

DOES MEDIATION WORK?

Monmouthshire Housing Association has had equally good results from Face to Face, Shuttle and Telephone mediation from the experienced Mediators that we use.

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

- Willing to take a full part
- Prepared to be honest and open about the situation, your feelings and the part you may have played
- Committed to co-operate with the other party to find a solution

OTHER MONMOUTHSHIRE HOUSING ASSOCIATION LEAFLETS RELATING TO ANTI SOCIAL BEHAVIOUR WHICH ARE AVAILABLE ON REQUEST

- Domestic Abuse ASB
- What is Anti Social Behaviour? (ASB)
- Managing ASB
- Drugs & Dealing
- What to do if you are suffering from Anti Social Behaviour (ASB)
- Noise Nuisance ASB



Scan the code to access the MHA website.



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🐦 twitter.com/mon_housing

Please contact the Corporate Services Team on **01495 761142** if you require this document in PDF, large print, braille or audio format

If you need this information in your own language or information on any of our other services please contact us and we will be happy to help.

Os hoffech gael y wybodaeth hon, neu unrhyw rai o'n gwasanaethau eraill, yn eich iaith eich hun cysylltwch â ni a byddwn yn fwy na pharod i'ch helpu.

如果您希望得到此資訊，或在您所屬的語言得到我們其他任何的服務，請與我們聯繫，我們將很樂意提供協助。

Si vous désirez ces renseignements ou toutes informations concernant d'autres services dans votre propre langue, veuillez nous contacter et nous serons heureux de vous aider.

यदि आप यह सूचना, या हमारी अन्य सेवाओं में से कोई सेवा अपनी भाषा में चाहते हैं, तो कृपया हमसे संपर्क करें। आपकी सहायता करके हमें खुशी होगी।

Jeżeli chcesz uzyskać te informacje lub potrzebujesz jakichkolwiek dodatkowych usług w swoim ojczystym języku, skontaktuj się z nami, a z przyjemnością będziemy służyć Ci pomocą.

Ak chcete túto informáciu, prípadne akúkoľvek inú z našich služieb vo svojom vlastnom jazyku, kontaktujte nás a radi vám pomôžeme.

Ha szeretné az anyanyelveden olvasni ezt a tájékoztatást és bármely más szolgáltatásunkról szólni információit, vedd fel velünk a kapcsolatot és örömmel segítünk.

اگر آپ کو یہ معلومات یا ہماری دیگر خدمات میں سے کوئی بھی آپ کو خود اپنی زبان میں چاہئے تو برائے مہربانی ہم سے رابطہ کریں اور ہم مدد کر کے مسرور ہوں گے۔



Monmouthshire Housing
Tai Sir Fynwy



ANTI SOCIAL BEHAVIOUR

MEDIATION



WHY USE MEDIATION?

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

Mediation can be a practical way to deal with many issues. These could include disagreements with neighbours about noise, pets, parking issues and many other types of anti-social issues.

Mediators are:

- Experienced – they are used to working on cases like yours
- Independent – Monmouthshire Housing pays for them to help our residents. Any Information disclosed remains confidential
- Impartial- they don't take sides
- Approachable – they will listen to you and help you to express your feelings and to get your point across about how the problems you are having are affecting you
- Mediators don't advise you in a dispute. Instead they help you communicate with each other, identify your needs, clarify issues, explore solutions and help you to work out your a mutually acceptable agreement

WHY MEDIATION WORKS

- 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 we have three methods of mediation available.

Shuttle session

If the parties are unwilling to meet the mediators will act as intermediaries, shuttling between the different parties in different rooms and/or on different days to convey messages. Sometimes when parties have shared feelings in this way, they may feel comfortable talking to each other but there will be no pressure to do so.

Telephone mediation

If you are unwilling to meet, you may find our telephone service more convenient. It works in the same way as shuttle mediation but over the telephone.

Face to Face sessions

If all 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.

COULD MEDIATION HELP YOU?

You can expect to be offered mediation if appropriate at an early stage by Monmouthshire Housing Association but it may be that you would prefer to resolve matters personally.

Some things to consider:

- if possible deal directly with the person you are having a dispute with. If this is a child try speaking to the parents
- let the other party know that 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

