

# The Conflict Resolution Center of Santa Cruz County is here to help



## ARE YOU EXPERIENCING CONFLICT WITH YOUR LANDLORD, TENANT OR PERSON(S) YOU LIVE WITH?

### HOUSING MEDIATION SERVICES

Through our Housing Mediation program, CRC's experienced mediators act as neutral facilitators to guide participants through a structured mediation process that includes: identifying problems, clarifying perspectives and concerns, developing creative, viable options and reaching mutually satisfying agreements. Many conflicts are resolved in a single mediation session. Sometimes, mediators may shuttle between the parties, working with each party individually to help reach an agreement. Mediating first does not prevent you from taking your case to court at a later date.

### BENEFITS OF MEDIATION WITH CRC

- Easy to get started - one phone call begins the process, without needing the other parties' OK
- Private and Confidential - keep your case outside of court and off the public record
- Effective - we are successful in over 85% of cases
- Greater compliance rate - agreements are more likely to be honored
- Most are Free! - significantly less expensive than involving attorneys, and it is less time consuming
- Able to preserve relationships - normally results in fewer lingering resentments

### EXAMPLES OF MEDIATED CONFLICTS

- Payment of Rent and/or utilities
- Addressing Lease Agreements
- Evictions and Unlawful Detainers
- Security Deposits
- Property Damages or Maintenance
- Noise Complaints or Habitability Issues
- Access to Property
- House Agreements

### FREE CONSULTATION AND COSTS

If you are not sure how to resolve the conflict you face, call or email us for a free consultation to explore your options: **(831) 475-6117** or [info@crsantacruz.org](mailto:info@crsantacruz.org)

Thanks to the local, state and national funding received, *most* housing related consultations and mediations are currently offered at NO COST to landlords or tenants.