

**HOUSING MEDIATION SERVICE
STRATHCLYDE UNIVERSITY MEDIATION CLINIC**

The Housing Mediation Project is part of the Strathclyde University Mediation Clinic - <https://www.strath.ac.uk/humanities/lawschool/mediationclinic/>

This Project - which is free to all parties - provide services in the Strathclyde area and has the following three elements:

1. Mediation services for private rented sector landlords and tenants as an informal alternative to the work of the Housing and Property Chamber.

This service contributes to the resolving disputes/preserving relationships between landlord and tenant and between landlord and agent. The main dispute topics concern rent arrears, nuisance and improper use, and involving risk of eviction.

2. Mediation services for landlords and tenants using a tenancy deposit scheme, who have a dispute about a deposit which cannot be resolved by the scheme's dispute resolution service

For example, where:

- The disputed sum exceeds the deposit value (e.g. damage to the property).
- The dispute about the deposit cloaks a series of issues built up during the tenancy.

This service is complementary to existing tenancy deposit schemes and likely to benefit landlords, agents and tenants.

3. Mediation services for a wider variety of disputes relating to housing

Such as:

- Factoring disputes involving tenanted properties
- Disputes between tenants and letting agents

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