

## **How to approach your neighbor about a bothersome issue**

1. Assess your comfort level. How comfortable are you approaching your neighbor? What's your style? Is a face-to-face conversation or leaving a note better for you?
2. Act early. If your buttons are "really pushed," you may want to wait a day or two to cool down. Generally, the sooner you act to address an issue constructively, the less likely it is to escalate into one of those neighbor horror stories.
3. Don't personalize. Explain the impact of your neighbor's action — maybe you're more sensitive to smoke — but don't make it a personal attack.
4. Propose possible solutions. Don't be perceived as making one-sided demands. We initially want to say, 'Stop this behavior!' — instead look at the situation as an opportunity to build neighborliness moving forward. Offer some positive solutions and don't look at it as a battle.
5. Consider mediation. If you're getting nowhere or feel uncomfortable, trained and professional mediators will create a safe environment for you to discuss the issue and try to work out a solution.