

Our Resolve Service offers free, confidential and impartial mediation

Disputes are usually best solved when people talk but sometimes a helping hand is needed. When neighbours fall out or experience conflict, feelings can run high and talking can seem impossible. This is where mediation comes in.

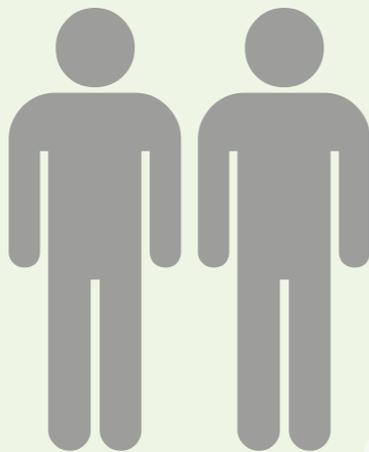
Our Resolve Service is:

- free to Bolton at Home tenants
- neutral
- trustworthy
- non-judgemental
- experienced
- confidential

We have a team of professional mediators with more than 150 years of experience between us.

We have a strong track record for resolving cases, with lasting success, and our customers report high levels of customer satisfaction.

“Mediation was helpful and my neighbour has been supportive.”



“Things have improved and I’m really happy that things are good, I’ve been left alone to live in peace.”



Contact details

If you have any questions or would like to know more, please contact:

Zandra Morris-Richards
on **07768 144 498**

Cat Woodall
on **07789 031 622**

or email:
resolve@boltonathome.org.uk
www.boltonathome.org.uk

Our Resolve Service offers free, confidential and impartial mediation. We don't share information with other departments.

Bolton
at **Home**

Resolve Service

Neighbour dispute?

You can trust our Resolve Service to offer confidential and impartial mediation.



“It worked and helped us solve our differences.”

How we can help

We help people in dispute. Please get in touch with us if you're experiencing problems with neighbours such as:

- noise
- animal issues
- property damage
- boundary issues
- verbal abuse or threatening behaviour
- adults getting involved when children fall out
- ongoing gossip
- clashing lifestyles

Phone us on 01204 329917 or 329916.

What we do first

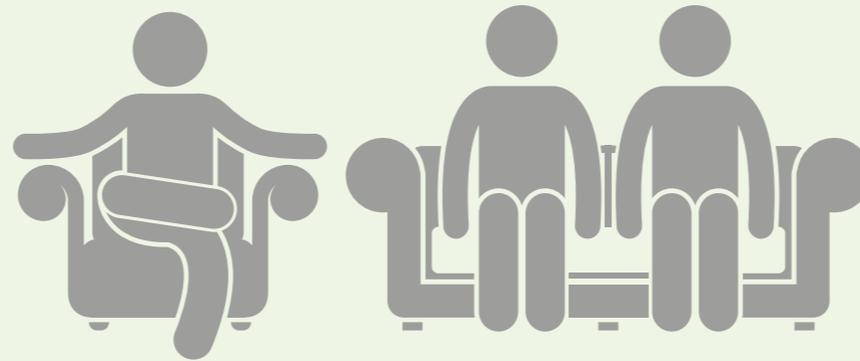
We write to the people involved to arrange a private conversation with us. This will usually take place at the person's own home. We can also provide the service online.

We don't take sides and treat what is said to us in confidence, so we'll initially meet people separately.

Our role is not to judge or advise but to listen, understand how people feel and recommend if mediation is the best way forward for everyone.

It's entirely voluntary. If someone doesn't want to take part in mediation they're entitled to say no. If this happens there are other options we can discuss with you.

If everyone agrees to mediation then we'll arrange a meeting at a suitable time and place, such as a community centre.



“From meeting the mediators I was confident they would help me to resolve the problem.”

What you can expect from the mediation meeting

We'll start by welcoming everyone and explain the purpose is for those involved to reach a written agreement that's fair and addresses the problems on both sides.

We'll give people the opportunity to speak, without interruption, about how they see the situation and how they want things to be.

We'll guide the meeting at all times to ensure people feel supported.

Our aim is for people to commit to a confidential Mediation Agreement. It's not legally binding, it's a goodwill agreement that will support everyone to move forward and resolve the situation together.

Frequently asked questions

Why go through mediation?

When people talk and listen to each other in a safe and guided environment it usually results in a solution to the dispute.

We can't promise it will solve all problems. However, when cases reach a mediation meeting, an agreement is usually made and issues are improved if not completely resolved.

Why can't Bolton at Home take action against my neighbour or just tell them for me?

In neighbour dispute cases, mediation has an important role to play, particularly in preventing issues from getting worse. Our mediators don't take sides. Mediation is successful because you get to explain the impact of the problem in your own words to your neighbour. Your neighbour can listen, understand your feelings and learn how you're affected. You need to be willing to listen to your neighbour in the same way. This often leads to answers and a positive way forward.

What if my neighbour isn't willing?

We'll see why they feel this way, then encourage them to at least meet with us. We'll explain the benefits of mediation and be clear on what's involved to settle any doubts about the process. If they don't want to take part, or if we don't think mediation is a suitable way forward, we'll inform all parties and discuss other options.

What if my neighbour is aggressive?

We'll always meet those involved separately and properly assess if mediation is the right decision before we bring people together. If there are concerns of aggression then we wouldn't suggest a mediation meeting and we'd consider other options.

What if someone breaks the Mediation Agreement?

It's less common for people not to stick to an agreement but if it's no longer working as it should, please come back to us so we can review the situation.

Do we need to pay?

Our Resolve Service is free for Bolton at Home tenants and any other neighbours involved in the same dispute. We offer mediation at a cost for other residents.