

Property Mediation Services

Expert Dispute Resolution for Property Landlords and Investors

Executive Summary

Property Mediation Services (PMS) provides specialised alternative dispute resolution for landlords, property investors, and real estate professionals across all sectors of the property market. Our service offers rapid, cost-effective, and expert mediation to resolve complex property disputes without the substantial costs, delays, and tenant relationship damage inherent in traditional court proceedings and tribunals. We address the critical need for sector-specific expertise in property law disputes while preserving essential landlord-tenant relationships and protecting rental income streams.

Service Overview

Core Mediation Services

Primary Areas of Expertise:

- Residential tenancy disputes and eviction proceedings
- Commercial lease interpretation and rent review disputes
- Service charge disputes and management company conflicts
- Lease renewal negotiations and statutory rights
- Dilapidations claims and repair obligations
- Break clause negotiations and lease terminations
- Assignment and subletting consent disputes
- Property management and agency conflicts
- Possession proceedings and tenant defence claims
- Housing benefit and universal credit payment issues
- Deposit return disputes and protection scheme appeals
- Anti-social behaviour and nuisance complaints

Specialised Property Expertise:

- Buy-to-let portfolio management disputes
- HMO (House in Multiple Occupation) licensing and compliance
- Leasehold enfranchisement and right to manage claims
- Ground rent and service charge tribunal appeals
- Planning permission and change of use conflicts
- Building safety and fire safety compliance disputes
- Energy efficiency and EPC improvement requirements
- Student accommodation and purpose-built student accommodation (PBSA)
- Affordable housing and social housing provider disputes

- Property development and conversion disputes

Target Client Base by Landlord Size and Type

Individual Buy-to-Let Landlords:

- Single property owners and small portfolio landlords (1-10 properties)
- Accidental landlords and inherited property owners
- First-time landlords and inexperienced property investors
- Retirement income property investors
- Family property investment partnerships

Professional Property Investors:

- Medium portfolio landlords (10-100 properties)
- Limited company property investors
- Professional landlord partnerships and syndicates
- Specialist sector investors (student housing, HMOs, commercial)
- Property trading and development companies

Institutional Property Owners:

- Large portfolio landlords (100+ properties)
- Property investment trusts and funds
- Corporate property owners and occupiers
- Local authority and housing association landlords
- International property investment companies

Property Professionals:

- Letting agents and property management companies
- Estate agents and property consultants
- Property developers and conversion specialists
- Leasehold management companies
- Property maintenance and services contractors

Hypothetical Scenarios and Use Cases

Specialised Service Packages by Landlord Type

Individual Landlord Package - "Property Guardian"

Target: 1-10 properties, annual turnover under £250,000

- **24/7 Emergency Hotline:** Immediate advice for urgent situations
- **Annual Retainer:** £2,500 + case costs for up to 3 disputes
- **Tenant Communication Templates:** Standardised notices and correspondence
- **Basic Legal Compliance Audit:** Annual review of tenancy agreements and procedures
- **Deposit Scheme Liaison:** Direct communication with protection schemes
- **Priority Response:** 48-hour mediation scheduling for urgent matters

Professional Landlord Package - "Portfolio Pro"

Target: 10-100 properties, professional investment approach

- **Dedicated Account Manager:** Single point of contact for all disputes
- **Annual Retainer:** £12,500 + case costs for up to 10 disputes
- **Quarterly Legal Updates:** Changes in property law and best practices
- **Comprehensive Compliance Review:** Annual audit of all procedures and documents
- **Tenant Relationship Management:** Training for property managers and staff
- **Commercial Negotiation Support:** Rent reviews and lease renewals

Institutional Package - "Enterprise Solutions"

Target: 100+ properties, institutional investors and funds

- **Senior Partner Access:** Direct access to Professor Suzanne Rab and senior team
- **Flexible Annual Retainer:** £45,000-£150,000 based on portfolio size and complexity
- **Strategic Legal Advisory:** Ongoing counsel on investment strategy and risk management
- **Regulatory Compliance Management:** Proactive monitoring and compliance systems
- **Crisis Management Support:** Rapid response team for major disputes or emergencies
- **Industry Representation:** Advocacy with regulatory bodies and trade associations

Conclusion

Property Law Mediation Services represents a transformational approach to property dispute resolution, combining deep expertise in all aspects of property law with sophisticated mediation techniques specifically designed for the unique challenges facing property landlords and investors. The property sector's relationship-dependent nature and cash flow sensitivity make mediation not just an alternative to traditional litigation, but often the optimal first choice for resolving disputes.

The substantial cost savings, dramatically reduced resolution times, and preserved tenant relationships demonstrated in our analysis make mediation the intelligent choice for property disputes across all landlord types and portfolio sizes.

The modern property market faces unprecedented challenges—from regulatory changes and building safety requirements to economic uncertainty and changing tenant expectations.

These challenges require innovative approaches to dispute resolution that strengthen rather than damage the essential relationships between landlords, tenants, and property professionals.

PMS is committed to transforming how the property industry handles disputes, creating better outcomes for all stakeholders while protecting the investment returns and business relationships that enable successful property investment and management. We invite landlords of all sizes to join us in building a more collaborative, efficient, and profitable property sector.

The future of property investment depends not just on avoiding disputes, but on resolving them in ways that enhance rather than undermine the trust and cooperation essential for sustainable property businesses. PMS provides that vision of industry excellence through expert, efficient, and relationship-preserving dispute resolution.

Whether you're a first-time buy-to-let investor or manage a multi-billion-pound property portfolio, PMS offers the expertise, efficiency, and results that protect your investments and relationships while delivering superior outcomes for all parties involved.