**Mediator Information**

**Kate/Kevin – The Landlord &**

**Colette/Colm – The Tenant**

Colette/Colm works in an IT company in Galway and has been living in a ground floor apartment of a house for one and a half years. Kate/Kevin, the landlord, lives in a house a couple of doors down the road.

Colette/Colm and Kate/Kevin have had problems with each other right from the start. Kate/Kevin claimed that Colette/Colm not only constantly complains about every little thing, but also does not dispose of the garbage properly. Additionally, the small front garden that comes with the flat is not being properly taken care of – the grass is rarely cut. Kate/Kevin is now threatening to evict Colette/Colm because two months’ rent is owed.

Last week, when Kate/Kevin went to the apartment to try & collect the rent again, angry words were exchanged. Kate/Kevin allegedly pushed the door into Colette/Colm, causing her/his glasses to fall and be damaged. Colette/Colm called a lawyer who advised her/him to speak to someone from their Mediation Department to see if they could offer some assistance to settle this problem.

**Disputant A Information**

**Kate/Kevin – The Landlord**

Colette/Colm has been nothing but a headache to you since s/he moved in. S/he complains constantly about every little thing that goes wrong. You feel that you are a responsible landlord and are willing to respond to legitimate complaints. But Colette/Colm is just too much and you don't even want to listen to her/him any more.

S/he has complained about so many petty problems that you have ignored her/his recent complaints about the bathroom. You think s/he is the one who is irresponsible and you think that s/he probably left the tap running. Colette/Colm is always putting her/his smelly garbage bags to the side of the house despite your repeated requests to put it outside in the bins you provide. Plus the flat comes with a small garden and you made perfectly clear that the garden was her/his responsibility – keeping the grass cut and looking neat and tidy. You live a few doors down the road and see that Colette/Colm rarely cuts the grass.

When Colette/Colm stopped paying the rent, claiming that you should do all the repairs first, you hit the roof. You had asked politely several times for the rent and s/he was consistently abusive. The last time you asked for it, s/he more or less tried to slam the door in your face. You never touched her/him and you can't believe you broke her/his glasses. Colette/Colm lies or overstates everything and s/he's probably doing it now. You are willing to try mediation, but if you don’t get paid you the rent you are owed, you'll start eviction proceedings immediately.

***Note to Disputants:***

*Ensure that you are eventually reasonable, although angry and upset at first, and respond to the mediator’s skills.*

**Disputant B Information**

**Colette/Colm – The Tenant**

You have always believed in standing up for your rights and you try to keep informed of just what those rights are. You have no intention of letting Kate/Kevin push you around.

You like to live in a nice place and have repeatedly asked her/him to fix up the apartment. There's soiled and ripped wallpaper you would like replaced and some cracked plaster that needs to be patched. Your kitchen tap also needs to be repaired because you can’t turn it off properly and it constantly drips. Kate/Kevin is just plain lazy and unresponsive to you and has never done anything for you. Given this attitude, you have not listened to her/his complaints about where you put your rubbish or the bit of growing grass in the small front garden. If Kate/Kevin didn’t snoop past the place all day long, the grass wouldn’t bother her/him.

Two months ago, a very bad leak started developing under your bathroom sink. As a result, the linoleum is coming up and rotting the floor underneath. Kate/Kevin wouldn't even listen to you when you asked for it to be fixed. Hey, it’s her/his house, so if it’s not a problem for her/him, you decided not to pay your rent until the repairs are done. When Kate/Kevin came to collect the rent the last time, s/he was so rude that you refused to talk to her/him. When you tried to close your door, s/he pushed you & the door, knocking you off balance. After s/he left, you found your glasses on the floor with both lenses chipped. You were infuriated and called a local lawyer to see what you could do. The lawyer advised you to try to settle the matter through mediation. You are still quite angry with Kate/Kevin and would consider going to court if mediation does not lead to a good agreement. You like the location of the apartment - it is close to work, various shops and one of your favourite pubs. Plus, you would hate to go through the hassle of finding another place and moving.

***Note to Disputants:***

*Ensure that you are eventually reasonable, although angry and upset at first, and respond to the mediator’s skills.*