



CEDR Accreditation:	2007
CEDR Panel	2014
Languages:	English
Location:	United Kingdom

“absolutely fantastic from start to finish. [Mandy] is a top-class communicator, a brilliant thinker, and really puts all the clients at ease - very impressive”

Legal 500 2023

Mandy Lenton

Overview

Mandy is an experienced mediator with a busy practice. Highly regarded by leading barristers and solicitors, mediation participants frequently remark on her energy, authority and intellect.

Mandy brings her drive, energy and commitment to mediating a broad range of disputes. She is equally at home helping FTSE 100 companies embroiled in high profile disputes to fashion highly effective commercial solutions, as she is working with individuals and small businesses in crisis.

While face to face mediation is now thriving again, Mandy has also welcomed online and hybrid opportunities into her mediation toolkit. No one size fits all, and Mandy is an expert in using the flexibility that mediation offers to design effective processes that work effectively for all participants.

Professional Background

Mandy is committed to reflective practice and to the development of mediation as a profession. This fits well with her role as a lead member of the CEDR Training Faculty, training mediators and mediation representatives in the UK and internationally.



Mandy is listed as a Leading Mediator by The Legal 500. She became one of the first CMC Fellows, recognising her extensive experience and reputation within the sector. CMC Fellow status is reserved for those individuals who are leaders in the field, awarded for their outstanding contribution to the development of the profession.

Before becoming a full-time mediator, Mandy was Head of Real Estate Litigation at Clifford Chance. As a solicitor, Mandy had a wide-ranging commercial practice. She advised clients in the board room faced with business-critical disputes, supported financial institutions through the choppy waters following the collapse of Lehman, worked with property developers seeking to maximise asset value, landlords managing their portfolios and company directors struggling with the solvency of their company.

Personal Style

Mandy engages with people in crisis enabling them to stop focusing on conflict, and to start focusing on a positive future. She is particularly skilled at helping the parties to see the wood, and not the trees.

Highly numerate, Mandy confidently crunches figures and has a real ability to present them at just the right level, whether it to be to CFOs of FTSE companies or to lay clients unaccustomed to working with numbers.

Mandy invests her considerable energy into each and every appointment. She clearly loves mediating, quickly building a strong rapport with parties, solicitors, barristers and experts alike.

Often instructed on highly emotive disputes, Mandy works with empathy and kindness to help people find a solution that they can all live with.

Expertise

- Real estate and commercial property
- Professional negligence
- Insolvency
- Insurance
- Breach of contract
- Business disputes
- Board disputes and difficult conversations
- Partnership agreements
- Joint ventures
- Finance and banking
- Local authority and government sector
- Landlord and tenant
- Conveyancing and residential property
- Party walls
- Proprietary estoppel

- Rights of light
- Easement, rights of way and trespass
- Boundary disputes and ransom strips
- Construction and engineering
- Mortgages
- Guarantees and indemnities
- Outsourcing and procurement
- Neighbour disputes and nuisance
- Special Educational Needs
- Tribunals
- Disputes between consumers and businesses
- Disputes with agents

Dispute Experience

Real Estate, Property, Construction and Planning

"I have used an awful lot of mediators and participated in a lot of mediations. I have to say that Mandy was hugely impressive and I was very pleased. I will certainly be recommending Mandy Lenton again and will also make a point of recommending her to my peer group who are disputes partners at other major city firms." – City Law firm solicitor following mediation

Mandy has in depth experience from both private practice and mediation of working within the property, construction, planning, finance, corporate and insurance context of real estate. She is a member of the Property Litigation Association. Recent highlights:

- Rights of light dispute between Sovereign Wealth Fund and Real Estate developer in relation to prime City development. Threat of injunction to prevent the development; discussion of possible development cut backs; focus on impact on lettability and rent review; working with rights of light surveyors on solution.
- Working with two adjoining developer landlords on a 600 + acre site where one was holding the other to ransom over a right of way. Helped parties work through options of selling out to each other, granting various property rights or carrying out alternative construction works to avoid the need to do a deal.
- Buyer's claim for specific performance of the sale of a large estate in Central London following the failure to complete the purchase.
- Three party dispute about a tenant who claimed rights to occupy under a disputed lease document against an incoming purchaser landlord who claimed no knowledge of that occupation.
- 40 party dispute between a group of leaseholders and their landlord in relation to lease terms, services, service charge and sub-letting fees.

Professional Negligence and Insurance

"Having acted for professional indemnity insurers for over 25 years, I have used a large array of mediators over the years. Mandy is up there with the best of them. Her boundless energy and enthusiasm, along with her empathic style, can unlock the most difficult of cases. I would not hesitate to recommend her" - Solicitor following professional negligence mediation

Selected experience within the sector:

- Resolving disputes between insured members of the building trade and their clients (including architects, surveyors and contractors) such as in relation to quality of works; cost of works; incomplete works; contracts being terminated before works are completed and works where no formal written contract was entered into.
- Disputes between insured solicitors and their clients (for example, a dispute in relation to allegations of negligent advice in a mediation) resulting in the compromise of multi-million £ claims.
- Dispute between a leading firm of accountants and their commercial client in relation to fees following alleged negligent advice.
- Dental sector: disputes in relation to work carried out and the charges for the work carried out; a dispute with sensitive issues of defamation and harassment.

Mandy regularly works with teams where members of the professional team are working under CFAs, or where litigation funders or insurers have a stake in the outcome and are part of the decision-making team.

Mandy's wide experience spans mediations when insurers attend in person, when they attend by sending a legal representative and when they do not attend but are available in advance and/or on the day by phone.

