

Mediation for Neighbour Disputes

Public Protection Partnership | Bracknell Forest
West Berkshire
Wokingham



RESOLVE
Berkshire & Oxfordshire Mediation Service
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0118 959 7420, or 07421 834 862

e-mail us at info@resolvemediation.com
or visit www.resolvemediation.com

Resolve offers a complete dispute resolution service. If you have a workplace dispute, are interested in mediation work in schools, with young people, an alternative to civil court cases, or would like to access our wide range of training courses on conflict resolution, please call us.

Reg. Charity No. 1061866

If you require this information in an alternative format or translation, please call 01635 51111 and ask for Environmental Health and licensing

Bracknell Forest Council

Environmental Health and Licensing

Time Square
Market Street
Bracknell, RG12 1JD
Tel: 01344 352 000
email: environmental.health@bracknell-forest.gov.uk

West Berkshire Council:

Environmental Health and Licensing

Market Street
Newbury
Berkshire, RG14 5LD
telephone: 01635 503242
email: ehadvice@westberks.gov.uk

Wokingham Council:

Environmental Health and Licensing

Shute End
Wokingham
Berkshire, RG40 1BN
telephone: 0118 974 6000
email: environmental.health@wokingham.gov.uk

WBC/EH/CG/03

Enabling voluntary resolution
Confidential
Acceptable solutions
Compromise
Mutual agreements
listening understanding
Collaboration Independent
Empathising
Communication
win-win unbiased
Reasonable
impartial

This service is provided in partnership

www.westberks.gov.uk



What is mediation?

Disputes between neighbours can sometimes get out of hand. Mediation is a way of sorting out differences without having to involve solicitors or the courts. Mediators are independent, non-legal people who listen to both sides of the dispute and help the people involved to reach agreements between themselves.

Who are the mediators?

The mediators are people who have had special training and experience in helping people who are in dispute to work out solutions to problems. Mediators don't take sides or tell people what to do. They are good listeners. They help people explore solutions and find agreements they can live with.

What is RESOLVE?

Resolve is a mediation service for people who live in Berkshire, Oxfordshire and surrounding areas. The range of neighbour problems we can deal with is very wide.

These are common ones:

- Noise nuisance of every kind
- Anti-social behaviour
- Children's and teenagers' difficult behaviour
- Verbal abuse, intimidation and harassment
- Nuisance caused by dogs
- Parking and car repairs
- Boundary disputes
- Unjustified or tit-for-tat complaints about you from other neighbours.

In serious cases we will work with police, environmental health and housing officers to get effective solutions to neighbourhood problems. No problem is too small or too large for our attention.

What happens when you contact RESOLVE?

Step One - deciding to try mediation

You can call the office, email, or write to us. We can arrange for two of our mediators to visit you in your home. You can tell them about the problem and they will tell you about how mediation works and talk over with you what your choices are to deal with the problem.

Step two - the mediators see the other neighbour

The mediators will then contact the other neighbour and go and see them and hear their view of the problem. The mediators won't judge anyone or take sides. They won't pass on anything you have said to the other neighbour without your permission.

Step three - an opportunity for discussion and problem-solving

If both neighbours agree, the mediators will arrange for everyone to meet in a safe, neutral place to try and find a solution to the problem. If you have concerns about meeting face to face, you can discuss this with the mediators. They can still help you.

The mediators help you reach agreements that meet everyone's concerns and that both sides

to the dispute can accept. They write the agreements down and both neighbours sign and keep an identical copy.

Step four - follow-up

The mediators check with everyone two weeks after the meeting to see how things are going, and again if necessary.

Does it work?

Almost all people who try it experience some improvement and for many it resolves their dispute completely.

Things to remember about mediation

- It is fair to both sides. Both neighbours get the chance to air their feelings and put their point of view.
- No one has to admit fault or climb down. Agreements are 'win-win', offering something to both sides.
- Agreements are written down, and are practical, reasonable, and form a benchmark for the future.
- It is a quick, effective alternative to costly legal action - or doing nothing and putting up with the problem.
- It is voluntary. You can withdraw from it at any time if you wish.

You can always call us for an informal and confidential chat if you have a neighbour problem and want to know if mediation could help.