

Community Mediation

This case was referred to mediation because an elderly couple were having health problems due to the stress caused by the noise from their young neighbour and her flatmate. The elderly couple had lived in their flat for a number of years and had previously had an elderly person living above them who had made little or no noise. They were very upset, angry and distressed by the noise from their new neighbour. She had moved in three months ago and at first they had been willing to endure the noise as they realised she was upgrading her property. However there were a couple of occasions when they felt the neighbour was very selfish continuing the DIY late into the evening. More recently their main concern was the noise from the footsteps on the laminate flooring sometimes waking them at 2.00am together with the noise from their visitors. From the young neighbours' point of view they felt restricted and inhibited in their flat and had already sent a letter to the elderly couple explaining the situation and apologising for the DIY noise.

After discussion with the elderly couple it was agreed that the young woman and her father (who owned the flat) would attend a mediation meeting to try and resolve the difficulties. The mediation meeting went ahead and at first the elderly couple were very emotional when talking about how the noise was affecting their health. The young woman was also upset because she hadn't been aware of these problems and she informed them that she did not want their health to suffer in this way. The father assured the elderly couple that the DIY work had finished and they intended to buy heavy rugs for the living areas to reduce the noise from the laminate flooring. The young woman also offered to take her shoes off when entering her flat. The elderly couple were happy that they had the chance to talk and get to know the young woman better and were reassured by her that if there were any further problems they could speak to her directly. By the end of the meeting everybody felt more relaxed with each other and felt progress had been made. The case was reviewed three months later and both parties felt the agreement was lasting well.

Dundee Community Mediation

