Housing Rights

https://www.housingrights.org.uk/landlords/help-and-support/mediation-can-help-landlords-and-letting-agents

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Mediation can help landlords and letting agents

This information is for private tenancies in Northern Ireland.

What is mediation?

If there is a dispute, housing mediation can help people:

- work together to resolve issues
- see everyone's point of view
- find a solution that works for everyone
- there is a translation service available

Our housing mediation service is free.

Mediation is about finding a resolution to conflict.

For advice on housing issues, you can contact Landlord Advice.

Who can mediation help?

Our mediation service can help:

- registered landlords, or
- letting agents acting on behalf of registered landlords, or
- neighbours who are both private tenants, or
- tenants who share a property

We cannot help:

- if a tenancy has already ended, or
- with deposit disputes

What situations can mediation help?

You can discuss many situations, including:

- rent arrears
- maintenance and repairs
- disagreements over responsibilities
- ending a tenancy
- antisocial behaviour
- accessing the property

What happens in mediation?

A mediator can help everyone reach an agreement:

- the mediator will listen to all sides of the dispute
- people can work together to resolve their housing issues
- everyone needs to agree to take part
- the focus will be on finding a solution that works for everyone
- you may be able to avoid court

Do we have to meet face-to-face?

You do not have to meet face-to-face.

The mediator can talk to everyone separately if this works better.

Mediation can take place:

- by phone
- in person, or
- online

Contacting mediation

If you think mediation could help you:

- phone 028 90 245 640 (Option 3)
- email mediation@housingrights.org.uk
- complete the online form