



## The Client Interviewing Competition for England & Wales

### Training Day at Oxford Brookes University 2017

#### Topic: Neighbour Disputes (Dent)

#### MEMO

Kyle/Kylie Dent has made an appointment to see you. All he/she would tell you is that he/she has been having problems with her neighbouring children.

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### Training Day at Oxford Brookes University 2017

#### Topic: Neighbour Disputes (Dent)

Your name is Kyle/Kylie Dent. You are 29 and live at 72 Lyman Lane, Oxford, OX5 6EF. Make up an e-mail address and a telephone number.

You moved into your home about 3 years ago and bought the property with the help of a mortgage. When you moved in, your neighbours at 70 were lovely and friendly. They invited you around for a 'welcome to the area' drink and did everything they could to help you. The only thing they wouldn't elaborate on was the people who live at number 74, the other side of you. They simply said that 'they have children. They are lively'. You could have sworn they said 'lovely' but sadly that's probably wishful thinking as they have certainly proved to be lively.

The first couple of years, when they were 10 and 11, things weren't too bad but since they have got older things have got worse. Last summer, and you can't remember exact dates, during their summer holidays, you're pretty sure you got sprayed with water at least twice a week when one of their water pistols accidentally sprayed you. Their paddling pool mysteriously burst right on the boundary and the torrent of water drenched your best flowers. They had their friends from school over regularly and at weekends would cause huge amounts of noise screaming all over the place and running across your front drive. You spoke to their parents but they always seemed frazzled after work and you just didn't have the heart to press it more than saying that it was getting out of hand. They always seemed very apologetic.

This was all bad enough but if it was just a case of a bunch of brats then you could deal with it. You understand that there has to be an element of give and take with neighbours, even if you privately think you have taken more than enough!

Two months ago, it was the eldest boy's birthday. Rod turned 14 and got an airgun for his birthday. Tod and he have taken it in turns shooting at tin cans in the back garden since he got it and although you had worries, you have to admit that they have been very well behaved. You spoke to their father, Mr Simpson, about it and he was unusually calm and said that he had told the kids of the golden rules; never to point at anyone, never to hold the gun except pointed at the ground, only to shoot at cans etc. You were impressed and dared to hope that they were beginning to learn responsibility.

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Two weeks ago, you were away shopping. You had chosen to walk to the local shops rather than drive and so had left your car at home. When you got back you found that there were 4 dents in the side of the car and one of the windows was broken. You could see spent pellets in the car and on the drive. It was quite sad, it was so obvious and you had hoped that the boys would have had the grace to apologise but there was no sign of them.

They probably didn't realise but the previous owner had CCTV installed so it clearly shows them aiming at cans that they had put up on the fence between your houses rather than in the back garden as previously. There is a moment when they realise that they have missed your cans and hit your car and the youngest, Tod (who had fired a couple of the shots) runs away. Rod hesitates, and then fires again, this time smashing the window.

You went to see the parents and showed them the footage. They started off embarrassed but after you told them the cost of the repairs (£500) they got defensive and said that it wasn't their responsibility.

You are in a quandary. You don't want to involve the police, but the costs of repair are £500 and you don't think it's right that you should have to pay. You saw an episode of Judge Judy where the parents had to pay for the damage in a similar situation; can this be done here?

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