



# Portland Housing Bureau

Mayor Ted Wheeler • Director Shannon Callahan

190366

# Landlord and Tenant Mediation Pilot Program

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# Program Origin and Funding

- Recommendation from the Rental Services Commission in 2019
- Goal to preserve housing stability and avoid court filings
- \$150,000 in Rental Registration funds in FY 20-21 and another \$150,000 in FY 21-22

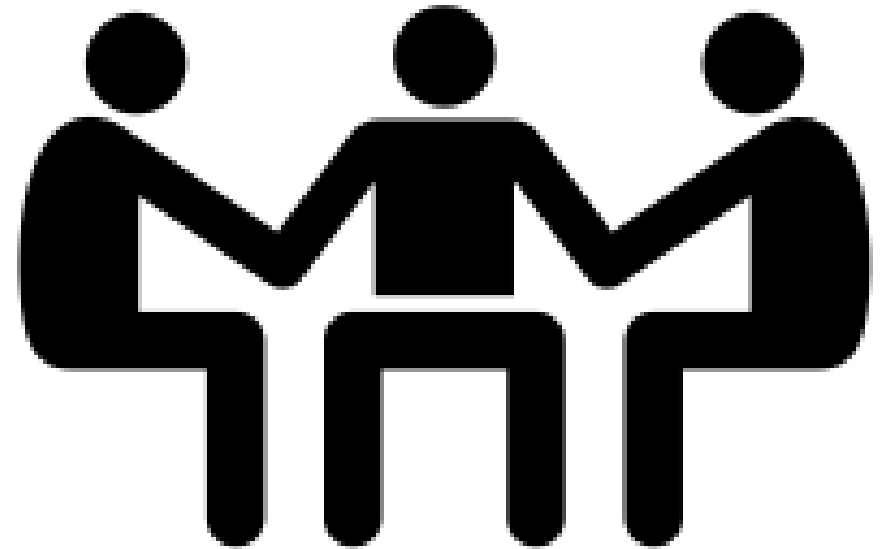
## ELIGIBILITY

- Either landlord or tenant can initiate enrollment in the Program
- No income restrictions to receive mediation services

# Proposed Program Structure

## MEDIATION SERVICES

- Program is voluntary
- Free of Charge
- Prior to mediation parties provided with an overview of rights and obligation under landlord-tenant law
- Mediator equipped with up-to-date referrals regardless of outcome



# Limited Financial Assistance

- \$70,000 of the \$150,000 annual budget for financial assistance
- Tenants at or below 60% AMI eligible for financial assistance to satisfy monetary terms in a successful mediated agreement
- Equity tool to be developed by Resolutions NW to determine how limited funds will be distributed

# Program Provider



## Resolutions NW

- Conflict resolution since 1985
- Largest community dispute resolution center in Oregon
- Utilizes equity-informed mediation: mediator applies an equity framework to support to all parties at the table
- Mediation services for manufactured home park residents, landlords and foreclosure avoidance mediation

# How Will We Define Success?

## **LEAD WITH EQUITY**

- Intentional outreach strategy to reach BIPOC community
- Provide mediation with an equity and culturally informed lens

## **OUTCOMES and OUTPUTS**

- Intake 70-150 households
- Conduct 70-100 mediations
- 70% will result in a successful mediation

## **HOUSING STABILITY:**

- Outreach to engage parties as far upstream as possible
- Sample of participants interviewed 3-months out to assess the impact of mediation