

# Landlord/Tenant Mediation

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**Center for Conflict Resolution**



# About CCR

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- **Community Mediation Center**
- **Volunteer mediators**
- **Free**
- **No court case needed to access mediation**
- **Facilitative mediation model**

# Is My Case Right for Mediation?

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- **Voluntary**
- **Timing**
- **Information Needed**
- **Factors favorable to mediation**
  - **Previous attempts to resolve**
  - **Tenant income/Options moving forward**
  - **Interest in preserving relationship**

# Process

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- **Intake**
- **Zoom mediation scheduled**
- **Mediation held**
- **Agreement**
- **Next steps**

# Advantages of Mediation

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- **Confidential and free process**
- **No attorneys necessary**
- **Chance to avoid eviction**
- **Neutral helps find common ground**
- **Parties retain control**
- **61% success rate**
- **Written agreement**

# Common Agreement Terms

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- **“Pay and Stay” arrangement**
- **Move-out date**
- **Landlord may agree to repairs in the unit or other remedies**

# Other Mediation Opportunities

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- **Conflict with another tenant**
- **Other issues beyond nonpayment of rent (repairs, noise, condition of unit)**
- **Family, neighbor or consumer disputes**
- **Mediation/Conflict Management Training**

# Next Steps

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- **Contact CCR to set up a mediation**
- **Learn more about training opportunities at [www.ccrchicago.org](http://www.ccrchicago.org)**
- **More info: Illinois Uniform Mediation Act**
- **Additional questions?**

**Contact: [newcase@ccrchicago.org](mailto:newcase@ccrchicago.org)**  
**312-922-6464 x22**