

ASH Co-op Conflict Resolution Process - Example A

J approaches S&W about an issue with their housemate, K, who has frequently had guests over, played loud music, and gotten very drunk in the living room. When asked to be quieter, K has acted aggressively and have been verbally abusive to K. J has approached K a few times to agree on when quietness can be expected and about giving notice for friends to be coming around. Although K agreed to this, they have continued to repeat their behaviour.

S&W approach J and K separately and facilitate a meeting between them to reach an agreement, but K feels attacked by J, not heard, and loses faith in the process. No shared agreement is reached.

Listening

How to Approach

Member discuss and attempt to reach shared agreement themselves

S+W meet everyone one to one to explore issues, needs and what is needed to come to a group

Group meeting facilitated to hear each other and attempt to reach shared agreement

Stuck

Stuck

Resolution Meeting

Removal of membership

Action Plan

After the facilitated meeting, K stops responding to S&W's attempts to communicate with them. K says they don't want to continue in the process and that a shared agreement won't achieve anything. They also say their mental health is worsening. J remains keen to continue to reach a shared agreement. Things in the house become more tense, as K continues to have loud parties, including on weeknights, which affects K's ability to sleep and work.

S&W agree that this situation is stuck, and it needs to go to a co-op resolution meeting. K's membership is removed, but an action plan is agreed in the meeting as a path to membership being restored. The action plan agrees that K needs some external support for their mental health. It agrees a boundary on noise and getting notice in advance of guests visiting, and for S&W to facilitate regular house meetings throughout the action plan period to improve communication.

K is keen to stay in the co-op, and keeps to the action plan. S&W facilitate house meetings and house relations improve, and K gets mental health support externally which improves their communication with J. After the two month period, a meeting votes to reinstate K's membership.

Checking In

Membership restored

Resolution, more understanding and better

ASH Co-op Conflict Resolution Process - Example B

X has recently moved to ASH. In the mornings, they like to do yoga in the living room. Y, who has lived in the house for several years. X has approached S&W, saying that Y makes them uncomfortable when they are doing yoga, by watching them and making sexually inappropriate comments.

S&W speak with them one-on-one, and have a meeting with them together where X explains their discomfort and the impact of the behaviour. Y talks about their struggle with reading social cues, but that they understand the impact and will make an effort to change their behaviour. A shared agreement is made.

S+W meet everyone one to one to explore issues, needs and what is needed to come to a group

Group meeting facilitated to hear each other and attempt to reach shared agreement

