

FURTHER INFORMATION

For more information, please contact the Housing Advice and Prevention Team:

Housing Advice and Prevention Team
Suffolk Coastal District Council
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Woodbridge
Suffolk IP12 1AU
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Suffolk Coastal

... where quality of life counts

SUFFOLK COASTAL DISTRICT COUNCIL

Mediation for homeless applicants

A simple explanation of the service offered by family mediation

WHAT IS HOUSING MEDIATION?

Mediation is very different from counselling. You and your householder may need to talk about differences between you regarding living at home and any housing problems.

Being made homeless from parents, relatives or friends accounts for the majority of housing applications. Suffolk Coastal District Council recognises that for some housing applicants it is not possible to remain at home due to fear, violence or abuse. However, for many others, the security provided by home will enable an applicant to plan their future accommodation needs often with the help of our Advice and Prevention Team.

Housing mediation is a project that is part of the Council's assessment of your housing application. The mediation service reports back to the Council on the outcome of the mediation.

It is clear that throughout the Suffolk Coastal area many people have a genuine problem in finding appropriate accommodation. Such pressures often lead to frustration and disputes within their current home.

The purpose of housing mediation is to prevent, wherever appropriate, homelessness. Information of a personal nature gained through mediation will remain confidential unless you request that it is disclosed to the Housing Advice and Prevention Team.

The mediators will not tell you what you ought to do, but they will work with you and your householder to help you both to find a way to move forward. The mediators will not take sides. What you say in mediation is confidential unless there is serious concern about the safety of anyone involved. In this case the mediators will pass information on to the Social Care Services in consultation with you.

YOUR MEDIATION APPOINTMENT

Your first meeting with the mediator will allow you to find out about mediation and help you decide whether or not this is the way for you to resolve the practical difficulties between you and the householder. Normally you would come to this appointment on your own.

Following this, an appointment should be made with both you and your householder. If you have any concerns about being in a meeting with your householder please bring these up with the mediator at your first appointment. We will be happy to arrange separate waiting rooms and leaving times.

There is no charge to you for using this service.