

parking

noise

harassment

gardens

anti-social  
behaviour

confidential

animals

resolution

# Mediation for Neighbour Disputes



Let's listen, talk and move forward

Registered Charity Number: 1061866

**Public Protection Partnership** | Bracknell Forest  
West Berkshire

## 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.

The range of neighbour problems we deal with is very wide. The common ones include:

- Noise disturbance
- Anti-social behaviour
- Verbal abuse, intimidation, harassment
- Parking and shared spaces
- Nuisance caused by animals

## How does mediation take place?

Meetings can take place face to face, by video link (usually Zoom) or phone conferencing. Zoom is easy to use - you don't need any special equipment or knowledge and we can help you to get set up.

## What is RESOLVE?

Resolve is a mediation service for people who live in Berkshire, Oxfordshire and surrounding areas.

## Does mediation work?

Almost everyone who tries mediation will see positive improvements, and for many it resolves their dispute completely.

## Who are the mediators?

The mediators are independent, non-legal people who have had specialist training and experience in helping those in dispute to work out solutions to problems.

Mediators listen to all involved. They don't take sides or tell people what to do. They help people explore solutions and find agreements that they can live with.



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## What happens when you decide to use mediation?

### Step One – Getting Resolve involved

In the majority of cases, with your consent, you will be referred to us by your housing association, local authority or other organisation.

### Step Two – You meet the mediators

The mediators will contact you and others involved and arrange to meet each household separately. This may be by telephone or video link, or face to face. The mediators don't take sides or judge anyone, and won't pass on anything you have said without your permission. You can tell them about the problem and they will explain how mediation works.

### Step Three – An opportunity for discussion and problem solving

If all involved agree, the mediators will arrange for everyone to meet to explore solutions to the problem. This may be in a safe, neutral place or may be by Zoom video link.

If you have concerns about meeting face to face, or about using a video link, you can discuss this with the mediators.

The mediators will help you reach an agreement that meets everyone's concerns and that all involved in the dispute can accept.


The agreement can be written down and signed by all present and each neighbour will 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.

## Benefits of mediation

- It is fair to all sides. Neighbours have a chance to air their feelings and express their point of view.
- No one has to admit fault or climb down. Agreements are "win-win", offering something to all sides.
- Agreements are practical, reasonable and form a benchmark for the future.
- It is a quick and effective alternative to legal action, or doing nothing and putting up with the problem.



"A good service which enabled me to talk to my neighbour, which I had previously found difficult"

### Contact us

**Telephone** 0118 959 7420

**Email** [info@resolvemediation.com](mailto:info@resolvemediation.com)

**Website** [www.resolvemediation.com](http://www.resolvemediation.com)

**Social Media**  @Resolvemed

 @resolvemed