Stuck

Shared agreement

Resolution Meeting

Removal of membership

Action Plan

Checking In

Checking In

Moving on enforced

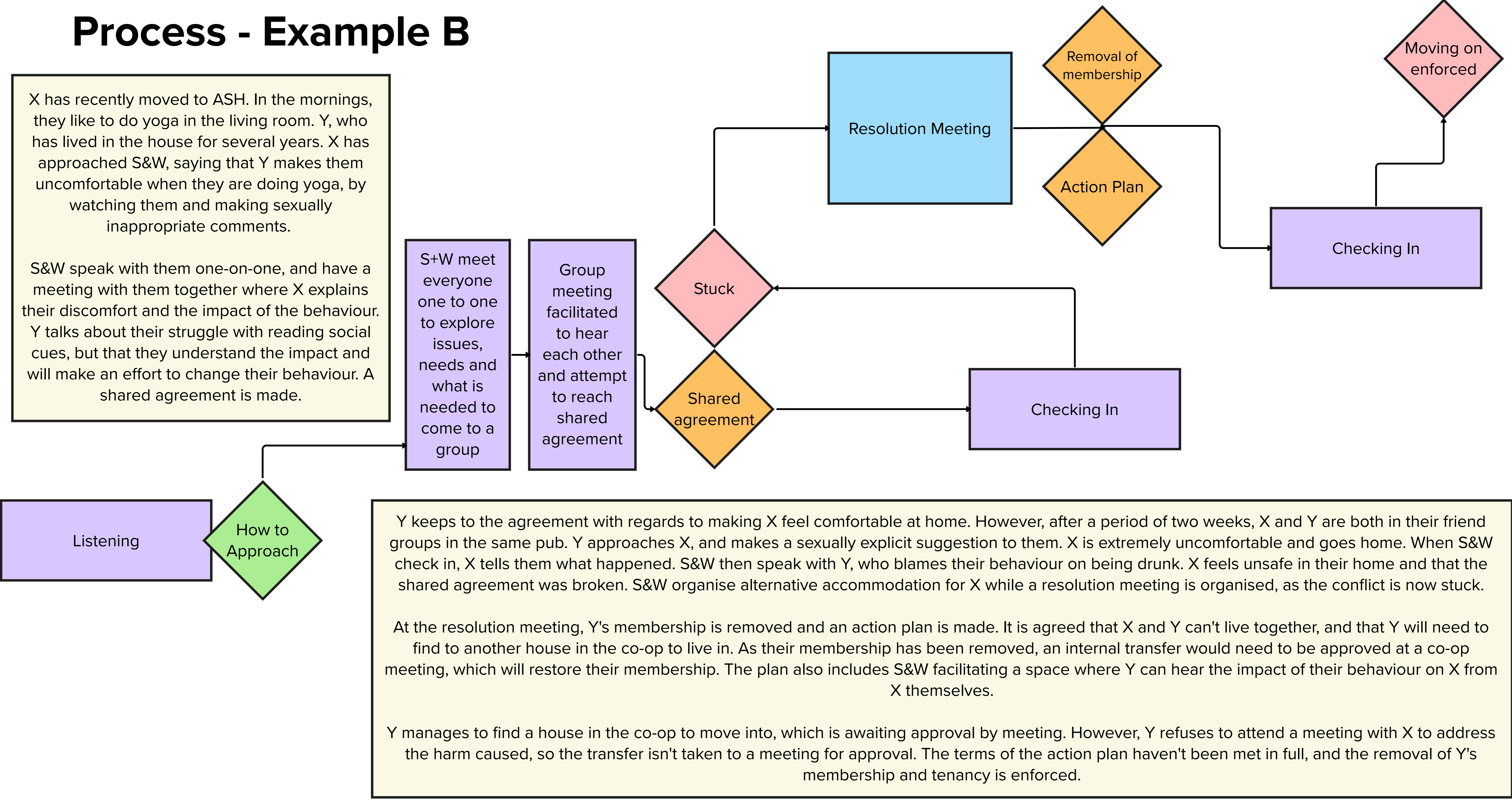
Listening

How to Approach

Y keeps to the agreement with regards to making X feel comfortable at home. However, after a period of two weeks, X and Y are both in their friend groups in the same pub. Y approaches X, and makes a sexually explicit suggestion to them. X is extremely uncomfortable and goes home. When S&W check in, X tells them what happened. S&W then speak with Y, who blames their behaviour on being drunk. X feels unsafe in their home and that the shared agreement was broken. S&W organise alternative accommodation for X while a resolution meeting is organised, as the conflict is now stuck.

At the resolution meeting, Y's membership is removed and an action plan is made. It is agreed that X and Y can't live together, and that Y will need to find to another house in the co-op to live in. As their membership has been removed, an internal transfer would need to be approved at a co-op meeting, which will restore their membership. The plan also includes S&W facilitating a space where Y can hear the impact of their behaviour on X from X themselves.

Y manages to find a house in the co-op to move into, which is awaiting approval by meeting. However, Y refuses to attend a meeting with X to address the harm caused, so the transfer isn't taken to a meeting for approval. The terms of the action plan haven't been met in full, and the removal of Y's membership and tenancy is enforced.



ASH Co-op Conflict Resolution Process - Example C

C and R approach S&W about their shared house. Communication is difficult in the house and they haven't had a house meeting in months. There are a variety of little issues between different people in the house, including cleaning shared areas, noise in the living room, and personal belongings piling up in the shared spaces. C and R are feeling a bit overwhelmed and don't know how to approach the matter.

S&W talk to C and R, and help them draft an agenda for the house meeting. S&W offer to facilitate a shared discussion, but C and R want to try to have a go themselves first, as the house have had house meetings before successfully, and helping with what to discuss and how to frame the discussion is all they feel they need for now.

The meeting mostly goes well enough, and the house drafts a house agreement around cleaning and use of the shared space.

