

Case Study - Trespass/ Property Damage – *Boundary dispute*

John noticed that his neighbour was taking down an old fence. Once the old fence had been removed he noticed that the first couple of new posts were being put on his side of the boundary. Although the old posts had been removed it was still clear that the new posts were being put further on his side of the boundary.

John approached the neighbour who had just moved into the property. They both inspected the area but the neighbour was adamant that the fence was within his boundary. Relationships quickly broke down and John decided to turn to his insurance company who directed him to call the ARAG Legal Helpline.

John discussed the issue with the legal advice line (which provides 24hr access to a legal professional). He was keen to mediate with the neighbour so the legal adviser helped John draft a note over the phone to send to his neighbour, outlining his wish to mediate. The legal adviser asked John to let them know how he got on.

John called us back and spoke to the same legal adviser – he explained that he and his neighbour had sat down and discussed the positioning of the fence. Due to the fence not originally being erected in a straight line by the previous owner, they had come to a compromise, and relations between the neighbours had improved. He thanked the legal adviser for their support. The note to the neighbour was enough to open constructive dialogue which resulted in a resolution.



Legal Advice Helpline

If you are having an issue with a supplier our experienced telephone advisers can provide practical advice, suggest next steps and guide you through the legal process, **24 hours a day, 365 days a year.**



Online Legal Documents & Guides

ARAG Businesslaw contains a range of how-to business and legal step-by-step **tools, guides, document templates,** interactive checklists, infographics and videos.



Make a Claim

Our policyholder was right to contact their legal expenses insurance to discuss **mediation in the first instance.** However, they needed to make a claim against the company to pursue **corrective action.**