



**Center for Conflict Resolution  
Mediation Information for Tenants**

**Mediation is an opportunity for parties in conflict to have a conversation with the support of a neutral, third party mediator. The mediator does not impose a solution, but helps participants resolve their conflict on their own.**

- CCR accepts mediation referrals for any type of conflict.
- There is no cost for the mediation.
- As of March 2020, CCR provides all mediation services online via Zoom.
- Intake and mediation services are available in Spanish and English.

**Landlords and tenants can mediate regarding any issues, including rent or communication. Mediation can be an opportunity for resolution before the filing of a court case.**

**Mediation can also be a resource for conflicts between neighbors.**

**You can find more information about CCR's services at [www.ccrchicago.org](http://www.ccrchicago.org).**

**CCR staff will complete intake and scheduling with the parties by phone. If you have a case please contact us at [newcase@ccrchicago.org](mailto:newcase@ccrchicago.org) or 312-922-6464 ex.22.**