

want your neighbour
TO KNOW
EXACTLY
how you feel?

We can help **YOU** sort out your neighbour disputes.

If you're a New Charter tenant, ask your landlord to put
you in touch with **New Charter Mediation.**



new charter mediation
FINDING A WAY FORWARD

We all want to live in PEACE with our neighbours

BUT WHAT CAN YOU DO if your life's a misery because of their noise, children's behaviour, the hours they keep, their pets or parking?

We know it's hard to talk to neighbours if you've got a dispute. You just want a quiet life – and to get things sorted out.

New Charter Mediation can help.

How does it work?

Our step-by-step mediation helps you – and neighbours you have a dispute with – find a solution everyone can live with.

We don't take sides. Our mediators are trained to work with neighbours in dispute to help things get better.

This service is **FREE** and independent.

Can we help?

Mediation works well if you're more interested in a solution than in blaming your neighbours. If everyone involved agrees, we'll guide you through the process towards a workable agreement.

But mediation is not suitable where there's violence, drugs, alcohol dependency or legal action involved.

Find out more

Ask the staff at New Charter to put you in touch with New Charter Mediation.

You can also contact us direct on **0161 908 8375** or e-mail us at **mediation.services@manchester.gov.uk**
www.manchester.gov.uk/housing/mediation

Our service is available in any language.