

Landlord - Tenant Mediation Pilot Program

RNW's mediation services apply an equity framework to support ALL parties in conflict by engaging in discussions of racial and social justice.

While people have the ability to resolve conflict, tapping that can be challenging when emotions arise. We provide a structured process to help all parties understand each other and negotiate a fair and sustainable outcome.

Program Purpose

For landlords and tenants looking to resolve conflicts prior to filing eviction claims, we look to resolve conflicts beyond past-due rent, lack of communication, or complaints, and focus on rooted issues of equity.

Our vision is to build healthier bonds between tenants and landlords to keep those most impacted housed and work towards a city where housing is a human right.

Housing Issues

Landlords or tenants experiencing issues relating to accommodations, modifications, guests, rent increase, rent owed, pets, noise, race, disability, religion, sexuality, gender, etc, are welcome to contact us for an open discussion.

Minor issues typically escalate into serious matters such as eviction, biases, and feelings of unwelcomeness, fear, and violence. Through proactive facilitation and relationship building, all parties encounter long-term benefits.

Mediation Advantages

In particular, the disparities in power, race, gender, sexuality, class, etc, leave tenants from marginalized communities feeling uncertain in approaching their landlords to discuss any issues or unfair treatment.

With our trained mediators, both parties are encouraged to dive deep into discussions they otherwise would ignore and discover the extent of layers involved in conflict. Our mediators also determine potential roadblocks and barriers, and analyze ways of navigating them to retain housing and/or learn and the skills needed to maintain positive relationships.

Lastly, our mediators help to examine the root causes of racially inequitable practices and outcomes that other mediation programs typically would not explore.

For more information or to see if you qualify, please call us at (971) 389-7138 or email info@resolutionsnorthwest.org.