

## 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](mailto:mediation@housingrights.org.uk)
- complete the [online form](#)