



Housing Mediation Services

Presented by Deborah Jordan and Deb Redlich

Agenda

Conflict can escalate

Conflict styles

Conflict outcomes

What is mediation and why mediate

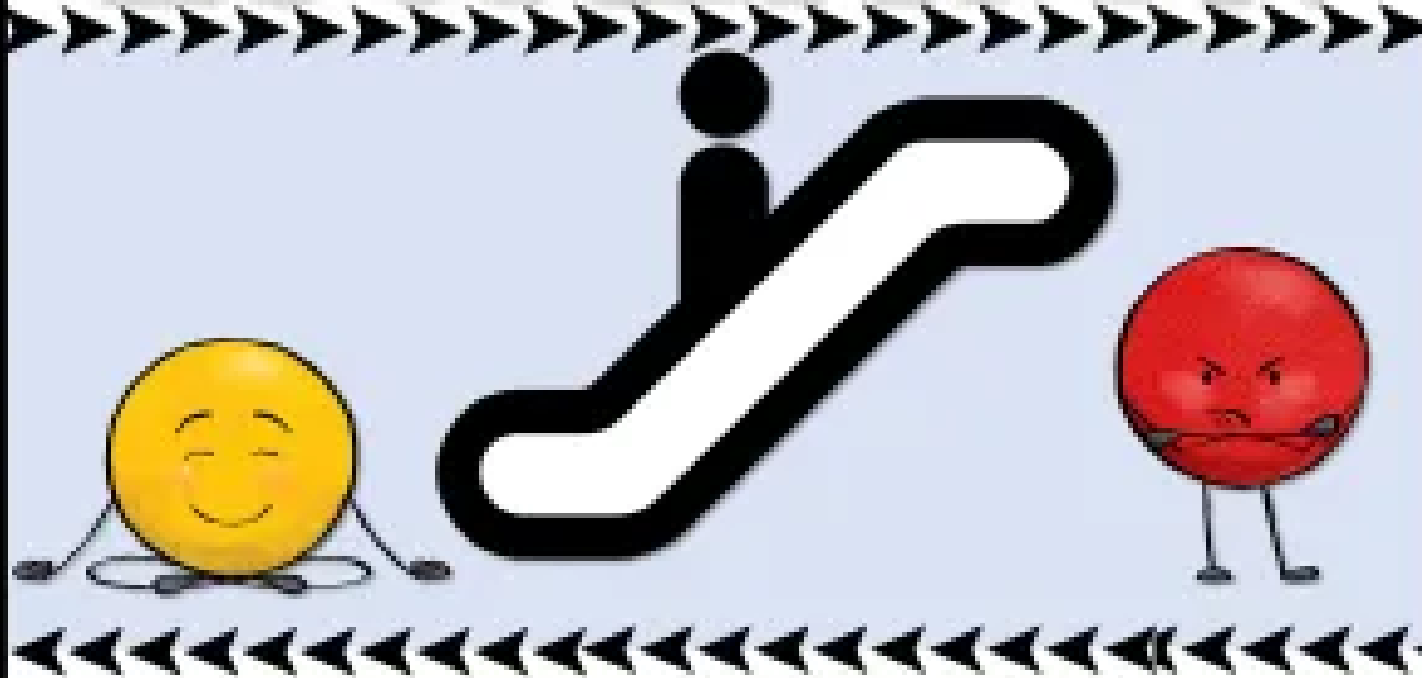
Examples of conflicts

Housing Mediation Services

Questions, Comments and (hopefully) Answers



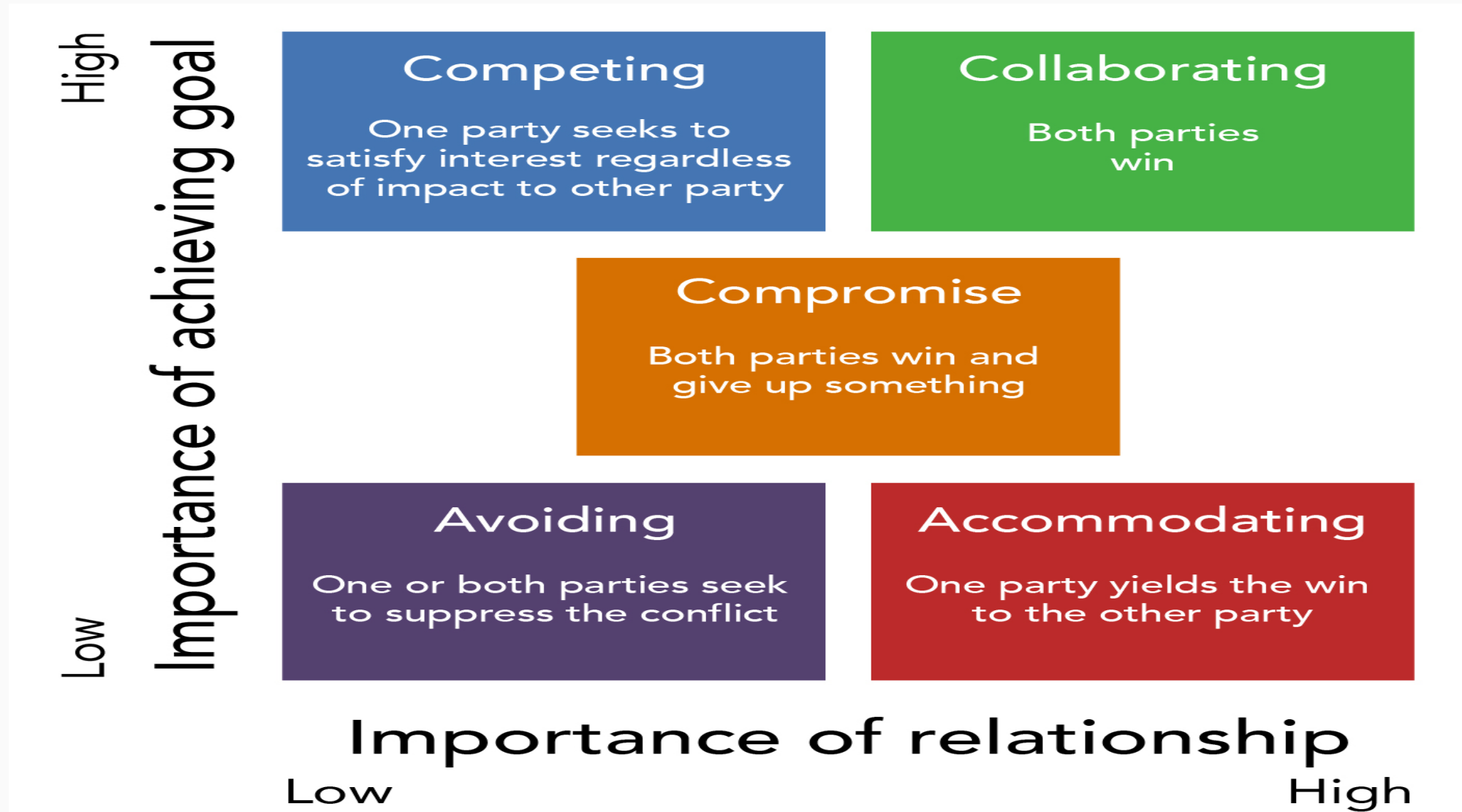
CONFLICT ESCALATOR



Are you ESCALATING or
