

# What to Expect During Mediation

**Reach an Agreement to Mediate** – Talk to your landlord and express your interest in this free program. Mediation is an opportunity to come together to work out a resolution that works for everyone.

**Prepare** – Gather documents to support your request. Are you pending rental assistance? Have you examined your budget? Can you afford to stay and negotiate a repayment plan? Most importantly, come to mediation prepared to compromise and be calm.

**Scheduling Mediation** – The court will assign a mediator to your case. You will be contacted to schedule the mediation. Please be flexible and make sure the mediator has your current contact information. Most mediations will occur by phone. Some may take place using Skype or something similar. Some may take place in-person. Talk to your mediator about your preference.

**Interpreting Services** – Let your mediator know as soon as possible if you need an interpreter.

**During Mediation** – Your mediator will provide brief opening remarks about the process. It is important to know mediators cannot change or enforce laws. Remember, your mediator is there to help facilitate an amicable agreement between both parties. Mediations will not exceed 2 hours.

**Communication is key** – Be clear and reasonable with your requests. Remember to communicate in a calm manner.

**Agreement** – If you reach an agreement, your mediator will write down the details in an agreement which will be shared with the parties and the court. This agreement is binding like a contract. If either side breaches the agreement, the aggrieved party can request a hearing to go before a judge.