

Whether it's problems to do with ...

- noise
- children
- harassment
- boundaries / fences
- animals / pets
- parking / access
- other issues
- general disputes

Portsmouth Mediation Service may be able to assist you in finding ways forward and resolving your difficulties

The Mediators:

- understand that you may be feeling fed-up, angry, worried, frightened, or upset.
- will not take sides.
- will not make judgements about you.
- will not lay blame.
- will not tell you, or your neighbour, what to do.

and they:

- are trained to a national standard in Mediation skills
- have ways of encouraging people to speak up about their concerns and wishes.
- are able to recognise quickly when people are becoming upset or angry.
- have knowledge as to how to manage situations when people are upset or angry.



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Funders

The Portsmouth Mediation Service is funded from a range of sources and continually seeks to develop the services which it may offer. Key funding has been found through Portsmouth City Council, First Wessex (PHA), Guinness Hermitage, and Chichester District Council.

Check with the PMS Office to see if Mediation may be available to you free of charge.

PORTSMOUTH
Mediation
SERVICE

Patron: Lord Judd

Registered Charity No: 1061569

Registered Company No: 3258327

February 2010

DIFFICULTIES WITH YOUR NEIGHBOURS?

PORTSMOUTH
Mediation
SERVICE

INDEPENDENT CONFIDENTIAL IMPARTIAL



Are you ...

- upset by your neighbours
- frightened to complain
- worried that things may become worse.
- angry that no one seems to listen?

Would you like to ...

- talk to someone who is prepared to listen.
- have the chance to sort out your problems with your neighbour.
- find better ways of communicating with your neighbour.
- improve your quality of life and feel more comfortable living at your home?

Then consider trying Mediation, which:

- is a process in which qualified Mediators listen to the nature of your concerns and wishes and enable you to explore ways forward.
- is informal, relatively quick and mainly successful
- has you remaining in control of decisions about your problems.

If you think that Mediation may be able to assist you in dealing with your neighbour concerns:

- contact the PMS Office by telephone, text message, e-mail, or fax.
- a member of the PMS Staff will discuss with you whether or not Mediation may be appropriate.

(Regrettably, the PMS is not able to see people at the Office without prior appointment)

If Mediation is to be tried, arrangements will be made for the Mediators to visit you, usually at your own home, to:

- listen to you.
- gain understanding from you as to how the problems affect you.
- hear how you think that your neighbour views the situation.
- find out what steps you may have tried already
- consider what you would like to see happen in the future.
- explore options with you.

After that meeting with the Mediators, you may feel able to resolve the difficulty yourself, choose to follow some other route, or continue through the Mediation process.

Mediators will discuss with you how the Mediation process continues.

- usually, Mediators will wish to try to meet with your neighbour, to talk with them as they will have done with you.
- later on, if appropriate, Mediators may suggest having a meeting, perhaps at a local venue (such as a community centre), in which both you and your neighbour are involved.

However, remember that:

- unless it has been specifically agreed between you and the Mediators, the Mediators will not share anything which you have said to them with your neighbour, your landlord or any other body.
- you remain in control as to whether or not you continue in the Mediation process.
- by trying Mediation, the need for formal action might not be necessary.

What have you got to lose?