

## Get in touch:

Lambeth Mediation Service  
Ilex House  
1 Barrhill Road  
Streatham Hill  
London  
SW2 4RJ

Phone: 020 8678 6046

Email: [community@mediation.charitydays.co.uk](mailto:community@mediation.charitydays.co.uk)

## Ways to contact us:

Blenheim Gardens RMO  
24 Prague Place  
London SW2 5ED

Phone: 020 7926 0158

Website: [www.bgrmo.org.uk](http://www.bgrmo.org.uk)

Email: [blenheimgardens@lambeth.gov.uk](mailto:blenheimgardens@lambeth.gov.uk)



## Blenheim Gardens RMO Guidance Leaflet

*If you would like this information in large print, Braille, or in another format or language, please contact us on 020 7926 0158.*

**Español:** *Si desea esta información en otro idioma, rogamos nos llame al 020 7926 0158.*

**Français:** *Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 0158.*

**Português:** *Se desejar esta informação noutra idioma é favor telefonar para 020 7926 0158.*

**Twi:** *Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 0158.*

**Yoruba:** *Tí ẹ ba fẹ ìmoràn yíí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.*

## Lambeth Mediation Service

in partnership with



June 2009



13cBG2009[1]



## Problems between you and your neighbour?

- Noise
- Children
- Rubbish
- Animals
- Property damage
- Boundaries and fences
- Parking
- Harassment
- Abuse
- and more...

Lambeth Mediation Service supports mediation as a way of solving neighbour disputes. Their service is free to anyone who lives in Lambeth. It is not connected to, or run by, any other organisation and is staffed by volunteers who have been trained in mediation. Your housing office has information about mediation.

### How does mediation work?

By talking and listening with independent trained mediators, people can work together to reach agreements about disputes.

### What are the benefits?

If communication has broken down, mediation can start to get people talking again. Mediation can help to sort out a problem before it gets worse. It can lead to an agreement that both sides are happy.

### Will I have to pay?

Mediation is free. All you will need is time to work through the process...usually about 2 ½ hours.

### Then what?

Lambeth Mediation Service will arrange a convenient time for two of our volunteers to visit you. If you agree, we will visit your neighbour separately.

Then they listen to your views on what has been happening and explain how a mediation session works.

If both parties agree to try mediation, Lambeth Mediation Service will organise a session at a time that suits everyone, at a safe, neutral place – perhaps a community centre or church hall – near where you live.

### What happens at mediation?

There will be two mediators and a receptionist. The mediators will explain how the session will be run. You will be asked to agree to treat each other with respect and to listen to each other without interrupting. This gives everyone the chance to say what they need to say.

Any agreement is yours, the mediators just help you reach it. You will later receive a copy with you can keep as a reminder. This is not a legally binding document.

### What happens after mediation?

If you agree, the Lambeth Mediation Service will contact you later to see how things are. If you need to, you can contact us at any time. Even in cases where agreements are not made, people usually find they have got a clearer idea of the problem and often things feel better.

### More about the Lambeth Mediation Service