

# HAVING PROBLEMS WITH YOUR NEIGHBOR?

Occasionally, residents have disputes with their neighbors about issues such as loud or excessive noise, loose animals, parking problems, reckless driving, or property line disputes. Luckily, there are a variety of ways to resolve disputes in a peaceful and civil manner.

## Resolving a Dispute 1-on-1

1. **Find out the facts.** Is this a one-time problem or an ongoing occurrence? Write down the issue and track how often it has happened.
2. **Figure out who is responsible.** Who is responsible for the disturbance? If the other party is a renter, the property owner may be helpful in resolving the dispute.
3. **Talk to other neighbors.** Do they share the same concern? This is meant to gather information, not to bring other neighbors into the dispute.
4. **Introduce yourself and/or set up a meeting.** Many disagreements arise because neighbors have never introduced themselves. Arrange to meet with the other party in a neutral location to discuss the situation.
5. **Listen.** Genuinely listening to the other side of the story demonstrates respect for the other party's situation.
6. **Focus on the solution, not the issue.** It's easy to be side-tracked by the problem or to let emotions control the conversation. Instead, keep a level head and try to find a compromise that works for both parties.



## When to Call Code Enforcement:

**(925) 833-6610**

*The dispute is related to issues such as off-street parking, front yard maintenance, fences, or home-based businesses.*

*The issue violates the Dublin Municipal Code.*

## When to Call Police Services:

**Non-Emergency: (925) 462-1212**

*One party feels threatened by the other.*

*It is possible that violence may occur.*

*The dispute involves illegal substances or activities.*

## Local Mediation Resources

It may be helpful to have a neutral third party facilitate a conversation between disputing parties. While the City does not provide mediation services, the following organizations offer mediation services to residents who live in Alameda County:

### Center for Community Dispute Settlement

Located in Livermore

Mon - Sat, day or evening

(925) 373-1035

[www.trivalleymediation.com](http://www.trivalleymediation.com)

### SEEDS Conflict Resolution Center

Located in Berkeley & Oakland

Mon - Sun, day or evening

(510) 548-2377

[www.seedsrc.org](http://www.seedsrc.org)

### Eden Council for Hope & Opportunity

Located in Hayward, Livermore & Oakland

Mon - Fri, 9 am to 5 pm

(855) ASK-ECHO

[www.echofairhousing.org](http://www.echofairhousing.org)

*ECHO only offers counseling for landlords and tenants.*