



JustMediationPGH

THE MEDIATION PROCESS

Mediation is a free, confidential, voluntary process in which a neutral mediator helps people find solutions to their housing dispute. A mediator does not serve as a judge or lawyer, but simply facilitates a dialogue that helps mediation parties better understand each other and construct positive solutions for themselves. If an agreement is reached, it is enforceable in court but the details discussed in mediation are confidential.



1 REFERRAL TO JMP

The landlord and/or tenant completes an intake form if available or contacts JMP requesting mediation.



2 PHONE CALL

Phone call to determine if mediation is appropriate. Both parties must be willing to share their perspective, listen to the other party share theirs, and be open to creating constructive solutions.



3 PREMEDIATION CALL

Premediation call with community mediator to prepare and ask questions about the process.



4 MEDIATION

Mediation (up to 3 hours) to create a shared, legally binding Agreement with the other party.



5 FOLLOWUP

Followup by JMP with the referral source to indicate completion of mediation.

CHOOSE MEDIATION IF:

- o You have a dispute with your landlord that is putting your housing at risk
- o Uncertain life circumstances require you to negotiate a way forward
- o A tenant or landlord needs assistance managing a housing conflict
- o A tenant or landlord thinks a mediator would help them resolve a communication breakdown

BENEFITS OF MEDIATION:

- o Mediation is FREE
- o Mediation is an alternative to court that allows you to solve your problems rather than a judge
- o Mediation involves neutral 'third parties' called mediators who are trained to help parties talk directly and decide how to settle their differences
- o Mediation is accessible, and will be scheduled at a time and place that is as convenient for you as possible
- o Mediation is faster and easier to understand than a court process
- o Mediation allows for your voice to be heard and gives you an equal share in shaping the outcome