



Conflict Resolution For Neighbours

Noise - Parking - Pets - Boundaries - DIY - ASB

Whatever the concerns, we can help you find solutions that work.

We resolve
around 85%
of cases



If you would like to use our service, please speak to your complaints team.

Neighbour disputes can be stressful. Reaching early resolutions can help reduce the impact.

About this service

Participation is voluntary

No-one is forced to take part. If your neighbour is willing to participate, you know they are also willing to listen to your concerns.

We don't take sides

We don't investigate, judge, criticise or take sides. We will help you to find solutions to your current concerns that everyone is happy with.

You can speak to us in confidence

We won't share what you tell us with anyone, without your consent. We will only disclose illegal activity and safeguarding concerns to the relevant authority.

You stay in control

We won't tell you what to do. We will simply help you and your neighbour decide what should happen next. That way, everyone is more likely to stick to the agreements.

What to expect

We will contact you and your neighbour individually to establish all the concerns.



We will help you to understand each other's point of view and reach agreements to resolve the concerns. This may involve a meeting for everyone to attend or communicating by speaking through us. You do not have to meet with your neighbour face to face.



We will continue to support you as we monitor the agreements.

What our customers say

"I feel less stressed now we've cleared the air.
I feel like I have a better quality of life."

"It was good to understand how my neighbour felt and to see their side.
We'd never have spoken without this help."

"Mediation gave us the opportunity to speak and understand one another.
Everything is great now."

"I didn't think it would work but we sorted out the issues
and we can talk to one another now."

Concerned about how your neighbour might react? We assess whether everyone is willing and able to participate in a safe and appropriate way. If you have any concerns, please talk to us.

