



- Are you a tenant or a landlord of a Berkeley residence?
- Embroiled in a landlord - tenant dispute?
- Want the help of a neutral third party in resolving this problem?
- Interested in exploring whether a free, relatively quick, non-adversarial and informal process would work for you?

...Then consider the mediation services offered by the City of Berkeley's Rent Stabilization Program.



Berkeley Rent Stabilization Program
2125 Milvia Street
Berkeley, California 94704



Landlord – Tenant Mediation Services

Berkeley Rent Stabilization Program

2125 Milvia Street
Berkeley, California 94704

Phone: 510.981.7368 (981-RENT)
Fax: 510.981.4910 TDD: 510.981.6903
Website: www.cityofberkeley.info/rent
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BENEFITS OF MEDIATION

- Informal
- Confidential
- Emphasizes cooperative problem solving
- Relatively quick process
- Broad range of landlord-tenant issues accepted
- Neutral, experienced mediators

Mediation differs from the Rent Board's *petition process*, which is more formal and is limited in scope to matters such as the legality of rents charged, or problems with the rental unit's condition.

Mediation can cover a much broader variety of topics, but both sides must *agree* to mediate. Likewise, any resolution requires the parties to agree; no decision is imposed on them. If no agreement is reached, the parties are free to pursue Rent Board or court remedies.

WHO CAN BENEFIT AND WHAT CAN BE MEDIATED

Typical issues or problems that can be addressed in mediation include:

- habitability issues
- entry for repairs
- security deposit disputes
- noise complaints
- privacy rights
- rent due dates/late fees
- move-out agreements
- relocation for repairs agreements

If parties have disputes involving issues appropriate for the Rent Board petition process but wish to resolve non-Rent Board issues as well, all matters can be dealt with in a single mediation. Even if Rent Board issues are not resolved, parties can have them clarified.

The mediation process greatly benefits those in an ongoing landlord-tenant relationship; as both parties are called on to participate in fashioning a mutually agreeable solution. This process fosters a better long-term relationship.

HOW DOES IT WORK?

Call or visit our offices to speak to a Rent Board counselor. He or she can determine whether your case is right for Rent Board mediation. If it is, you will be asked to submit a one-page information sheet summarizing the disputed matters.

The Rent Board will contact the other party and, if he or she is agreeable, schedule a date for the mediation that is convenient for both parties – as quickly as week from the date the request is received. The mediation will take place at the Rent Board's offices.

The mediation will be conducted by a Rent Board staff member, who will listen to each party's concerns. The staff member will help the parties try to work out a mutually agreeable solution and develop ways to communicate more effectively. If an agreement is reached, it will be written up for the parties to sign.