

# Mediation Service

Mediation works to resolve issues between individual or groups of neighbours in dispute

## How can mediation help me?

Mediation is free to all residents of North Lanarkshire and can help by opening a line of communication between you and your neighbour within a safe and controlled environment. This is done with the assistance of trained mediators, giving you the opportunity to:

- be listened to;
- hear your neighbours point of view;
- reach an acceptable agreement for you and your neighbour; and
- take control of the situation.

## When is mediation appropriate?

- When you and your neighbour want to resolve the issues you are experiencing.
- The earlier you involve mediation the better chance we have of reaching agreement.
- Examples of types of issues we can help with include loud music or televisions, inconsiderate parking, use of garden and common areas (including high hedges), pet problems and general daily living noise (including noise and issues involving children).



*mediation – attempt to reach an agreement*



## What happens if I want to try mediation?

- You can use our free service by phoning our Anti Social Response and Mediation Service for advice on 0300 123 1382. You can also contact your Local Housing Office who can make a referral to us on your behalf.
- We will visit you to give you the opportunity to discuss, in confidence, the issues that are affecting you. We will then make contact with your neighbour to ensure they want to participate if you are happy for us to do so.
- If you and your neighbour are both agreeable; we will arrange a meeting at a neutral venue such as a community centre or library near your home.
- We have the option of Shuttle Mediation whereby separate rooms can be used and the Mediator would act as a go between. Shuttle mediation can be used in certain circumstances where you don't feel comfortable being in the same room as your neighbour.
- The meeting gives everyone involved the chance to talk over any issues and hear how the situation affects all parties. This is an opportunity to resolve the situation and reach an agreement that is acceptable to everyone.
- Any agreement you reach is private and confidential. The Mediation Service does not pass specific information to anyone, although with your permission we may advise the local Area Office or referrer that agreement has been reached.

**MEDIATION SERVICE – 0300 123 1382**

## What happens at the meeting?

- The meeting is informal and the Mediator will ensure that everyone feels comfortable.
- Each party will get an opportunity to speak without being interrupted about what has been happening and what they would like to see in the future.
- Open discussion follows when you and your neighbour can decide on how to resolve your issues.
- You can also decide on how you will communicate with each other in the future.
- The Mediator provides a written copy of your agreement and both parties sign this. This is a gesture of goodwill and not a legally binding document.



***each party has equal time to speak***



## What if the agreement is broken?

In most cases where both parties are committed to the process any agreement reached is maintained. However, if either you or your neighbour feel the agreement has broken down, you should contact your Mediator and discuss what has happened and try to find a way forward.

## Mediator's role at the Meeting

Mediators are there to provide a safe and controlled environment and ensure the meeting is carried out in a calm and respectful way. They will ensure each party has equal time to speak and highlight positive points and common ground.



***mediation is your chance to voice concerns***



## What else do I need to know?

- Your Mediator is impartial and not there to take sides.
- Your Mediator has no power to enforce your views or wishes on your neighbour.
- Mediation is your chance to voice your concerns but you should also listen to what your neighbour feels as well.
- Mediation is about the future and how you will avoid or deal with situations that may arise.
- Mediation is about coming to an agreement that you and your neighbour can live with.
- Mediation is not suitable to resolve points of law e.g. title deeds or criminal matters.
- Participation is voluntary, either party can decide to withdraw from the process at any stage.
- You and your neighbour both have a responsibility for agreeing a solution.

If you wish to go ahead with Mediation contact North Lanarkshire Council's Mediation Service at Enterprise & Housing Resources, Housing Mediation Service, Civic Centre, 3rd Floor, Windmillhill Street, Motherwell, ML1 1AB

You can also telephone on 0300 123 1382 or email: [housingmediation@northlan.gov.uk](mailto:housingmediation@northlan.gov.uk)

## Other Useful Services:

### Contact Northline for enquiries such as:

- \* Animal Welfare Enquiries
- \* Dog fouling bin request
- \* Fly tipping/fly posting
- \* Street lighting
- \* Graffiti Removal
- \* Noise from commercial/industrial premises
- \* Noise from intruder alarms

**Northline 01698 403110**

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