

[RESOLUTIONS]
NORTHWEST

**Landlord - Tenant Mediation
Pilot Program**

Today's Flow

A bit about..

- **Myself**
- **RNW**
- **Landlord Tenant Mediation Pilot Program**
- **What is Equity Informed Mediation?**

Landlord Tenant Mediation Pilot Program

- **Funding** (Portland Housing Bureau)
- **Priority groups** (low income, people of color, elders and disabled)
- **Process** (case development, coaching if necessary, mediation)
- **Issues** (not just rent pay)
- **Success**
- **Outreach**

Landlord / Tenant MEDIATION Program

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Program Purpose

For landlords and tenants looking to resolve conflicts prior to filing an eviction. Our vision is to establish better relationships, improve communication, and maintain current housing for those most impacted.

Landlords or tenants experiencing issues such as:

- Accommodations
- Repairs
- Guests
- Rent Increase
- Rent Owed
- Pets
- Noise
- Retaliation
- Equity
- Housing discrimination
- Property damage

Minor issues typically escalate into serious matters such as eviction, biases, feelings of unwelcomeness, fear, and aggression.

With our trained mediators, both parties are encouraged to participate in an honest discussion in hopes of resolving any existing conflicts.

For more information,
visit our site or contact us directly:
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What is Equity Informed Mediation?

Equity Informed Mediation is a form of mediation where the mediator(s) are aware of systemic and internal unjust dynamics and will actively address these issues as they arise in the room or as they are observed or felt. We make certain to center the impacts so as to balance the dynamics in the space.

Equity Informed Mediators:

1. Are actively engaged in their “work” -meaning they reflect on equity concerns both internally and structurally.
2. Have awareness of how their identity impacts the room.
3. Have awareness that they might not always understand the impacts of their identity in the room.
4. Are open, transparent and resilient around understanding the impacts of their identity.
5. Speak to systems, speak to imbalances of power, and speak to dynamics.
6. Recognize that not speaking to these items is favoring dominate culture and is additionally not “impartial.”
7. Are builders of bridges between islands.
8. Know that they don't know.

RNW's Equity Informed Mediation Journey Snapshot

- Equity Informed Basic Mediation Training
 - Mediators of Color Cohort
 - Mediators of Color Network
- Ongoing anti-oppression advocacy in mediation community policy/practice/state standards
 - Let go of notions of 'neutrality'
 - Systemic and interpersonal

RNW's Equity Informed Mediation Journey

Our Decision Making Tools help guide us toward racial and social justice

Decision examples:

- Direct services (facilitating, mediating)
 - Who we apply for funding with
- How our grants are setup (getting BIPOC mediators and volunteers paid/stipend/resourced)
 - How we make team decisions
- Our training and workshop content



Decision Making Tool

Guiding questions

Maximize the potential for transformation toward racial and social justice.

1. What is the desired outcome? How does it advance our mission? How could the desired outcome be framed to support greater transformation?
2. What is the most radical option to generate this outcome? To advance racial and social justice? What would we do if we *really* valued racial and social justice? Is there a bigger risk we could take to advance our mission?
3. In places where we are not living up to that standard, what stands in the way?
4. What could we do to maximize the transformative impact?
5. What are the spoken or unspoken values behind this decision? How would this decision be more in alignment with our organizational values?
6. Is this in tension with any other criteria? How can that tension best be resolved?