

Case Study - Trespass/ Property Damage – *Successful mediation*

Alan had a new neighbour. The house was semi-detached and in need of a light refurbishment, and as part of that refurbishment the neighbour decided to re-lay the drive. Alan noticed that the builder had marked out the edge of the driveway, which was on his side of the boundary.

He approached the builder who was not really interested, so he turned to his neighbour. The neighbour was not convinced it was encroaching on Alan's boundary. The works would mean that some of Alan's driveway would be 'cut' into. Alan wanted to start off on the right footing with his new neighbour and tried to have constructive dialogue, but it was not working.

Concerned, Alan turned to his **Legal Expenses Insurance**. Alan **spoke to a legal adviser** and explained the situation. The legal adviser suggested that at this early stage, before any works had been carried out, that mediation was the best course of action. The **legal adviser helped Alan draft a letter** to his neighbour and asked Alan to provide some photos and plans to accompany his letter.

In doing so Alan explained his concerns clearly to his neighbour and provided some evidence to back up the position of the boundary. As a result, the neighbour agreed to open dialogue. The pair met, discussed and eventually came to an agreement.

The outcome was an agreed compromise that both Alan and his neighbour were happy with – a great outcome for neighbourly relationships.



Legal Advice Helpline

If you are having an issue with a neighbour our experienced telephone advisers can provide practical advice, suggest next steps and guide you through the legal process, **24 hours a day, 365 days a year**.



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