

## Community Mediation

Mrs W approached our service because she was being disturbed by noise at night from her downstairs neighbour. This case was unusual because the neighbour was a commercial business. Mrs W couldn't understand why it was necessary to be in the business premises at night. She wondered if her neighbour was playing computer games because of the kind of noise that was keeping her awake. She didn't feel able to approach her neighbour directly for a number of reasons.

When the mediators spoke to the neighbour, Mr B, he explained that he was sometimes in his office at night because of pressure of work. He was very concerned that noise from his premises was causing difficulty, and acknowledged straight away that in the stillness of the night noise travels further. Mr B undertook to turn the volume of his radio and computers right down when he is working at night. He also suggested that if Mrs W experiences any further problems, she could come and tell him about them. If she is not comfortable about this, she could write him a note.

Mrs W was extremely pleased with this outcome, and we agreed to get back in touch with both neighbours after a month to see how things were going.

### **East Lothian Community Mediation**