DE-ESCALATING the conflict?



Conflict styles



Outcomes of Conflict resolution

- **Win-Win**: Ideal for both the parties
- **Lose-lose** : Both parties feel cheated
- **Lose-win and Win-lose**: Only one party wins at the cost of other and conflict becomes zero-sum game.

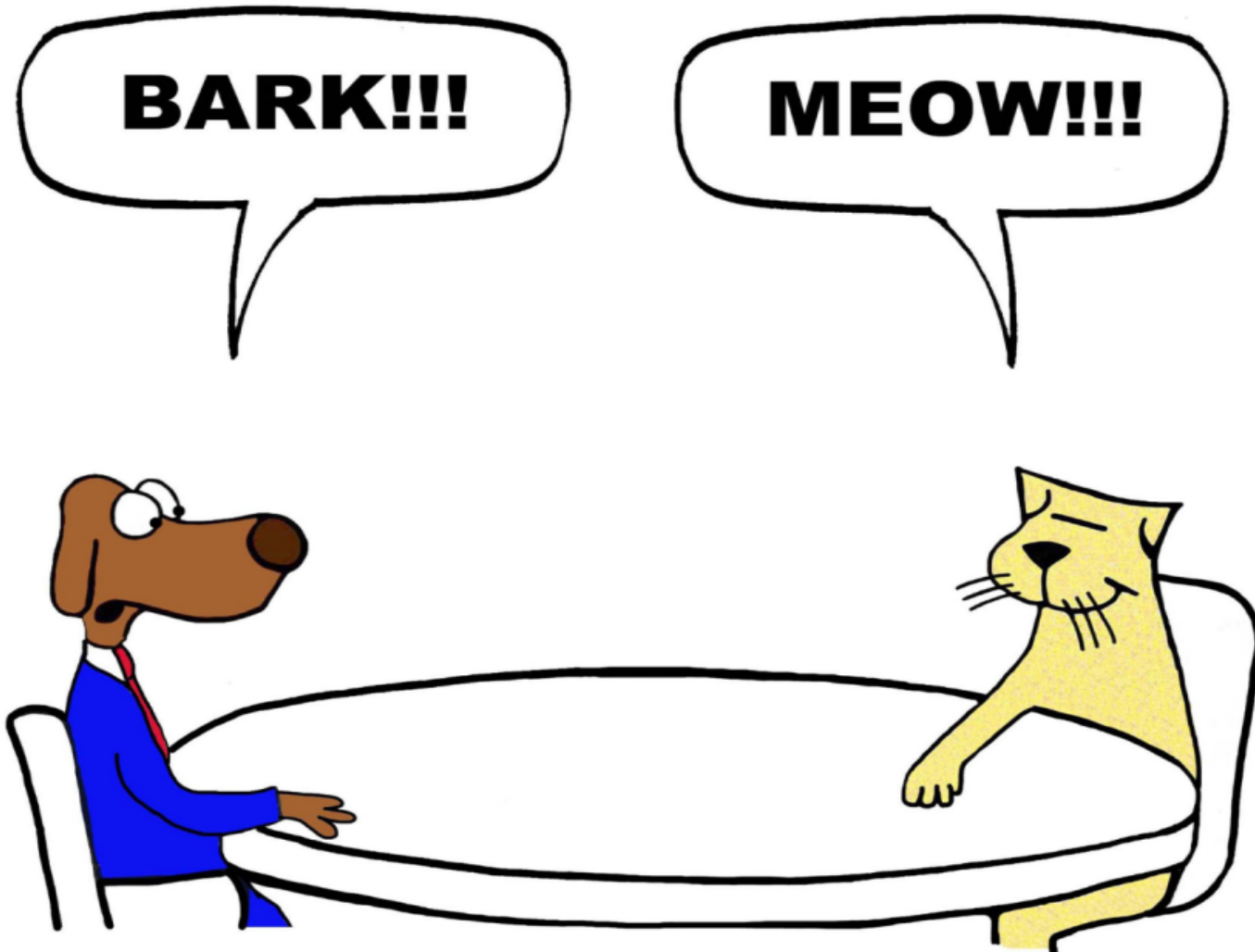
	WIN	LOSE
<u>Party A's outcomes</u>	WIN-WIN	WIN-LOSE
LOSE	LOSE-WIN	LOSE-LOSE
	WIN	LOSE
	<u>Party B's outcomes</u>	

