

Other resources for landlords and tenants:

(The more you know the better you can help yourself.)

- **Contact us** (See details on front cover.)
- or
- **Call Mass 2-1-1;**
www.mass211.org,
www.mass.gov/CovidHousingHelp
- **Go to HCEC**
www.mashousinginfo.org
- **RAFT**
www.mass.gov/covid-19-getting-help-with-housing-costs
- **Central Mass. Housing Alliance.**
cmhaonline.org
- **MassLegalHelp/ Housing**
www.masslegalhelp.org/covid-19

About FSCM

- We are a Non-Profit organization that has been helping families in the Greater Worcester area since 1889. The Mediation Dept. joined FSCM in 2009.
- We are Volunteer Mediators and Staff who are committed to ensuring our community has access to high quality, affordable mediation services.
- We embrace our diversity and respect the diversity of others.
- We understand that conflict is a starting point for new growth and that it brings change to the landscapes of peoples' lives.

FSCM's Mediation Approach

- We practice a co-mediation model which has the advantages of teamwork and effective communication.
- We train mediators to facilitate rather than direct the mediation.
- FSCM mediators assist the parties to clarify issues, to consider their options, and to reach workable solutions.
- FSCM's diverse mediators hold a Basic Mediation Certificate and further training in Housing Mediation.



An Affiliate of Seven Hills Foundation

MEDIATION DEPARTMENT



HOUSING MEDIATION



FAMILY SERVICES OF CENTRAL
MASSACHUSETTS

A Seven Hills Foundation Affiliate

(508) 756-4646 ext 224

Email: housing@fscm.org

www.sevenhills.org/programs/mediation

ABOUT MEDIATION



Mediation creates the opportunity for people to have a conversation about what brought them to the mediation table. Mediation is a *voluntary* and *confidential* process in which a *neutral* Mediator assists in the disputes to see if the parties can reach a mutual agreement in a safe, cooperative environment.

Mediation in the time of Covid-19

In order to protect our clients, mediators, and staff members, we follow all CDC guidelines by distancing and wearing facemasks. During the pandemic period, our mediation services are being held remotely, usually through Zoom video conferences, allowing mediators and participants to see each other. We continue to ensure privacy and confidentiality in remotely held meetings.

And

HOUSING MEDIATION, THE BEST ALTERNATIVE TO LITIGATION

Are you facing a Landlord-Tenant crisis? Do you want to avoid one?

- ✓ Now is the best time to choose housing mediation because government programs are available for help in Covid-19 related housing problems.
- ✓ DHCD provides translator accessibility if needed.

Why should you choose Mediation?

- ✓ It is Free
- ✓ It is Faster
- ✓ It is Less Stressful
- ✓ It is Private
- ✓ It is Voluntary
- ✓ There is no third-party imposed decision; thus, there is not a winner-loser outcome. Mediators are neutral.



Housing Mediation Benefits

- ✓ **For tenants:** can help work out if and how arrears can be paid off. Can avoid the risk of having their credit records negatively affected.
- ✓ **For Landlords:** can more quickly resolve an issue of arrears and avoid eviction costs.
- ✓ **For Landlords and Tenants:**
 - Can help to stabilize tenancy or can help to find a way to leave a property that works for both parties.
 - No public record involved.
 - Gives the parties control over the outcome of their dispute
 - Collaborative outcomes are more lasting and more respected.
 - Gives parties a chance to speak and hear one another.
 - Creative, flexible outcomes.

When to mediate?

- Before any court eviction proceeding,
- After an eviction case has been filed in court BUT before any hearing date,
- Based on court referral.