



STRUGGLING WITH A CONFLICT? WE CAN HELP!

About the program:

The Palo Alto Mediation Program operates under the auspices of the City of Palo Alto Human Relations Commission. Services are for those who live, work or own property in the City of Palo Alto.

Mediators in this program are appointed by the City, following training and certification.

The mediation program is administered by Project Sentinel, a private non-profit corporation with more than 25 years of experience in dispute resolution services.

(If you are interested in becoming a volunteer mediator, please call for more information).

What to expect when you call?

A case manager will listen to your dispute or problem and provide counseling about your situation. The case manager will describe relevant laws, refer you to applicable services and resources, and offer dispute resolution options such as conciliation or mediation.

Conciliation helps parties to negotiate a resolution by having each party speak privately to the mediator. Mediation employs face-to-face, mediator-led meetings in a process that helps parties resolve issues and repair relationships in a safe, productive environment.

If you are struggling with a problem or dispute that involves a...

- ✓ Neighbor
- ✓ Tenant or landlord
- ✓ Employer or co-worker
- ✓ Local business or community organization

**Call our free service:
(650) 856-4062**

All services are free, confidential, and impartial.



CITY OF
**PALO
ALTO**

The Palo Alto Police, Code Enforcement and Animal Control Departments recommend mediation for neighbor disputes.

Funded by the City of Palo Alto Administered by Project Sentinel

Palo Alto Mediation Program (PAMP)

(650) 856-4062

pamediation@housing.org
www.paloaltomediation.com

Hours: Monday - Friday
9am - 12pm & 1pm - 4pm



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Mediation Works!

Mediations in this program have a success rate of approximately 80%. Parties comply with agreements reached in mediation in more than 97% of cases. The reasons for these high rates of success are:

- The parties have an opportunity to meet face-to-face in an informal, confidential setting, at a convenient time, place and date.
- The discussion is facilitated by trained, neutral mediators who encourage both parties to discuss their concerns and consider options for resolution.
- Settlements are based on the voluntary choice of the parties. The mediators will not impose the terms or force the parties to agree.

Dispute Resolution Benefits

The dispute resolution process is faster and more cost-effective than going to court. It can be completed within one to two weeks versus months or years in court. Dispute resolution participants are in control of the outcome versus a judge or jury. The process costs dramatically less than filing a court case and paying legal fees.

Mediation Examples

- A landlord and tenant disagree over cleaning and damage charges deducted from a security deposit.
- A neighbor's dog barks late into the night and has also caused damage to the common fence.
- A couple has a dispute with a local merchant regarding a product they purchased.

Mandatory Response Program

This program was established by Palo Alto Ordinance 9.72 and applies to landlords who operate two or more rental units in the city of Palo Alto. Landlords are required to notify tenants of the program in their rental contracts and to register their rental units with the city of Palo Alto.

Disputes covered under the mandatory program are:

- Rent Increases
- Deposits
- Repairs, Maintenance, Utilities
- Occupants
- Parking and Storage Facilities
- Privacy and Quiet Enjoyment
- Use of Common Areas

Under this program, the parties will first be offered telephone conciliation, conducted by a neutral mediator. If the parties cannot agree on a resolution, both parties will be required to attend a meeting to listen to an explanation of the mediation process. Experienced mediators will conduct this meeting, scheduled at the parties' mutual convenience. Any decision to resolve the dispute is the voluntary choice of the parties.

Learn more about PAMP:

www.paloaltomediation.com