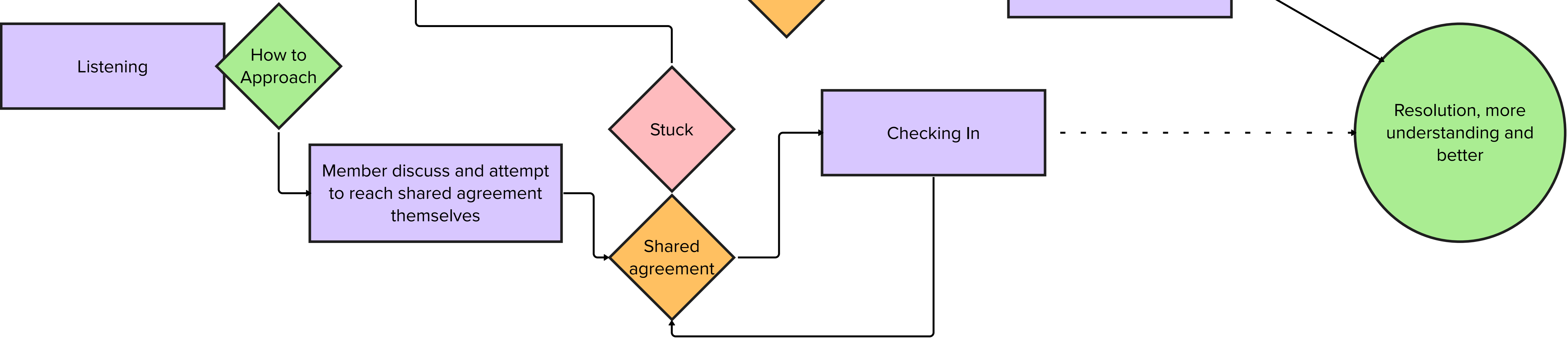
General life in the house improves, people are more at ease and things seem better for most. While S&W are checking in, they note that R does not attend, and reach out to check in one to one.

Since bringing the issue to S&W, another member of the house, P, has fixated on making comments whenever R is in earshot that this would have been all been easier if R hadn't gone and raised the issue formally. On discussing with R, it seems like P has been quite dismissive of R's ideas around improving the house since they moved in, and R generally keeps to their room and doesn't use the shared spaces much.

