RECEIVED A MEDIATION DIRECTION?

HERE IS WHAT YOU NEED TO KNOW.



Ministry of Culture, Community and Youth

MINISTRY OF LAW
SINGAPORE

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WHAT IS A MEDIATION DIRECTION?

A Mediation Direction is a legal document issued by authorised officers from Community Relations Unit (CRU), Housing & Development Board (HDB), People's Association (PA) or the Community Mediation Centre (CMC) to residents who are neighbours. It requires the named individuals to attend a mediation session at the CMC or at a designated venue to discuss their issues amicably.

WHY HAVE I RECEIVED A MEDIATION DIRECTION?

You have received a Mediation Direction because an authorised agency has assessed that mediation is appropriate to help resolve the issues between you and your neighbour. Both parties are required to attend mediation at the CMC or at a designated venue.





WHAT IS MEDIATION?

Mediation is a confidential process where a trained mediator helps parties discuss their concerns and work towards mutually acceptable outcomes.

WHO WILL BE INVOLVED IN THE MEDIATION?

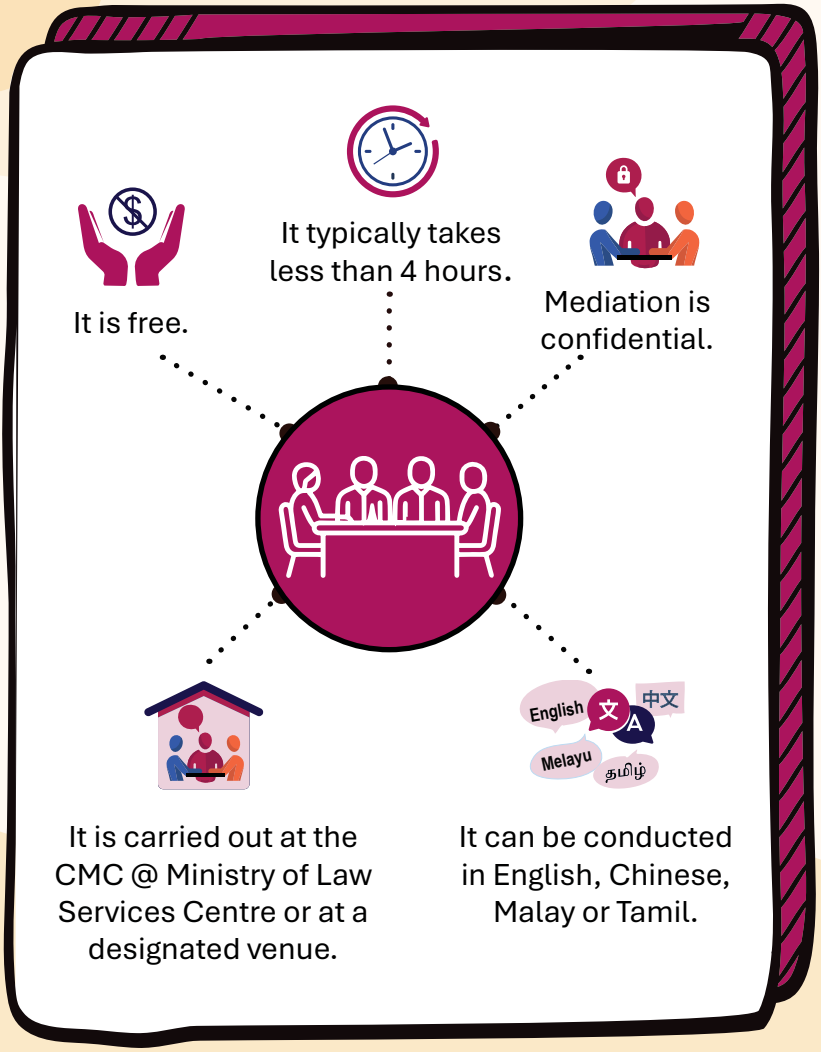
The mediation will involve all parties who are named in the Mediation Direction. It will be facilitated by trained CMC mediators.

THE ROLE OF THE MEDIATORS

The role of the mediators is to provide a safe and neutral space for the parties involved to share their issues openly, without taking sides.

Information shared during both the joint and private sessions is confidential. It will only be shared with the other party with your consent.

WHY SHOULD I TRY MEDIATION?



WHAT IF I CANNOT ATTEND?

If you are unable to attend the mediation on the date and time indicated, please contact us as soon as possible so that we can assist you.

Failure to comply with a Mediation Direction without a reasonable excuse is an offence under Section 13R of the Community Disputes Resolution Act 2015. If convicted, you may be liable for a fine up to $1,500.



YOUR MEDIATION JOURNEY



1

Read Your Mediation Direction Carefully

Take note of the date, time, venue and deadlines stated. Contact us if you have any questions.



2

Prepare for Your Session

Before your session, think about the issues you would like to discuss and the outcomes you hope to achieve.

There is no need to present evidence. Mediation is a conversation between parties, not a formal hearing.



3

Attend The Session

Bring along a government issued identification (NRIC, passport, driving licence, etc) for verification and arrive 20 minutes early to complete pre-mediation administration.

The mediation will take place at the Ministry of Law Services Centre (MSC), 45 Maxwell Road, #07-11 The URA Centre (East Wing), Singapore 069118 or at a designated venue.



4

Reach An Agreement or Consider Next Steps

If both parties reach an agreement, you will sign it and receive a copy of the signed agreement within 3 working days.

If no agreement is reached, you may consider filing a claim with the Community Disputes Resolution Tribunals (CDRT).

GET IN TOUCH WITH US

COMMUNITY MEDIATION CENTRE (CMC)

Ministry of Law Services Centre (MSC)
45 Maxwell Road, #07-11 The URA Centre (East Wing)
Singapore 069118

Operating Hours: Mondays to Fridays
8.30am to 5.00pm

Contact us: 1800 2255 529*

Online Enquiry: https://go.gov.sg/mdenquiry

Website: https://cmc.mlaw.gov.sg/

Scan to submit an enquiry.

https://go.gov.sg/mdenquiry

*Please note that airtime charges may apply to calls from mobile phones.

GETTING TO THE CMC

Location:

- Opposite Maxwell Food Centre
- Beside the URA Centre Singapore City Gallery

Nearest MRT Stations:

- Maxwell MRT Station (TE18), 5-minute walk
- Tanjong Pagar MRT Station (EW15), 8-minute walk

Nearest Bus Stop:
Maxwell Station Exit 2 (05269), 3-minute walk
Bus Services: 80, 145



Map Source: OneMap, Singapore Land Authority (SLA)

Nearest Car Park:

- URA Centre East Wing Car Park
- URA Open Car Park (entrance via Maxwell Road)