What is mediation?

A respectful space for parties to work together to resolve their conflict with a third neutral party (mediator) guiding them through a process to come to better understanding and a mutually agreeable solution.



What is mediation? – Finding common interests



The negotiation began with each side holding tight to their original positions.

Why mediate?

- Enhances communication – through established ground rules and a neutral third party (mediator) guiding the discussion.
- The process remains confidential.
- Participants in the conflict have control over the resolution.
- Solutions that are mutually accepted can often be more innovative than those mandated by a court.
- Scheduling tends to occur more rapidly than through court referrals.
- Approximately 85% to 90% of mediations end in an agreement.
- Thanks to our sponsors, our services are provided at no cost.

Examples of housing-related conflicts

Money for rent, late fees

Repairs

Bedbugs

Noise complaints

Children fighting or damaging property

Visitors

Mutual terminations

Pets

Parking

Housing Mediation Services

About HMS

Housing Mediation Services was established in 2000 through a partnership among three housing-related organizations. Mediation remains a free service through the proud sponsorship of:



Greater Cincinnati Northern Kentucky
Apartment Association
7265 Kenwood Road, Suite 100
Cincinnati, Ohio 45236
513-407-8612
www.gcnkaa.org



Housing Opportunities Made Equal
2400 Reading Road, Suite 118
Cincinnati, Ohio 45202
513-721-4663
www.homecincy.org



Real Estate Investors Association
of Greater Cincinnati
7265 Kenwood Road, Suite 110
Cincinnati, Ohio 45236
513-201-7343 or 513-407-3137
www.cincinnati.ria.com

Need help resolving landlord-tenant disputes?

The Housing Mediation Services program offers help for property owners, managers and residents having disagreements with regard to housing situations.

There is **no charge for the service**.

Through Housing Mediation Services, those disputes, disagreements, and/or perceptions of bias can be clarified and resolved in a confidential, informal, and structured process.

Improved communication among all the relevant parties leads to safer, more stable and desirable communities.

More than 90% of cases mediated by Housing Mediation Services have been resolved successfully!



Free, Independent Dispute Resolution

513-751-2567
www.housingmediation.org

Housing Mediation Services

Free, Independent Dispute Resolution

Finding Balance in Housing Disputes

A Free Mediation Service
Specifically Designed for
Landlords and Residents



www.housingmediation.org

513-751-2567



*Working Together
To Find Resolution*

Mediation- an important choice



AP / J. Scott Applewhite, File

"The courts of this country should not be the places where resolution of disputes begins. They should be the places where the disputes end after alternative methods of resolving disputes have been considered and tried." ~
Sandra Day O'Connor, Supreme Court Justice (1981-2006)

Questions, Comments?

Website: HousingMediation.org

Funded by:

Greater Cincinnati Northern KY Apartment
Association

Housing Opportunities Made Equal (HOME)

Real Estate Investors Association (REIA)

