

# Housing Mediation Service

## Solving private rented disputes to avoid the need to go to court

**An alternative way to solve issues in the private rented sector without the time and cost of Court.**

Housing Rights is piloting Northern Ireland's first housing mediation service for the private rented sector. The service is funded by the Department for Communities.

**Housing  
Rights**

# Housing Mediation Service

## What is housing mediation?

A process aimed at resolving a dispute that has occurred in a private tenancy. An independent mediator with specialist housing knowledge helps the two sides talk about their dispute and come to a solution that works for everyone.

## Who can use the mediation service?

- Tenants
- Registered landlords
- Letting agents
- Housing associations operating in this sector

## What kind of disputes can mediation help with?

- Property standards
- Repairs
- Entry rights
- Unprotected tenancy deposits
- Rent/rates arrears
- Evictions or threatened evictions
- Breach of tenancy terms
- Noise/Anti-social behaviour

## How does the service work?

When both parties in the dispute have agreed to take part in mediation it can happen over the phone or face to face whichever is most appropriate for those involved.

## How is the service accessed?

Phone-Housing Rights on **028 9024 5640** and pick option 6

Email: [mediation@housingrights.org.uk](mailto:mediation@housingrights.org.uk)

## How much does it cost?

The service is free of charge.