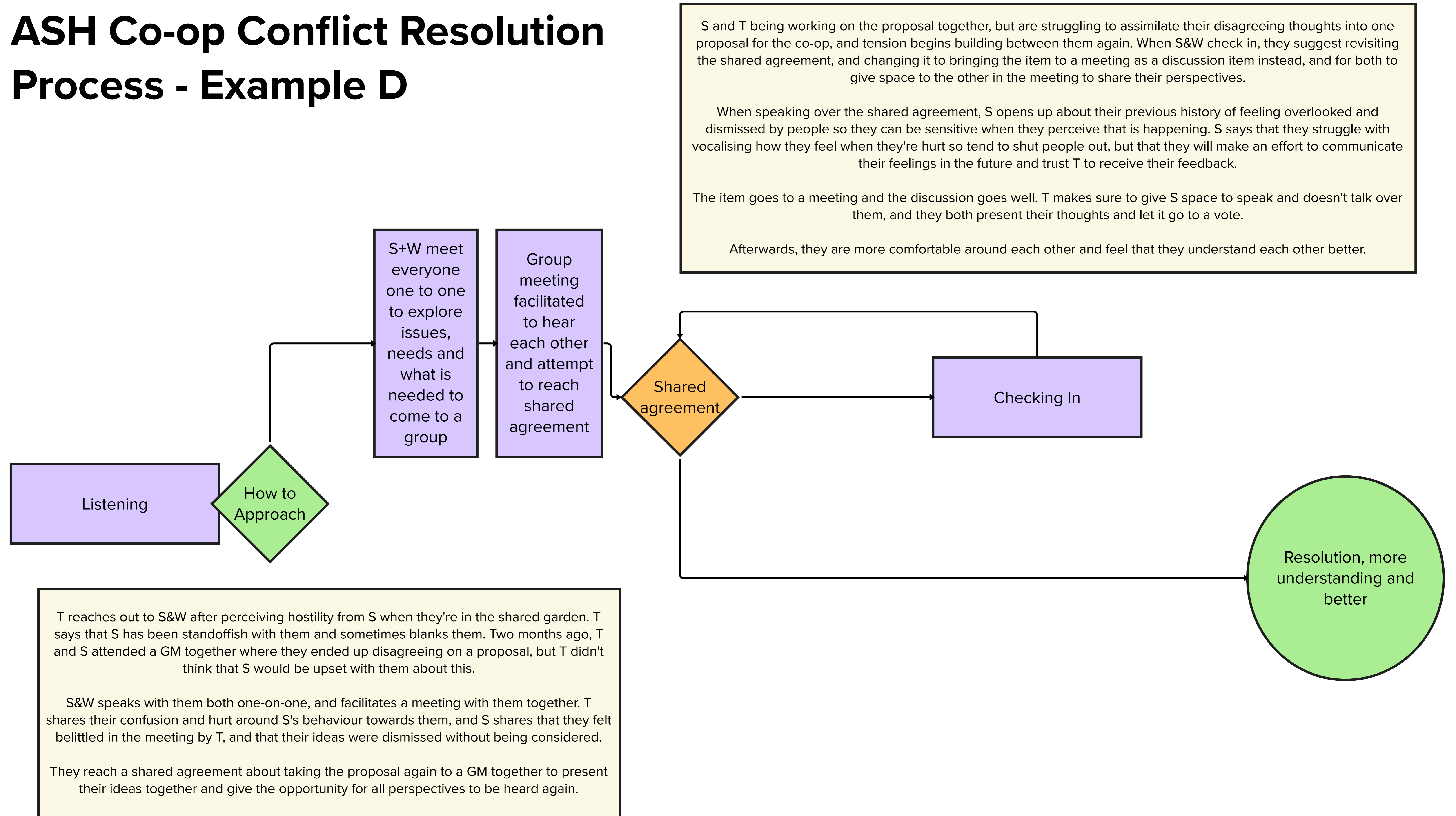
S&W agree to speak to P and work towards a facilitated meeting between P and R to try and listen to the impact that the behaviour has been having and reach an agreement to meet each others needs while living together. C agrees to attend too to support both members as they have been aware of the issue and are close with both members.

The meeting happens and P is initially defensive, but shares that they have tried changing the house in similar ways years ago, and feel like other people now see them as the person defending the old way, and feel less involved in the house with newer members hanging out with each other and not including them. C and R are surprised by this, and share that they didn't know that any of that was going on for P. Together, they make an agreement to make sure to invite everyone in the house to shared meals or when doing something together in shared spaces so that nobody feels unwelcome or left out. They also agree to approach each other with any issues and to support positive ideas for change, no matter if they have been tried before.

After a month, S&W checks in and things are going well. C, R and P agree to share some of the agreement made between them with the rest of the house as it feels like it will help everyone else too.



ASH Co-op Conflict Resolution Process - Example D



S and T being working on the proposal together, but are struggling to assimilate their disagreeing thoughts into one proposal for the co-op, and tension begins building between them again. When S&W check in, they suggest revisiting the shared agreement, and changing it to bringing the item to a meeting as a discussion item instead, and for both to give space to the other in the meeting to share their perspectives.

When speaking over the shared agreement, S opens up about their previous history of feeling overlooked and dismissed by people so they can be sensitive when they perceive that is happening. S says that they struggle with vocalising how they feel when they're hurt so tend to shut people out, but that they will make an effort to communicate their feelings in the future and trust T to receive their feedback.

The item goes to a meeting and the discussion goes well. T makes sure to give S space to speak and doesn't talk over them, and they both present their thoughts and let it go to a vote.

Afterwards, they are more comfortable around each other and feel that they understand each other better.

T reaches out to S&W after perceiving hostility from S when they're in the shared garden. T says that S has been standoffish with them and sometimes blanks them. Two months ago, T and S attended a GM together where they ended up disagreeing on a proposal, but T didn't think that S would be upset with them about this.

S&W speaks with them both one-on-one, and facilitates a meeting with them together. T shares their confusion and hurt around S's behaviour towards them, and S shares that they felt belittled in the meeting by T, and that their ideas were dismissed without being considered.

They reach a shared agreement about taking the proposal again to a GM together to present their ideas together and give the opportunity for all perspectives to be heard again.