



Helping you resolve disputes with mediation


HackneyHomes
In partnership with  Hackney Council





What is Mediation?

Mediation is a process whereby an independent third party [the mediator] helps people in dispute or conflict [the parties] address their disputes, conflicts or misunderstandings in a safe, confidential, non-confrontational and non-judgemental way and work out a way forward that best serves their interest.

You DO NOT have to meet or sit with your neighbour during the mediation process. The mediator will see you both separately.

A trained mediator will come and see you in the comfort of your home or at a neutral place to go through the issues you have with your neighbour and help you come to a way forward.

Does Mediation Work?

Mediation works more often than not. 90% of neighbour disputes are resolved successfully this way, helping neighbours to live more peaceful & stress-free lives.

Mediation also helps the parties in conflict to understand each others' perspective better.

What are the benefits of Mediation?

Confidentiality

Everything that happens in the mediation process is confidential. The exception to this is where we have to comply with a court order or if information is shared that suggests someone is in immediate physical danger.

Voluntary

Mediation is a completely voluntary process and it is up to the parties to decide whether or not they want to use mediation.

Mediator Independence

Mediators are independent, unbiased and with no prior knowledge of the dispute. The service is also independent from any other agency or authority.





Non-Judgemental

Mediators are not here to judge you or tell you what to do. They are there to provide support to the parties to facilitate and help them decide what they want to do.

Examples of when mediation is used

- A problem with your neighbour that you would like resolved?
- Long standing issue that has not been resolved
- When you want to express your feelings about the issue without you, or they, getting upset, angry or frustrated each time
- An alternative way of getting your issue resolved

How can I sign up for mediation?

Hackney Homes staff will work closely with you to refer you and the person who you have a dispute with to mediation. You can contact your Housing Officer directly by going into your local neighbourhood Housing Office or by calling – see contacts below.

Neighbourhood Housing Offices

North East (Stamford Hill and Clapton)

Clock House, 149 Stamford Hill, London N16 5LG. Telephone: 020 8356 6500

Nightingale Estate Office

20 Olympus Square, London E5 8PL. Telephone: 020 8356 1914

North West (Stoke Newington) Stoke Newington Municipal Offices,
Stoke Newington Church Street, London N16 0JR. Telephone: 020 8356 6100

Homerton 92 Well Street, London E9 7JA. Telephone: 020 8356 7800

De Beauvoir & Queensbridge

31 De Beauvoir Road, London N1 5SJ. Telephone: 020 8356 6600

Shoreditch 1 Croyley Street, London N1 7PT. Telephone: 020 8356 6705

Whiston Road 2 Whiston Road, London E2 8BW. Telephone: 020 8356 1731



If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

Bengali

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

French

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

Kurdish

Ger hun dixwazin bizanibin ku ev dokument çi dibêje, ji kerema xwe qutika minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.

Polish

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.

Urdu

اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائیے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھئے اور اسے نیچے دئے گئے پتہ پر واپس بھیج دیجئے۔

Somali

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

Spanish

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección.

Turkish

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.

Vietnamese

Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây.

Chinese

如果你想知道這分文件的詳細內容，請在方框內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

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In another language, please state:

Name:

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Return to: Communications (Mediation 2011), Freepost RLTS-GHGU-UUTR, Christopher Addison House, 72 Wilton Way, London E8 1BJ