

Based on your specific situation an Eviction Resolution Specialist may encourage you to participate in one or more of the following free services to resolve the rent issues with your tenant/landlord:

1. **Conflict Resolution Coaching:** a one-on-one voluntary and confidential process with a trained coach who supports and assists you (e.g. tenant, landlord, etc.) to explore the conflict(s), set goals for improving the way you manage the conflict and practice new strategies as well as ways of communicating. This service works well to prepare for a mediation between all parties or in those situations where the other party does not want to engage. Multiple 1–2-hour sessions may occur.
2. **Conciliation:** facilitated by a trained, impartial conciliator who will contact each of you (tenant and landlord) separately for confidential negotiation conversations about payment plans for past-due and current rent. The conciliator will support creating proposals and will bring the proposals/counterproposals to each party over a series of phone calls, emails, or Zoom breakout rooms. If agreement is reached, the conciliator will provide parties a written copy of their agreement. The eviction process may end here if full agreement is reached and parties fulfill their part of the agreement in a specified period of time.
3. **Mediation:** a confidential meeting lead by impartial professional mediator(s) that allows individuals, not judges, to come up with mutually acceptable solutions. During the 2-3 hour online or in-person session, the parties involved share their perspectives to understand the problem, explore the obstacles to resolution, and work towards resolution. Mediation often takes place with all parties in the room together. When one or both parties have legal representation, this type of mediation is often called a *“meet and confer”*. These mediations may entail a shuttle, meaning each party with their legal representation are in a separate space from the other parties and the mediator(s) shuttle the proposals/counterproposals back and forth. The eviction process may end here if full agreement is reached and parties fulfill their part of the agreement in a specified period of time.

What does a successful Eviction Resolution look like at Center for Dialog & Resolution?

- ✓ A productive conversation in a safe, respectful, and empathetic environment to address past-due and current rent.
 - “Success” includes being able to ask important questions and have them answered.
 - “Success” can be clarifying next steps regarding an outstanding balance. It may also include working out a reasonable plan and next steps for the future housing relationship of the parties.
- ✓ Trained, impartial conciliators/mediators act as guides helping to direct, but not control, the discussion.
- ✓ The goal is to find solutions or agreements that are in the best interest of you and the other party.
- ✓ The process helps you reach an agreement you can accept. Together, you decide the terms of the agreement. You might be able to do this better than a judge.
- ✓ Through this process, you may also develop the skills to communicate better with each other to avoid or mitigate future conflicts.

What does it mean to act in “Good Faith” mean?

Both Parties have a duty to participate in good faith during the mediation process. This means listening, keeping an open mind, share all necessary information, willing to negotiate and commit to any agreements. The consequences of not participating may impair the ability to modify, seek alternative payment plans or impact your legal options.



Who are the Conciliators, Coaches, and Mediators?

Our Conciliators, Coaches, and Mediators are members of the community just like you. They come from all walks of life and are certified, professionally trained mediators who regularly volunteer their services. They do not take sides and do not decide right or wrong.

What to expect of your CDR Conciliators, Coaches, and Mediators?

- ✓ Professional and courteous
- ✓ Artfully impartial
- ✓ Ability to facilitate tough conversations about difficult and emotional issues
- ✓ An atmosphere of respect and creativity, without imposing suggestions or solutions
- ✓ A good listener
- ✓ Empathy promoted in the conversation and in the room (during group sessions)
- ✓ Actively engage both sides in collaborative conversation
- ✓ Actively reframe/redirect adversarial behaviors
- ✓ Recognize limitations on both sides and leave balanced space and time to overcome those limitations

Will the Conciliators, Coaches, or Mediators answer my legal questions?

No, they will not give legal advice. We encourage you to consider consulting a lawyer for legal advice or contacting other organizations that provide legal or other resources. We can give you a list of resources.

How much does it cost to participate in Conflict Resolution Coaching, Conciliation, or Mediation?

Our services are FREE to all property owners and tenants participating in Pierce County's Eviction Resolution Pilot Program. This program has no fee, it is funded by federal and state resources and requires multiple demographic questions you have filled out during the process.

CDR's Cancellation, No-Show, and Reschedule Policy for ERPP:

Once the session for coaching, conciliation, or mediation is confirmed by all parties and notices sent, rescheduling the session is done at the discretion of CDR and may require consent of both parties. CDR may choose to hold the session as scheduled based on, but not limited to, the following criteria:

- ✓ Length of time the case has been opened,
- ✓ Change of circumstances,
- ✓ Number of reschedules,
- ✓ Communication difficulties, or
- ✓ If there is a need for clarification between the parties.
- ✓ Requests for reschedule within 3 business days of the scheduled service date will NOT be accepted.
- ✓ If within 2 business days of a scheduled session, a party is unable to attend because of an unforeseen emergency, the session may be rescheduled. Not being prepared for a session is not an unforeseen emergency.