

# Landlord-tenant mediation services program design and evaluation

## Discussion 11-19-19

Based in part on recommendations from the RSC, the Rental Services Office has been allocated funding for a pilot program for landlord-tenant mediation services.

During the fall 2019, PHB was working to define how this program will work and collaborating with PSU researchers to consider how it will be evaluated. The PSU team is led by Dr. Lisa Bates and Seyoung Sung from the School of Urban Studies & Planning. The program development stage includes stakeholder interviews to determine the best approach to the program itself--understanding what the scope of the program should be, how it will operate for landlords and tenants, and what outcomes could be expect from it. The program itself will roll out in early 2020, and PSU will evaluate its implementation and outcomes through research. (please note: PSU is not administering the program nor providing the mediation. PSU is supporting the program design and evaluation, only).

During the 11/19 meeting, the PSU team will ask for your ideas about the program design and anticipated outcomes. They will also offer the opportunity for individual discussions (which will be confidential) and for you to suggest additional key stakeholders for them to talk with about how this program could be designed. The questions from PSU teams are below so that you may think about them in advance of the discussion; feel free to contact them directly with additional ideas and/or additional contacts.

We encourage everyone to participate, and we ask that you encourage your communities, networks, and association members to participate. The program design will be stronger with more feedback.

### **Discussion questions:**

- What kinds of issues do you think can be addressed through mediation? Any kind of landlord-tenant situation, or only some kinds of conflicts or disagreements?
- What is a 'successful outcome' of mediation? (what range of outcomes could be expected, and which should we consider a 'success')
- What, if any, limits should be placed on the pilot program scope? (e.g. tenant income; number of units owned/managed by landlord; specific neighborhoods)
- Share any additional stakeholder ideas (or email: [seyoung@pdx.edu](mailto:seyoung@pdx.edu))

### **Keep in mind:**

*What is mediation?*

*Mediation is a facilitated process for parties to understand each other and negotiate through their conflict to an outcome that makes progress for both parties' goals. The mediation facilitator helps with the conversation, so people can articulate their needs and interests. Mediators keep the discussion safe and productive, explore possible solutions, and support parties to reach agreements. It is not legal representation nor a legal process.*