

Community Mediation

The following case study highlights how mediation can be a useful forum for people to talk to each other and clear up misunderstandings before they escalate out of control.

Party A were a middle-aged couple living next door to Party B a married couple with two young children.

Party B complained of noise from Party A's house, which was particularly problematic at night when they were trying to sleep. Party B was also concerned that the noise may be deliberate in retaliation to the fact that he snored very loudly.

Party A was quite upset about the complaints from Party B and the fact that she believed that the noise was deliberate when they believed that they had a problem with noise from the heating system and birds in the eaves of the house which they had reported to the council.

During the meeting, Party B asked to go first and began by apologising for any inconvenience he had caused by snoring and explained that he was waiting to have an operation for this problem. Party A said that they never heard his snoring. This led them to discuss the assumption that Party B had believed the noise experienced was caused deliberately in retaliation for his snoring. Party B then acknowledged that the noise was not deliberate. Both parties then discussed the issues over the noise from the pipes and floorboards since the new heating systems had been put in and also the problems with the birds living in the eaves.

Both parties eventually agreed that they would approach the council together to try and resolve the noise from the heating system and to find a solution to the problem with the birds which was problematic for both parties in terms of the level of noise.

North Ayrshire Community Mediation

