

KEEP ASHFORD TALKING



Are you experiencing problems with your neighbours over anti-social behaviour, noise or boundary issues?

Are you struggling to come to an agreement over child access?

Are there intergenerational issues in your family that are causing endless arguments and stress?

The Ashford Mediation Service (AMS) is a **FREE** service available to all residents of Ashford borough experiencing conflict and we're here to help.

AMS doesn't 'take sides'. We work with all parties in dispute to help both 'sides' reach a solution that works for everyone. AMS facilitates and manages the conversations to help you reach a mutually beneficial conclusion.

We also offer other, very useful services, including our 'Listening Ear' and 'Keep in Touch' services where we are happy to work with individuals if the other party in dispute is not quite ready to get involved in mediation.

Our trained volunteer mediators can work with you and the other party in a way that is convenient to you. That could be over a technology platform such as Microsoft Teams, Zoom or Skype or face-to-face if you feel comfortable meeting up.

Whatever your issues, we can either help you with our mediation service or signpost you to another community service who can help you.

It is with grateful thanks to the National Lottery Community Fund that we are able to expand our services in the Ashford area.

AMS
ASHFORD MEDIATION
SERVICE

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The Ashford Mediation Service provides a free, confidential and impartial service to help people to settle their differences around noise, parking, aggressive behaviour, pets, family issues, boundary disputes and much more. By involving us early, matters are unlikely to escalate and interventions by the authorities can be avoided.

We help to settle disputes:

In the community



For families

In the workplace



There are 130,000 residents in the Ashford Borough Council area.



Our Mediation process is designed to allow both parties to talk about their problems and to reach a solution with mediators who listen, support and guide.



In a community what you see as perfectly acceptable, can often be seen by others as annoying. Noisy children, dogs barking or parking issues are often a problem between neighbours



KEEP ASHFORD TALKING is our initiative to work across the community in a collaborative way to better address the difficulties that face us all. We work with a wide range of community groups and organisations to create a more harmonious living environment for all who live and work in the borough and beyond.



While each case is different, it usually takes three to six sessions with each session taking up to an hour.

92%

success rate

100

cases per year

26

years in operation



We have 25 trained, volunteer mediators

Contact us on

01233 896237 or follow us on Facebook and Twitter



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Please get in touch. It's worth a conversation.

You can call us at **07845 914838** or drop us an email at info@ashfordmediation.co.uk

Should you require further information, visit our website:

www.ashfordmediation.co.uk