



Lackawanna County

Commissioners

Jerry Notarianni • Debi Domenick • Chris Chermak

NOTICE

FREE "MEDIATION" OF LANDLORD/TENANT CONFLICTS

WHY YOU ARE RECEIVING THIS NOTICE

We are sending you this notice because you recently submitted or inquired about filing a Landlord Tenant complaint in our office. This Notice tells you about a new "pilot" program sponsored by Lackawanna County to help landlords and tenants resolve conflicts constructively.

WHAT IS THIS PROGRAM ABOUT:

This pilot program:

- Offers you an opportunity to participate in free mediation in order to resolve the problems between you and your tenants.
- Will help your tenants find out if they are eligible for financial assistance from government or social service agencies to help them pay rent they may owe you and/or supportive services that may address other problems they are having as tenants.
- Provides free legal assistance to landlords and tenants if their household income is near the poverty level.

WHAT IS MEDIATION:

Mediation is a process for resolving disputes with the assistance of a neutral third-party called a mediator.

Mediators do not take sides or make a decision about who is right or wrong. Instead, they try to assist people in working out their differences in an informal setting. Mediation has been shown to be an effective way to work out many issues.

HOW WILL THIS WORK:

If you decide to participate in this program, you will be contacted by a program coordinator. You and your tenants will be scheduled to meet with a trained mediator (due to Covid-19 these meetings will be held virtually). If, with the help of the mediator, an agreement acceptable to both sides is reached, that agreement will be put into writing. If you are not able to come to an agreement you can go forward with your Landlord Tenant complaint.

WHAT WILL HAPPEN IF YOU HAVE ALREADY FILED A LANDLORD TENANT COMPLAINT:

If you choose to participate in the program your complaint and the filing fee you submitted will be returned to you. If you choose not to participate in the program or if you do participate and your problem is not resolved you can immediately refile your complaint and the accompanying fee.

THE BENEFITS OF MEDIATION:

*Less stress *Lower levels of conflict *More control over results

***Greater likelihood that you and your tenants will be satisfied with the outcome.**