

MANDATORY MEDIATION FLOWCHART

Start

Dispute between landlord and tenant(s)
Dispute between tenant(s)

Contact local CDRC

Informal Dispute Resolution
Voluntary Participation

Mandatory Mediation
Required Participation

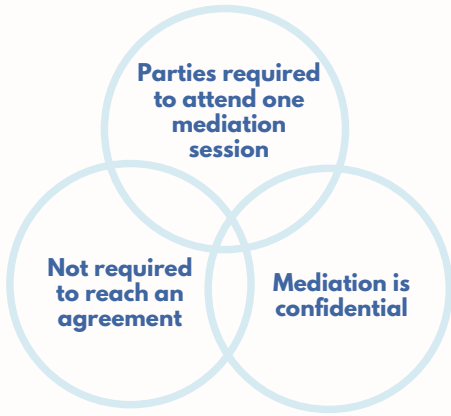
Party may be subject to fine of 1 month's rent



The CDRC will speak to all parties & schedule mediation within 30 days

A party refuses to participate, declines, or could not be reached.

File a complaint in court



Party must have written authority to make and commit to decisions

Parties reach agreement and solve the issue

Parties agree to mediate (court action pauses)

Parties do not reach agreement

Go to court



WHAT IS MANDATORY MEDIATION?

Mandatory Mediation is a confidential process where people with disputes come together, with one or two mediators, and talk about ways to resolve their dispute. This is a formal meeting with ground-rules, and a commitment by parties to share relevant information, listen to each other, and to be willing to explore creative solutions as a resolution to the issues. Mediators are neutral third-parties and do not give advice or make suggestions. Agreements come from the parties themselves.

The techniques and practices of Informal Dispute Resolution and Mandatory Mediation are identical.

Once a request for Mandatory Mediation is received:

- *Participants are required to attend one session.*
- *Participants must have written authority to make decisions that bind parties to the agreement.*
- *Parties that refuse to participate may be subject to a fine of one month's rent.*
- *Mandatory Mediation tolls or stays any related court action until mediation is concluded. Request for Mediation must be made prior to landlords filing of Forcible Entry and Detainer or legal action.*

Process

1. **Contact CDRC.**¹ *A request (written or verbal) for mandatory mediation can be initiated by either the tenant, or park manager.*
2. **CDRC performs intake, contacts all parties, verifies appropriateness.** *The 30 day clock begins upon notification of all parties.*
3. **Mediation session is scheduled.** *If either party declines to participate, fails to appear, fails to schedule in 30 days or cannot be contacted, the case is closed and MMCRC² notified.*
4. **After mediation:** *CDRC completes and submits the MMCRC Mediation report form and required documentation per policy.*
5. **MMCRC issues letter of participation/non-participation.**

¹ Community Dispute Resolution Center

² Manufactured & Marina Communities Resource Center