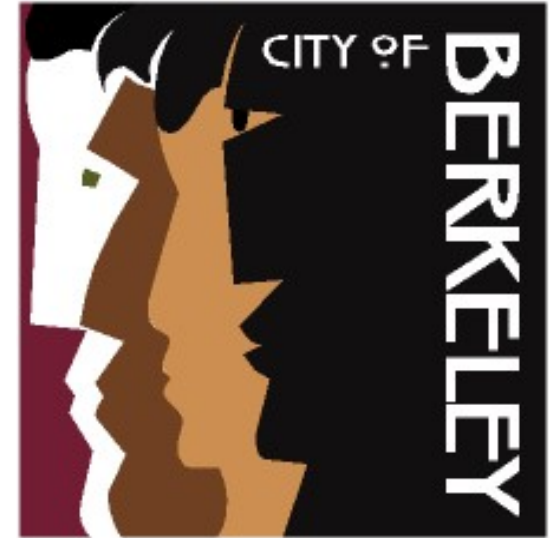


- Are you a tenant or a landlord of a Berkeley residence?
- Embroiled in a landlord - tenant dispute?
- Want the help of a neutral third party in resolving this problem?
- Interested in exploring whether a free, relatively quick, non-adversarial and informal process would work for you?

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 (RENT)
Fax: (510) 981-4910; TDD: (510) 981-6903
Website: rentboard.berkeleyca.gov
Email: rent@cityofberkeley.info

BENEFITS OF MEDIATION AND WHO CAN BENEFIT

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

The mediation process benefits those in an ongoing landlord-tenant relationship; as both parties participate in fashioning a mutually agreeable solution. This can foster a better long-term relationship.

Mediation is available to Berkeley landlords and tenants in units that are fully covered by Berkeley's Rent Ordinance, or partially covered by the Ordinance and registered under Measure MM.

WHAT CAN BE MEDIATED

Typical issues that can be addressed in mediation include:

- Habitability issues
- Entry for repairs
- Security deposit disputes
- Noise complaints
- Rent ceiling disputes for fully covered units
- AB 1482 rent cap disputes for Measure MM units
- Lease issues
- Move-out agreements
- Relocation for repairs

Mediation can cover a broad 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 may pursue other remedies.

HOW DOES IT WORK?

Call or visit our offices to speak to a Rent Board counselor. They can assess whether your case qualifies for Rent Board mediation. If it does, 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 they are agreeable, schedule a date for the mediation that is convenient for both parties. 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, but cannot give legal advice. If an agreement is reached, it will be written up for the parties to sign.