

Coming to an Agreement

- Be reasonable. If your neighbour offers to make some concessions or put themselves out, see if you can do the same.
- Don't assume that the first idea that comes into your head will be the best one – it may suit you, but if it isn't right for your neighbour it probably won't work.
- Don't rush into an agreement. Allow a trial period to see if it suits you both. Check back with each other and be prepared to make alterations. A good workable agreement doesn't have to be set in stone.

Contact MESH

Call: 0114 241 2771

Email: enquiries@meshccs.org.uk

MESH

Scotia Works

Leadmill Road

SHEFFIELD

S1 4SE



MESH
Community Cohesion Services

MESH CCS MEDIATION

*Tips on how best to approach
your neighbour with a
problem*

Tel: 0114 241 2771

Registered Charity No. 1121249

Registered Company No. 6340396

Choose a Convenient Time

- Be calm. Have a word with your neighbour before you get angry or upset.
- Think about what you want to say beforehand. Be clear and precise about your view of the problem.
- Think about how you would like to be approached by your neighbour if they had a problem to bring to you.
- Don't be reluctant to say what it is that has upset you, but remain calm and friendly in your speech. Do not exaggerate the problem

Be Patient and Listen

- Don't be quick to jump to assumptions about what has happened.
- Give your neighbour plenty of time to express their views and try to understand what they are actually saying. Don't assume you already know what they're thinking.
- Be careful not to bring in matters that are not relevant to the immediate problem – e.g. how your neighbour held a noisy housewarming party ten years ago, but you didn't want to say anything at the time.
- Never shout, use bad language or threaten retaliation.

Live and Let Live

- Be prepared to accept differences in attitudes and lifestyles, but be firm about the things that cause you inconvenience or stress.
- Bring all relevant issues into the open from the start. Don't keep the awkward bits hidden, or your neighbour may think that it is really less of a problem than it really is.
- Take the view that together you can sort the problem out and still remain on good terms. Be open to suggestions as to how the problem can be resolved.