Insolvency

"Mandy was excellent in very difficult circumstances. She went the extra mile and was vital in bringing this difficult matter to a conclusion" – insolvency solicitor following mediation

Mandy has a particular strength in working in the insolvency arena, mediating numerous disputes involving insolvency practitioners. Examples:

- Dispute between a Liquidator and two directors accused of misfeasance involving preferences and transactions at an undervalue.

- Working with an insolvent company with significant HMRC liabilities to find a solution that all could live with.
- Dispute between third party business and Director of a “phoenix” company for unpaid fees incurred by the insolvent company.

Public Law

"Mandy was excellent, her approach was no nonsense and lets get to work. She worked hard to secure a settlement which was acceptable to both parties in a limited amount of time." – Local Borough Council following mediation

Particular experience in working within the constraints of authority and in assisting office holders to manage their fiduciary duties when one of the parties is a government department. Selected examples:

- Dispute between government body and asset management company relating to a 15-year management contract. Focussed with the parties on structuring arrangements for the future that meet the government body's procurement and public law duties, comply with requirements to achieve best value and are workable for the commercial.
- Dispute between County Council in its capacity as landowner and its business tenant in relation to rent arrears with a counterclaim for business interruption as a result of landlord's disrepair
- Dispute between County Council and individual in relation to non-payment of care home fees.

Corporate and Partnership

Mandy is instructed regularly to assist in resolve deadlock in business, whether at an early stage or after proceedings have been issued and whether with a view to the continuation of the business relationship or at the end of a relationship. Recent highlights:

- Intellectual property dispute about the ownership of a business idea that later became a profitable entity floated on AIM.
- Dispute about the acquisition of a company with over £100 million of assets following a failure to complete on the completion date resulting from a challenge in the buyer securing finance in time, and a change in the market meaning that the seller no longer wished to sell.
- Dispute about the pre-contract warranties that one of the contract counter parties had provided to the other as to their skill and experience in projects of the type envisaged.

- Dispute about how to divide a £30 million portfolio following the breakup of a large family run business; focussed on business and real estate assets held on beneficial, resulting and constructive trusts.
- Dispute between a dental practice and one of the outgoing dental partners following the breakdown of the dental partnership including allegations of unfair treatment and financial impropriety.
- An entrenched dispute spanning many years between old friends and business partners in relation to a business start-up that had become successful after one of the partners had exited the business.

Employment

"I was really pleased with the process, and hope our paths cross again soon" : solicitor representative in disability discrimination mediation.

Mediations have involved issues of governance, relationships, allegations of discrimination, bullying and harassment.

One of Mandy's earliest face to face mediations during Covid times had mask wearing at its heart. A heart wrenching dispute between a professional services firm and one of its senior employees about the impact of Covid and mask wearing on their continued employment was causing both individual and firm a great deal of concern.

Business to Consumer

"It was a pleasure speaking with you yesterday and fantastic that we were able to reach such a speedy resolution with the complaint with an outcome that suited both [us] and [them]. I do hope that any future cases that we work together on can achieve such an outcome. I look forward to ... working with you again." – Corporate client in dispute with an emotional lay consumer

Mandy has particular expertise in working with power imbalances. Example: a flagship mortgage miss-selling dispute between a top three UK Building Society and a consumer. Focussed on impact of fraud by a third party on the building society's obligations.

Technology and Telecoms

“Mandy is a natural and gifted mediator” – Solicitor following telecoms mediation.

Selected examples:

- Worked with a data centre operator and a University to untangle a challenging and technical technology and real estate dispute.
- Helped to resolve a precedent setting dispute between a telecoms giant and a major landowner with implications for the telecoms network.

Court of Protection

Selected examples:

- Dispute involving an individual represented by the Court of Protection Deputy relating to the division of family assets. Focussed with solicitor and Counsel on the steps to secure court sanction of the arrangements.
- Dispute between council and an individual flowing from the council excluding that individual from the affairs of an elderly person being cared for by the council in the community notwithstanding that the individual had the benefit of an enduring power of attorney.

Trusts, Wills & Probate

Selected examples:

- Dispute between property owners about their beneficial ownership where no written declaration of trust had been made and interests had changed over the years.
- Dispute as to the beneficial ownership of property that was to be sold where the beneficial ownership had never been expressly agreed and there had been a long history including the buying and selling of properties over tens of years.
- Probate dispute where the provisions of the will were being challenged on the basis of the Inheritance (Provision for Family and Dependants) Act 1975.

Harassment

- Dispute relating to allegations of harassment against children and alleged paedophilia.
- Dispute between family members in relation to elderly care and harassment between siblings including a Claim listing 35 counts of harassment.
- Dispute relating to tenant's claims of harassment by landlord following the landlord's attempts to evict.

- Mediation with the backdrop of allegations of abuse power between a dentist and their employee.

Education

- Dispute between head teacher and governing body about ownership and management of a private school.
- Dispute between parents and public school in relation to fees and educational provision.

Wider Experience

At each stage of her life, Mandy has sought roles within the community that maximise her contribution in light of the skills that she has to offer at the time. Over the years these have included a chess club for homeless people, acting pro bono as advocate for parents of children with Autism attending Special Educational Needs Tribunal, sitting as a Magistrate and leading a Beaver Scout colony. Mandy currently sits on the Commercial Working Group of the Civil Mediation Council.

2007 CEDR-accredited mediator

2003 Higher Courts (All Proceedings) Qualification

2001 Solicitor, England and Wales (now non-practising)

2000 Honorary MA (Christ's College, Cambridge University)

1998 Diploma in Legal Practice (Distinction) (Bristol University)

1997 Law BA Hons (2.1) (Christ's College, Cambridge University)

1996 Diploma in French Law (Universite de Poitiers, France)