Places for People

RECONNECTING COMMUNITIES THROUGH MEDIATION

At Places for People, Community is at the heart of everything we do.

One of the most essential parts of a Community is feeling safe and secure in and around your home. When you make us aware of an issue in your Community, there are many ways we can support you. One of these is through mediation.

What is mediation and how can it help you?

Mediation is a way to mend relationships when there is a disagreement between neighbours. It is a voluntary service that aims to listen to both parties to come up with a resolution.

Mediation sessions are held by a neutral person; the mediator does not take sides. They're there to help everyone involved find a solution they can all agree on. Places for People has a mediation team which is made up of trained Colleague and Customer mediators.

Mediation is not about judging who was right or wrong in the past but focuses on how to work together in the future.

Issues that may be suitable for mediation

- Parking disputes
- Noise nuisance
- Garden boundary issues

These are just some examples of what mediation is often used for, but please feel free to contact us if you have any other issues with a neighbour that mediation may help with.

How does it work?

Start

If you think you need to use the mediation service, email us at **mediation@placesforpeople.co.uk** or call **01772 667 002**. Provide your name, phone number, address, and a brief description of your problem.

01

02

A Mediation Team member will contact you, usually within 5 working days to set up the first mediation meeting.

03

The mediation meeting can be held face-to-face or online.

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If you are uncomfortable meeting your neighbour face-to-face, we can do shuttle mediation. This is where we meet both parties separately and relay messages between the two.

05

Finish

After the mediation meeting takes place, our mediators make a follow up call to both parties roughly 6 weeks later to check that agreements made in the meeting are being followed.

ONE CUSTOMER SAID:

There has been a vast improvement since my mediation meeting, and I no longer feel hesitant to approach my neighbour if I want to discuss anything with them.

Volunteering opportunities

In the future, there may be opportunities to take part in a training course with an organisation called UK Mediation.

This would give you a Level 4 qualification as a Mediator. This then allows you to mediate for Places for People on a voluntary basis.

If this is something that may interest you, please email mediation@placesforpeople.co.uk.