

Media release

4 July 2007

Don't get mad... get mediation

Why use mediation?

Sometimes disagreements arise between neighbours. It could be about noise, DIY, parking, pets, rubbish, use of shared spaces, impinging walls or hedges or simply differences in lifestyle.

There is a free service available to all Hackney residents to help solve these disputes. The Hackney Mediation Service is completely confidential and is made up of a small team of paid staff and professionally trained volunteer mediators.

The team comes from a variety of backgrounds. The mediators all live or work in the borough and are passionate about helping fellow residents to find their own solutions to difficulties with their neighbours.

How does it work?

The mediators will visit the neighbours who are having the problem and will then try to arrange a joint meeting, so both neighbours can come to an agreement, before the matter gets more serious.

The team members are also able to respond to neighbours in dispute over the telephone.

One woman (who chose to remain unnamed) who had been involved in a dispute with her neighbour said: "This was the first time that I have ever needed to get help from a mediator and I found it very helpful. They listened and understood my feelings without taking sides."

The team has plenty of experience, handling more than 1,000 cases of neighbour disputes since the service was launched in 1996.

Who to contact

Conflict and disputes amongst neighbours can be distressing for everyone. Get some help from the Mediation Service and make sure your disagreement doesn't get out of hand.

Our mission is to deliver excellent, responsive housing services with decent homes and estates. To help residents lead healthy lives in safe and sustainable communities.

www.hackneyhomes.org.uk

Interpreters and signers can be provided for those who may need them.

If you would like to know how Hackney Mediation Service could help you please feel free to get in touch by phone, email or call into the office.

Phone: 020 8356 4794

Email: mediation@hackney.gov.uk

Web: www.hackney.gov.uk/mediation-service

Address: 350 Bocking Street, London E8 3RU

- Ends -

For more information, please contact Susan Walsh on 0208 356 3528 or email susan.walsh@hackneyhomes.org.uk