

Benefits for Landlords

RANY can be used by landlords to:

- Respond to complaints
- Resolve conflict
- Save time & costs in resolving disputes
- Improve relationships
- Prevent incidents or behaviours from occurring / continuing
- Reduce unacceptable behaviours
- Prevent tenancies from breaking down

Benefits for Tenants

RANY enables tenants to:

- Express their point of view
- Communicate in a safe & respectful environment
- Come to a shared understanding
- Feel better about themselves
- Increase respect
- Resolve issues and move forward
- Regain control of situations
- Create a longer term solution
- Improve their local community and neighbour relations

Frequently Asked Questions

What's involved?

RANY is a confidential service that works with those involved to understand the benefits of a restorative solution to their issues.

Confidential conversations take place in a safe and private environment. A restorative solution gives the people involved an opportunity to talk about what happened, focussing on a clear plan for future improvements.

How do we know this will make a difference?

Restorative solutions are proven to be more likely to result in an apology and forgiveness, reduce recurrence of incidents, and are felt by those involved to have been a worthwhile experience.

How much does it cost?

RANY can work with you for as little as £150 per intervention.

RANY can also work with your organisation to embed restorative solutions, working with your staff and providing ongoing support and training.

To discuss this service further contact our office direct.

Restorative Approaches North Yorkshire

Resolving conflict
in neighbourhoods

**“Confront the difficult
whilst it is still easy”**

- Tao Te Ching

Who are Restorative Approaches North Yorkshire (RANY)?

RANY is an independent service offering engaging restorative solutions that aid in rebuilding relationships and resolving conflict in Housing, Employment, Social Care and Education.

More About the Restorative Approaches in Neighbourhoods

When conflict occurs between neighbours, within communities or between landlords, housing providers and tenants, harm can be done to the individuals involved, tenancies put at risk and people can be left feeling aggrieved.

RANY brings together those harmed or involved in this type of conflict, dispute or allegation with a view to rebuilding relationships and creating more harmonious living environments.

RANY provide a cost efficient resolution, saving high costs of tenancy breakdown and on-going complaints and disputes.

We help people understand the impact of their behaviours on others and create the opportunity to redress any harm done.

Restorative Approaches enable residents to move on from challenging situations and prevent further conflict from occurring.

RANY helps bring people together in an impartial, safe and supportive environment with a view to creating a fair outcome for all.

What can we do for you?

RANY can work with people to help resolve conflict, seek resolution, address grievances or complaints and maintain tenancies:

- Between neighbours
- In communities
- Between the tenant(s) and the landlord / housing provider
- In groups or 1-2-1 sessions

We can work on a case by case basis with private landlords and tenants; alongside housing providers offering training and support; or with anyone needing help to create a restorative solution.

Our purpose is to help those involved develop a way forward and an agreed plan of behaviours and actions for the future.

Registered Charity Number: 1160069

Where we can help

A restorative solution can be suitable for helping to resolve:

- Unacceptable or antisocial behaviour
- Bullying and harassment
- Boundary issues
- Complaints / grievances including parking, pets and noise
- Poor relations between tenants and landlords
- Different lifestyles

Book your solution to a better neighbourhood

Simply call us to discuss your particular requirements on:

01609 778 652

or email contact@rany.co.uk

Where to find us

Website: www.nyadvocacy.org



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