

# Enhancements to the Community Disputes Management Framework

The Community Disputes Management Framework (CDMF) was established in 2014 to promote a gracious and harmonious living environment for all. The CDMF has been enhanced after extensive public consultations and here's what it can do for you.

## 1 What to do if you have a dispute with your neighbour?



Approach and discuss the issue with your neighbour calmly. Amicable resolution can help preserve neighbourly relations.

If necessary, seek help from grassroots leaders.

## 2 What if you cannot resolve the dispute on your own?



Apply for voluntary mediation with the Community Mediation Centre (CMC).

- Face-to-face mediation takes place at the Ministry of Law Services Centre, as well as selected ServiceSG Centres and Community Clubs.
- For suitable cases, virtual mediation can also be arranged.

**NEW!** If mediation is successful and both parties consent, the settlement agreement can be registered as a Community Disputes Resolution Tribunals (CDRT) order. This allows for quicker and simpler legal recourse if the agreement is breached.

*Note: The CDRT is a specialist court which hears neighbour disputes and is part of the State Courts.*

## 3 What happens if your neighbour declines or fails to respond to a mediation invitation?



**NEW!** In suitable cases, a Mediation Direction can be issued by authorised agencies to direct disputing parties to attend mediation at the CMC.

Examples of such cases:

- parties who had not previously attempted mediation
- parties who failed to respond to an invitation for voluntary mediation

## 4 What if mediation is unsuccessful?



Residents may seek recourse from the CDRT, if the dispute remains unresolved even after best efforts at amicable resolution.

- The CDRT may require a person to cease an activity that is disrupting the peace.
- **NEW!** To provide quicker relief, the CDRT may make an interim order even as a case awaits final determination.
- **NEW!** There will be new measures to encourage landlords to take action when their tenants disrupt the peace.

*Note: An affected resident who wishes to file a CDRT claim must attempt mediation at the CMC before filing the claim.*

### Did you know ?

About 80% of voluntary mediation cases mediated by the CMC are successfully settled.

## **NEW!** The Community Relations Unit

A small subset of neighbour noise disputes is severe in nature. A Community Relations Unit will be set up to investigate and intervene in such cases. This will be piloted in one to two towns, starting with Tampines HDB estate.

Community Relations Officers are trained and experienced in law enforcement. They can be identified by their uniform and ID card. Safeguards have been put in place to prevent scams and privacy concerns.



Let's be kind and considerate neighbours

Read about the enhanced CDMF in detail here:

[go.gov.sg/cdmf](https://go.gov.sg/cdmf)