

Mediation



**Catalyst
Housing**

**An effective way to
deal with conflict**

Mediation: an effective way to deal with conflict

If you have a dispute with your neighbour or are experiencing harassment mediation may help. Mediation is where an independent person discusses the problem with everyone involved and helps you all to find a solution.

Why use mediation?

Mediation can be a practical way to deal with many issues. These could include disagreements with neighbours about noise levels, children's behaviour, pets, parking issues or anti-social behavior.

Mediators can also help you sort out problems at your childrens' school or at your workplace as well as help family members sort out their differences.

Mediators are used to working on cases like yours

Mediators are:

- Experienced – they are used to working on cases like yours
- Independent – we pay them to help our residents but they don't make a report on you
- Impartial – they don't take sides
- Approachable – they will listen to you and help you to get your point across

Mediators don't advise you in a dispute. Instead they help you communicate with each other, identify your needs, clarify issues, explore solutions and work out your own agreement.

Why mediation works

- Can be effective in the first stage of a dispute where an apology from either party can be enough to resolve a problem
- Gives you a chance to say what you feel
- Puts you in charge to work out your own solutions
- Can prevent things getting worse or happening again
- Helps to establish a common ground
- Helps people to jointly make realistic, workable agreements
- Can be organised quickly and has a high success rate

What if I do not want to talk to the other party?

You don't have to because mediators use two methods.

Face to face sessions

If the parties are happy to talk to each other, mediation can take the form of a 'round the table' discussion. This is where the parties in dispute meet on neutral ground.

Shuttle session

If the parties are unwilling to meet the mediators will act as intermediaries, shuttling between the different parties in different rooms to convey messages. Sometimes, when you have all shared your feelings in this way, you may feel comfortable talking to each other.



Let the other party know you want to resolve the situation

Could mediation help you?

A lot of problems can be settled without going to mediation, but think carefully about the situation before doing anything.

Some things to consider:

- if possible deal directly with the person you are having a dispute with. If a child's behaviour is causing the problem, try speaking to the parents
- let the other party know you want to resolve the situation
- think carefully beforehand about what you want to say. It is best to be clear about what the problem is
- think carefully about how you approach the subject. If you accuse, insult or blame each other, it will make things worse
- approach the situation with an open mind. Try not to make assumptions about the other person's behaviour or actions or why they have behaved in a certain way



Does it work?

The success rates can be high but it is more likely to work where you are:

- willing to take part
- prepared to be honest and open about the situation and the part you have played in it
- committed to co-operate with the other party to find a solution

Mediation is less likely to work where:

- people do not want to take part
- there is the threat of physical violence
- one party feels intimidated by the other
- the dispute has reached a point where legal action is needed

If you need any of this information in large print, Braille, on audio-tape or explained in your own language, please contact us on the number below.

Arabic

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعًا بأحرف كبيرة أو بطريقة برايل أو مسجلًا على اسطوانة مدمجة أو شريط صوتي أو مشروحًا باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Hindi

अगर आप इस जानकारी के किसी भी हिस्से को ब्रेल, सीडी, ऑडियो टेप में चाहते हैं या अपनी भाषा में समझना चाहते हैं, तो कृपया नीचे दिए गए नम्बर पर हमसे सम्पर्क करें।

Portuguese

Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Somali

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirii. Namberkan isticmaal.

Gujarati

જો તમારે કોઈ પણ ભાગની આ માહિતી શ્રેઈલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Polish

Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod numerem podanym niżej.

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬ੍ਰੇਲ, ਸੀਡੀ, ਐਂਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

Urdu

ان معلومات کے کسی حصہ کی اگر آپ کو بریل، سی ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں۔

0300 456 2099

**Better Homes.
Better Service.
Better Future.**



CHL004-14 Mediation 04/12

Catalyst is one of the leading housing associations in London and the South East. We aim to be a catalyst for change and improvement wherever we work.



Catalyst Housing Ltd

Ealing Gateway
26-30 Uxbridge Road
London W5 2AU

Call: **0300 456 2099**
(London customers)

Call: **0300 456 2090**
(South East customers)

Visit: www.chg.org.uk

Follow: [@Catalyst4You](https://www.instagram.com/Catalyst4You)



**Catalyst
Housing**

A charitable housing association, IPS no.16561R