



THE MEDIATION CENTER OF THE PACIFIC, INC.

RAPID RESPONSE LANDLORD-TENANT MEDIATION

The fight against the Coronavirus has created financial hardships for many. With thousands of layoffs and furloughs, tenants are stretched to pay their rent, and landlords are worried about how they will pay their mortgage and other bills. And while there is currently a moratorium on evictions, tenants are still required to pay their rent. If landlords and tenants don't talk now and work out payment plans, they may find themselves fighting in a back-logged eviction process when the moratorium is lifted.

To help landlords and tenants negotiate realistic payment plans and maintain a positive working relationship, the Mediation Center of the Pacific, Inc. (MCP) has created a Rapid Response Mediation Program. Through videoconference, telephone or a secure online platform, landlords and tenants can work with an impartial mediator who will help them discuss a variety of options such as payment plans, temporary rent reduction, deferred payments, and other creative solutions that will enable the landlord to continue receiving some level of payment and enable the tenant to craft a realistic future for remaining in their home. If remaining is no longer realistic for the tenant, the participants can also agree on an exit strategy that provides the tenant with the time to locate a new home. By making a plan, everyone can relieve some of their worries about the future.

DON'T WAIT ... SCHEDULE A MEDIATION SESSION TODAY

- Landlords and tenants need to talk now. There is no cost to participate in mediation through MCP.
- Call 521-6767 between 8:30 a.m. and 1:30 p.m. Monday through Friday
 - o While the MCP staff is working remotely, they are receiving telephone calls.
 - o If all staff are busy, leave a voicemail and someone will return your call by the next business day.
- Mediation sessions last approximately one hour and are primarily scheduled at 9:00 a.m. and 1:00 p.m., Monday through Friday.
 - o Some additional sessions Monday through Friday may be available.
- Experienced mediators who have received specialized training in conducting telephone and videoconference mediation sessions for landlords and tenants will be assigned to work with you during your scheduled mediation session.

PRIOR TO THE MEDIATION SESSION

- Prior to the mediation session, you will be required to sign a Confidentiality Agreement via Docusign.
 - o The Confidentiality Agreement reinforces that the mediation discussions are confidential and cannot be later shared by the mediators or the participants in a formal legal proceeding if the issues are not resolved in the mediation process.
 - o Anyone who was not previously scheduled to mediate in the session may not participate or be in the same room with you while you are in the mediation process.
- The participants are encouraged to access legal advice prior to the mediation.
 - o The Legal Aid Society of Hawaii at 536-4302, provides information about legal rights and protections in applicable housing situations.
 - o The Office of Consumer Protection provides landlord-tenant information at dcca@hawaii.gov
- Tenants are encouraged to access credit counseling services and rental assistance resources prior to the mediation session
 - o Hawaiian Community Assets 587-7886, offers financial counseling and rental assistance
 - o Aloha United Way's 211 program offers rental assistance and resources
- All documents for the mediation discussion must be emailed in advance to mcp@mediatehawaii.org prior to the scheduled mediation session
 - o The MCP staff will share the documents with the mediators through Google Drive
 - The mediators and the other party will not be able to print, edit or save the documents

PARTICIPATING IN A MEDIATION SESSION:

- An electronic invitation will be emailed to the participants to enable them to access the mediation process.
- To participate in a videoconference, the participants must have a fully charged desktop, laptop, tablet or smart phone.
- The mediators will work with the participants in joint and private sessions to help them discuss the situation and negotiate customized plans that support the needs of both landlord and tenant.
- The mediators will memorialize the terms of the Agreement on a shared screen that all participants can view and provide input into as it is drafted.

To learn more, call 521-6767 between 8:30 a.m. and 1:30 p.m. Monday through Friday or go to MCP's website at www.mediatehawaii.org.