

How mediation can help resolve disputes



Will an interpreter be available?

If you are not confident in speaking English, we will arrange for an independent interpreter to be available.

Can I also get independent legal advice?

Yes, you are always entitled to get independent legal advice about your situation.

Useful phone numbers and addresses

Write to us at:

FREEPOST
ENFIELD HOMES
Tenancy and Estate Management

(You **don't** need a stamp.)

Phone us at:

Freephone **0800 40 80 160**. This is a freephone number, so there's no charge if you use a landline. If you are using a mobile phone, you may find it cheaper to call our landline number 020 8379 1327.

TEXTPHONE 020 8375 8011
(for hearing-impaired callers ONLY)

Email: tenancy@enfieldhomes.org

Visit: www.enfieldhomes.org

What do these services cost?

The services are free to council tenants and leaseholders.

Do I have to use these services?

It's up to you whether or not to use these services. You may at least want to think about whether they can help you or how far you want to go with them.

Is mediation confidential?

Everything you discuss with mediators is confidential unless you decide to tell someone else about it. However, if the mediators believe that someone might be in real and immediate danger, they have to tell the relevant authority (such as the police or social services).

They will need to give out some practical information, such as telling your neighbour you would like to meet them in mediation so as to set up the meetings. The services will let us know what meetings have taken place but **not** what was discussed.

Are the services independent and provided by specialists?

Yes, the mediators are independent people who have been fully trained to mediate. Before they talk to you, they don't know anything about the problems you are having.

Do mediators take sides?

No, mediators don't take sides or give advice or tell you what to do. They are there to help you and your neighbour decide what to do about the situation.



Enfield Homes Limited
Communications Team
36-44 South Mall
LONDON
N9 0TN

Business Reply
Licence Number
RRXA-CHRL-HBCU

You can get this in large print, in Braille, on tape or on computer disk. It can also be signed in British Sign Language.

☎ **0800 40 80 160**
☎ **020 8375 8016**

Email info@enfieldhomes.org

Mediation can help you sort out difficulties with your neighbours.

This leaflet is all about mediation. It answers these questions:

- What mediation services does Enfield Homes provide?
- What kinds of things can mediation help with?
- When is mediation suitable?
- What are the benefits of mediation?
- What happens in mediation?
- What do these services cost?
- Do I have to use these services?
- Is mediation confidential?
- Are the services independent and provided by specialists?
- Do mediators take sides?
- Will an interpreter be available?
- Can I also get independent legal advice?

What mediation services does Enfield Homes provide?

Mediation means helping people in dispute to resolve their differences. We have two ways of doing this, depending on how serious the dispute is.

1. We use a process called 'restorative resolutions'. This involves highly trained staff from Enfield Homes and the independent Community Safety Unit bringing together the people in dispute to try and find a way to resolve their differences.
2. If we think the dispute is more serious, or it is otherwise appropriate to do so, we will employ an outside organisation to help resolve things. This will depend on the circumstances of each individual case.

What kinds of things can mediation help with?

People come and talk about all kinds of things, including:

- noise
- rubbish
- harassment
- damage to property
- boundaries, fences and shared areas
- clashing lifestyles.

Don't worry if your problem isn't on this list – just tell us about it and we'll see if mediation can help.

When is mediation suitable?

Mediation can help:

- if both parties agree to mediation (although in some cases it may be helpful for a mediator to talk things over with only one party)
- if the parties need to better understand each other's point of view
- where we don't have enough evidence to take action against the people causing the problem.

What are the benefits of mediation?

- It puts you and the other party in control and it trusts you to work out what to do.
- Everyone involved gets the chance to say what they want to say.
- It can stop the conflict getting out of control.
- It can reduce stress and anxiety for everyone involved.
- It can reduce the risk and expense of going to court or taking other action.

What happens in mediation?

If you are interested in mediation, we will refer you to an independent mediation service and they will make an appointment for you to meet a trained mediator. You can bring a family member or friend to support you at the meeting if you want. At this meeting you can discuss the problems you are having, talk about mediation and decide if you want to take it further. You can also talk to the mediator about any other ideas you might have for dealing with the problem. This meeting usually lasts between an hour and an hour-and-a-half.

The mediator will ask your neighbour to come in for a similar meeting on another day.

If both you and your neighbour want to continue with mediation, the mediation service will arrange a joint meeting that brings everyone together with the mediators. The mediators will be there to help you and your neighbour talk through the problems and see what you both want to do about them. A joint meeting normally lasts between 2 and 3 hours.

If a joint meeting doesn't go ahead, you can still meet the mediators again to talk through any other ideas about what you can do.

মধ্যস্থতা কিভাবে বিবাদ মেটাতে সাহায্য করতে পারে
দলিলের একটি কপি আপনার ভাষাতে পেতে হলে দয়া
করে একটি ঘরে টিক্ চিহ্ন দিন , আপনার নাম ও
ঠিকানা লিখুন এবং নিচে প্রদর্শিত ঠিকানায় ফেরত পাঠান।
BENGALI

Për të marrë një kopje në gjuhën tuaj të dokumentit
Si mund të ndihmojë ndermjetesimi për të zgjidhur
konfliktet, ju lutem zgjedhni një kuti , shkruani
emrin, mbiemrin dhe adresën dhe dërgojeni këtë
në adresën e shënuar.
ALBANIAN

برای دریافت یک نسخه از این بروشور با نام چگونه
میانجیگری به رفع تنازعات کمک می کند به زبان خود،
لطفاً در مربع مربوطه علامت زده، نام و آدرس خود
را نوشته و سپس آنرا به آدرس درج شده بفرستید.
FARSI

Pentru o copie în limba Dv. a acestui document
referitor la rezolvarea disputelor prin
intermediere, vă rugăm bifați o căsuță ,
introduceți numele Dv. și adresa, după care
trimiteți formularul la adresa menționată.
ROMANIAN

OTHER LANGUAGE
TAPE **CD** 04.08

YOUR NAME

ADDRESS

To get a copy of this [How mediation can help resolve disputes](#) document in your language please tick one box , write your name and address and send this to the address shown.

Arabuluculuk sorunların çözümüne nasıl yardımcı olur başlıklı bu belgenin ana dilinizde bir kopyasını isterseniz lütfen kutuyu işaretleyin , adınızı ve adresinizi yazarak belirtilen adrese gönderin.
TURKISH

Si aad u heshid nuskho afkaaga ku qoran oo dukumintigaan Sida dhexdhexaadintu gacan uga geysato xallinta is afgaranshowaaga ah fadlan calaamadi hal god , oo ku qor magacaaga iyo cinwaankaaga ka dibna warqadda u soo dir cinwaanka halkaan ka muuqda.
SOMALI

Pour obtenir une copie dans votre langue du document intitulé « [Comment la médiation peut aider à résoudre les litiges](#) », veuillez cocher la case appropriée et inscrire votre nom, votre adresse et envoyer votre demande à l'adresse indiquée.
FRENCH

Aby otrzymać kopię dokumentu [Jak mediacje pomagają rozwiązywać spory](#) w swoim języku, zaznacz jedno okienko , wpisz swoje nazwisko i adres oraz prześlij pod wskazany adres.
POLISH

Για να λάβετε ένα αντίγραφο του παρόντος εντύπου σχετικά με [τη μεσολάβηση για την επίλυση διαφορών](#) στη γλώσσα σας, εισάγετε στο πλαίσιο το σύμβολο , συμπληρώστε το όνομα και τη διεύθυνσή σας και αποστείλετε τα στοιχεία αυτά στην παρακάτω διεύθυνση.
GREEK