

# Mediation Service



# What is Mediation?

Mediation is a way of assisting and dealing with disputes between two parties. It allows for support to be given to all involved so they can come to a realistic agreement to resolve their problems.

We have a team of accredited mediators which means they are trained to a professional standard. This service does not cover relationship difficulties for couples, but we can help in referring you to another organisation.

Our mediators are impartial. This means they do not take sides and cannot force either of the parties to accept the demands of the other.

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## Who can be referred

We are able to offer our service to any tenant or leaseholder of Northampton Partnership Homes.

We will step in early on to help settle a dispute. This helps to prevent it becoming a bigger problem later on.

Even if your dispute is with somebody who is not a NPH tenant, we can still offer the mediation service.

## Mediation can be used for a variety of disputes to include:



**Boundary  
Issues**



**Parking  
Issues**



**Garden  
Issues**



**Noise  
Issues**



**Lifestyle  
Issues**



## What happens after the referral has been made?

Once we receive the request for mediation we will allocate a mediator to your case. They will contact you within 3 working days of receipt of the referral.

The mediator will contact you in the first instance to discuss the issue(s) that you have raised and ways this may be resolved. Anything you tell the mediator during the meeting is confidential, unless it is of a criminal nature or involves a safeguarding risk.

It should be noted that in order for mediation to take place, both parties need to agree to take part.

In some cases one party may agree to mediation but not want to talk directly to the other party. We are still able to offer mediation in this situation. This is known as shuttle mediation which means that the mediator will speak to both parties, and then relay messages between the two.

Where parties agree to take part in mediation we will make sure this is carried out in a local but neutral venue.

# The Mediation Process

Before the mediation takes place the mediator will set out the basic ground rules:

- Do not use offensive or abusive language
- Do not act in an aggressive or intimidating manner
- Allow each party uninterrupted time to discuss their issue(s) of concern
- Act in a respectful manner to one another.

## A step by step guide:

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1



The mediator will meet  
with both parties

2



They will then set basic rules and  
give each party time to speak

3



Issues between the  
parties will then be  
identified

4

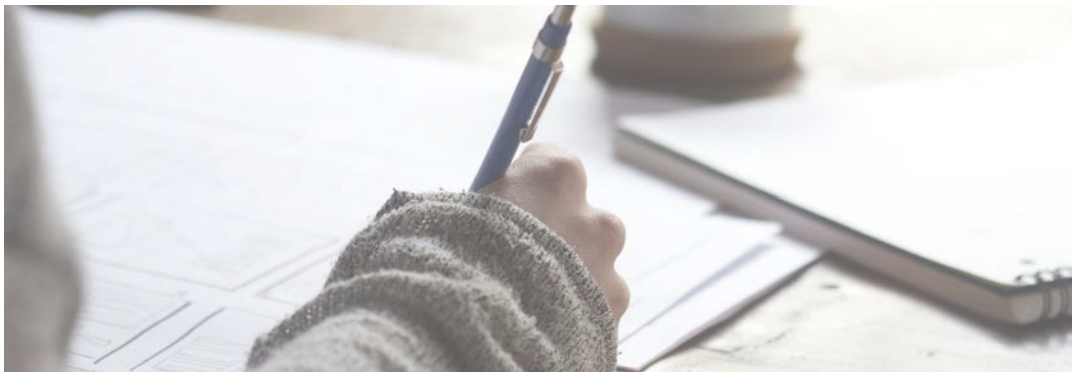


The mediator will help  
both parties come to an  
agreement

5



This agreement will  
then act as a reminder  
for both parties



# Useful advice

There are a number of things that you may wish to consider if you experience anti-social behaviour.

- Speak to the person if it is safe and appropriate to do so. Ask that they refrain from unacceptable behaviour
- Consider whether you would be happy to go through the mediation process with the other party
- Maintain a diary to include the nature, time, place and person involved in an incident, including details of any witnesses
- Maintain photographic evidence if it is appropriate and safe to do so
- Contact us so that we can discuss this with you and (if appropriate) open a case where we will investigate and attempt to resolve the situation
- Contact the Police if the incident is of a criminal nature



**NPH Mediator Offering Advice**

# Contact Us

**A referral can be made by any of the following means:**



**Our website:**

[www.northamptonpartnershiphomes.org.uk](http://www.northamptonpartnershiphomes.org.uk)



**Our telephone:**

0300 330 7003



**Our email:**

[asb@northamptonpartnershiphomes.org.uk](mailto:asb@northamptonpartnershiphomes.org.uk)

**In person:**



Northampton Partnership Homes  
The Guildhall, St Giles Square  
Northampton, NN1 1DE