

Attachment 2

Tenant/Landlord Mediation (non-binding) Process

Fremont	San Leandro
1. Landlord Issues Rent Increase Rent increase notice must notify the tenant of the mediation ordinance otherwise the rent increase is null and void	1. Landlord Issues Rent Increase Rent increase notice must include specific language about the mediation ordinance otherwise the rent increase is null and void
2. Mediation Request Intake and Notify Landlord Tenant submits request for mediation. Fremont accepts mediation requests for all rentals and any rent increase amount	2. Mediation Request Intake and Notify Landlord Tenant submits request for mediation. San Leandro only accepts requests from tenants that have received a 7% or more rent increase and/or if tenant has received more than one rent increase in a 12 month period
3. Fact Finding Third party provider collects information and documentation from tenant and landlord	3. Fact Finding Third party provider collects information and documentation from tenant and landlord
4. Conciliation Third party provider works with the tenant and landlord to try to reach an agreement	4. Conciliation Third party provider works with the tenant and landlord to try to reach an agreement
5. Mediation Third party mediator convenes a meeting of both parties to try and reach an agreement	5. Rent Review Board Meeting Board hears cases and provides recommendations Case Continuation Board has the discretion to continue a case
6. Referral to RHA's peer to peer mediation Cases that cannot be resolved at the conciliation/mediation stage are sometimes referred to RHA	6. Referral to RHA's peer to peer mediation Cases that cannot be resolved are sometimes referred to RHA
7. Fact Finding Panel Meeting A fact finding panel hears cases and provides non-binding recommendations	7. Referral to the City Manager for Review The Board may refer continuance cases to the City Manager for review