

Community Mediation

Party A complained Party B of not informing them of work being carried out at her property and all the upset eg,noise,mess,and security issues that are involved in it. Party A also complained that the gate to the communal access path is continually left open – leading to concerns over house security and the safety of her young children running out onto the road.

Party B had issues with Party A continually locking the gate.They had lost the key and therefore had to rely on other ways to gain access. Party B was elderly and had some trouble with the alternative route that she had to take. They had tried talking to Party A to arrange a new lock but relations had broken down between the two parties and nothing had been done. Party B alleged that she had been verbally abused on several occasions when she had been using the gate.

At the Mediation meeting, both parties were given uninterrupted time to air their grievances. After this Party B admitted to not informing Party A about when her ongoing house improvements were taking place and understood that this was causing Party B distress. Party B also heard and understood why the gate being left open was a big concern for the safety and security of Party A's children and both their properties. Party A listened to why Party B got upset with the locked gate as this meant she had to use an alternative route that she found difficult to manage with her limited mobility.

After listening to each others issues and concerns, Party A – now aware that Party B had mobility problems – understood why the locked gate upset her and both agreed to employ a locksmith to put a new lock on the gate and would each take responsibility for making sure it was kept secured. Party A also assured Party B there would be no further verbal abuse and apologised for it. Party B agreed to notify Party A of times and date of future work being carried out at her home and that should there be any problems to let her know.

Both Parties compromised and agreed that although they would never be friends, they would be civil and respectful of each other.

East Dunbartonshire Community Mediation

