involved.

How can a mediator help me?

We know that life isn't always plain sailing and disagreements between neighbours happen.

This could be for a number of reasons including:

- Clashes in lifestyles
- Use of shared spaces
- Parking disputes
- Noise including loud music, children and pets

Many of these low level issues that arise between neighbours are not covered by legislation, so the Council does not have any powers to take enforcement action. This is where mediation can help. By using the help of an independent mediator to start discussions between the two parties, the issues can often be resolved and an informal agreement reached.

What should I expect?

Once you have contacted the Neighbourhood Management Team, a mediator will then organise an introductory meeting with you and the other party. They will listen to what has happened and what both parties would like as a resolution.

These meetings are confidential and are usually held at a neutral venue. The mediator will chair the meeting so that they can make sure all views are heard and understood. Any agreements reached are written up and returned to the parties involved. It normally takes two meetings to find a resolution but can take more depending on the individual case.

It is hoped in the future that our tenants will be able to self-refer directly to the mediator without having to contact the Neighbourhood Management Team.

Who do I contact?

Please contact the Neighbourhood Management Team on **0800 137 111** or email **HM-NeighbourhoodBusinessSupport@rbkc.gov.uk**