



# Fact Sheet

## Mediation service

The Mediation Service is for neighbours who are having problems with each other.

Mediation offers a fast and confidential service that is free for all St. Leger Homes tenants. Trained mediators can help you find a lasting solution acceptable to everyone involved.

Mediators are:

- Approachable – They are there to listen to you and will help you get your point across.
- Experienced – They have worked on cases like yours
- Impartial – They will never take sides or judge anyone
- Safety Conscious – They will do everything they can to help make you feel safe during the mediation process

The mediation service is there to help you and your neighbours

Trained mediators are available to maintain a safe environment and make sure that everyone involved is treated fairly and equally.

The mediation service can help with a variety of problems including:

Noise	Gardens	Boundaries
Harassment	Children's behaviour	Invasion of privacy
Dogs barking	Rubbish	Car parking

Mediation can be...

**Indirect** – This is when a mediator acts as a go between, passing information (either verbally or through letter) between both parties.

**Direct** – This is when both parties decide to meet, following careful preparation. This would happen in a safe place and in the presence of mediators.

## What will happen if I want to try mediation?

### Step one

Contact your local estates officer on one of the numbers shown at the end of this leaflet. They will come and speak to you and your neighbour and will refer you for mediation if both parties are in agreement.

### Step two

The mediators will make arrangements to visit you and your neighbour separately. They will ask you to discuss with them the problems you have been experiencing. This will also give you the opportunity to ask any questions you have about the mediation service. Remember everything you discuss with them will be treated in the strictest confidence.

### Step three

If you are both in agreement and want to go ahead with mediation, you will be asked which type of mediation you would like, direct or indirect.

### Step four

Your mediator will tell you what happens next. This will depend on the type of mediation you have agreed upon.

## What are the alternatives to mediation?

Your Tenancy Agreement now includes the following clause:-

*3 (k) You must not refuse the assistance of mediation services to try and resolve a dispute where, in the opinion of St. Leger Homes, this is the appropriate course of action.*

St. Leger Homes cannot force you to use the mediation service, but we may refuse to help you if we think that the case could be resolved through mediation and you refuse to co-operate.

### Tackling the problem yourself

St. Leger Homes is here to help and can offer you advice on how to do this without making things worse.

## MEDIATION CAN WORK FOR PEOPLE JUST LIKE YOU, WITH PROBLEMS JUST LIKE YOURS.

### Contact details

#### North - 01302 734145

Adwick, Arksey, Askern, Bentley, Campsall, Carcroft, Highfields, Moss, Norton, Scawthorpe, Skellow, Toll Bar, Woodlands, Clayton with Frickley, Hampole, Skelbrooke.

#### East - 01302 735831

Thorne, Moorends, Hatfield, Stainforth, Armthorpe, Dunscroft, Fishlake, Sykehouse, Barnby Dun, Edenthorpe, Kirk Sandall.

#### West - 01302 736528

Mexborough, Conisbrough, Edlington, Denaby, Barnburgh, Adwick on Dearne, Sprotbrough, Warmsworth, Cusworth, Scawsby, Clifton, Cadeby.

#### South - 01302 734196

Cantley, Rossington, Bawtry, Tickhill, Branton, Austerfield, Blaxton, Braithwell, Finningley, Loversall, Micklebring, Stainton, Wadworth.

#### Central - 01302 862298

Balby, Hexthorpe, Town Centre, Hyde Park, Intake, Wheatley, Clay Lane.

### For further information contact:

Write to: St. Leger Homes of Doncaster Ltd  
St. leger Court, White Rose Way  
Doncaster, DN4 5ND

Telephone: 01302 862862

Fax: 01302 862720

Email: [info@stlegerhomes.co.uk](mailto:info@stlegerhomes.co.uk)



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