

# A guide to Mediation

Housing Management Services



we can

family  
mosaic

# ABOUT THIS LEAFLET

**This leaflet explains what mediation is and why it can be of help to resolve neighbour disputes.**

## **Neighbour disputes**

Neighbour disputes are very common and often involve issues such as:-

- Noise nuisance
- Problems with pets
- Parking problems
- Shared access to communal areas

Mediation can help you and your neighbour to resolve a dispute involving these, or other issues.

## What is mediation?

Mediation is a very straightforward way of resolving disputes between neighbours. It provides a safe environment where people can negotiate and find ways to end their dispute. It is a free service that aims to help you and your neighbour reach an agreement that you can both live with.

It gives you a chance to communicate with your neighbour in a constructive and fair way, so that you can be properly heard and you can hear what they have to say.

Mediation is confidential and informal. It is a process that allows people to have control over how their dispute is addressed and resolved. The aim is to reach an agreement that works for everyone involved.

The mediator will help you identify ways to improve your situation, but they will not take sides or make decisions for you. Everyone involved will be listened to equally and it will be for you and your neighbour to decide how to settle your dispute.

Mediation is a voluntary process and you cannot be made to take part. It is, however, often the only effective way to resolve a dispute. We want to do everything we can to help you, but if mediation is the most appropriate course of action in your case and if you are not willing to try using it, there may be no other options that we can use to resolve the matter.

## **Who carries out mediation?**

We have both “in house” and external mediators who are trained and experienced in helping people settle their disputes.

## **What next?**

If you are willing to use mediation to try to settle your dispute, please contact our Customer Care Line. Your Neighbourhood Manager will then ask our mediators to contact you. They will be happy to talk in more detail about mediation and how it works.

Mediation will usually involve the mediator speaking to each neighbour individually. This allows each person to explain their point of view and think about what needs to happen to resolve the dispute.

If both parties agree, this can be followed by a joint meeting. If people are not ready for, or do not want a joint meeting, the mediator can act as a ‘go-between’ working separately with each neighbour so that they do not have to meet.

Whichever option is chosen the mediator will aim to help both sides to understand each others concerns, to communicate usefully with each other and to jointly decide on actions that will bring the dispute to an end.

Family Mosaic will not be involved in the mediation process, which is completely confidential. We will, however, support residents who experience difficulties making contact with the mediator or in arranging mediation appointments.

# Access to our services

**There are a range of ways  
you can contact us:**



## **Dedicated Customer Care Line**

0300 123 3456 and press option 2  
to speak to a Neighbourhood Manager.



## **Via email**

[customercareline@familymosaic.co.uk](mailto:customercareline@familymosaic.co.uk)



## **Via letter**

Family Mosaic

Albion House, 20 Queen Elizabeth Street,  
London, SE1 2RJ or

Family Mosaic

Pembroke House, Northlands Pavement,  
Pitsea, Essex SS13 3DU.



## **Through our web site**

[www.familymosaic.co.uk](http://www.familymosaic.co.uk)

## Feel good about **coming home**

This document gives you information about **Mediation**. If you need any part of this document in **large print or Braille** please contact us on 0300 123 3456.

Version 1: First published: Oct 2014 Last revised: Oct 2014



Printed on FSC paper from mixed sources including recycled