

Case Study 1 Q4 – Year 2

Client came to the Citizens Advice outreach for help with a neighbour matter.

Client is an elderly pensioner who, on good faith lent some money to their neighbour after they approached the client for asking for financial help. The money was supposed to be paid back by an agreed, given date – however when the client came to see us the money was overdue and they didn't know what to do.

The client had attempted to make contact with the neighbour on numerous occasions and they felt the neighbour was avoiding them.

The client lived by themselves, wanted to avoid any confrontation with their neighbour and to maintain a good relationship. However, they needed to get their money back and were considering taking the neighbour to County Court to start the small claims process.

We advised the client that legal action should be the last resort, especially if they wanted to remain on good terms with the neighbour. The client didn't know what else to do – we suggested acting as a mediator in order to negotiate getting the neighbour to pay back the money owed.

The client was happy for us to do this and gave authorisation for us to send a letter to the neighbour encouraging communication between both parties to come to an arrangement in paying the money back.

The client contacted us to say the outcome of our letter was that their neighbour apologised for any upset caused and made an arrangement with the client which resulted in all the money being paid back in one lump sum. The client said they were very grateful for our help in resolving the matter with tact and diplomacy.