



# HOUSEMATE CONFLICT?

**Conflict is normal. Navigating conflict is a skill!**

**01**

**Have an Issue? Can you deal with it right away? Yes.**

If yes, find a comfortable spot where you can have privacy and quiet. This will allow you to focus and engage fully in the conversation. Make sure there are no distractions so you can have a meaningful and productive discussion.



**02**

**Have an Issue? Can you deal with it right away? No.**

If no, park the issues until you have time for a face-to-face conversation. Even the best-intentioned notes on bedroom doors, texts, or social media can feel hurtful or offensive.



**03**

**Ready to talk? Pro Tip**

**Use “I” Statements Don’t interrupt!**

I feel irritated when I see piles of dirty dishes, because I waste money on takeout when I can’t cook. **Or** I feel upset when I get woken up by loud music because I have early training for varsity sports.



**04**

**Can you agree on a way forward?**

If yes, then you are done. If not, try mediation. The Off-Campus Living Advisor can help resolve student conflicts by providing a safe and neutral space for mediation. For more information, reach out to the OCLA office at [ocla@queensu.ca](mailto:ocla@queensu.ca).



Housemate agreements are a great way to set ground rules around cleaning, guests, noise & common spaces.

To learn more: [www.queensu.ca/ocla/housemate-resources](http://www.queensu.ca/ocla/housemate-resources)