

Mrs Mandy Lenton MA Cantab

IS A QUALIFIED MEDIATOR (Elite Mediator)

General Information

The former Head of Real Estate Litigation at Clifford Chance, Mandy now focuses purely on mediation. She brings her drive, energy and commitment to mediating a broad range of commercial disputes. Mandy 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.

Mandy is a lead member of the CEDR Training Faculty and trains mediators internationally on the CEDR Mediation Skills Training course. She is experienced at mediating using online platforms such as zoom, and has found that success rates and participant engagement can be just as high as when mediating in person.

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. Mandy's clients included banks (such as HSBC, Lehman and RBS), property and infrastructure companies (such as Network Rail, Canary Wharf and Land Securities), Insurers and investors (such as Legal and General), private equity vehicles (such as Blackstone, CVC Capital Partners and KKR), high net worth individuals and sovereign wealth funds (such as the Qatari Investment Authority).

Mandy understands the pressures on clients to make their business perform. As Head of Real Estate litigation at Clifford Chance, Mandy was responsible for budget, business development and marketing of a £3 million practice area, fee recovery, recruitment, training and development of the team. Mandy currently Chairs the Board of a £1/3 million not for profit business.

Expertise

- Real estate and commercial property
- Insurance
- Business disputes
- Insolvency
- Partnership agreements
- Joint ventures
- Board disputes and difficult conversations
- Construction and engineering
- Finance and banking
- Local authority and government sector
- Outsourcing and procurement
- Conveyancing and residential property
- Easements, rights of way and trespass
- Boundary disputes and ransom strips
- Party walls
- Rights of light
- Proprietary estoppel
- Neighbour disputes and nuisance

- Landlord and Tenant
- Breach of Contract
- Funeral Conciliation
- Disputes between consumers and businesses
- Disputes with Agents
- Professional negligence
- Mortgages
- Guarantees and indemnities
- Special Educational Needs Tribunals
- Appeals against decisions by Local Authority regarding Special Educational Needs

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 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. She quickly builds a strong rapport with parties, solicitors, barristers and experts alike.

What people say about Mandy

"Mandy has excellent intellectual skills."

"Mandy approaches everything she does with drive energy and commitment. She is intelligent and creative in her thinking..."

"She has great authority and presence with clients and other professionals."

"Clients are attracted by her ability to tune in quickly to the commercial drivers for them in a situation..."

Selected mediation feedback

"It was a pleasure working with you yesterday. As you would imagine I have taken part in many mediations. I can honestly say, you are the one of the best mediators I have worked with. I will circulate your details across Chambers later today and add you to our (very short) list of recommended mediators." Barrister for land agent

"I would highly recommend Mandy Lenton as a mediator. She is a brilliant communicator and excellent at gauging the client's needs and desires which is paramount in reaching a settlement." Hannah Bennett, Bennett Griffin LLP

"Now that this matter has been settled, [we] wanted to thank you very much for all your help on the day and your extreme professionalism in dealing with both parties. Although we had ten hours in their offices we came to a satisfactory conclusion and we really would like to thank you very much for your input and momentum to the day We are so glad that you were a leading influence on this matter being resolved. I am sure you will not mind if I pass your name to any other separate third parties who occasionally tell me their troubles and I will be sure to refer them to you in an effort to resolve whatever situation they are in."
Party to mediation

"Mandy was most professional throughout the mediation which went on to 10pm! She was an honest broker and I have no doubt that it was in large part her skill and patience that produced a deal." Solicitor for the claimant in property dispute

"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

"I thought she was very good, very patient, and she managed to keep all the balls in the air and to set the mood well for negotiation to flow between the parties." Solicitor following mediation

"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." Camden Borough Council

"Mandy has great communication skills and understands everyone's point of view without losing her neutrality." Jane Rogers, Solicitor Osborne Clarke

"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." Philip Young, Solicitor Cooke, Young & Keidan

"A note to extend the Defendant team's thanks for all the help and assistance that you provided yesterday to secure a satisfactory outcome to this long running piece of litigation. You kept the momentum going and we feel confident that it was your experienced intervention that greatly assisted the process!" Extract from email from Solicitor

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Community Involvement

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 and sitting as a Magistrate. Mandy is a member of the Wandsworth Mediation Panel, acting pro bono as a civil mediator in order to support community mediation in Wandsworth. In her spare time, Mandy is a Scout leader - enjoying the energy boost of working with a colony of Beaver Scouts.

Email: mediation@clerksroom.com

Clerksroom, Equity House, Blackbrook Park Avenue, Taunton TA1 2PX