

*"Great experience, glad for this opportunity to resolve outside of court."*

**-Mediation Participant**

## INFORMATION ABOUT MEDIATION SERVICES

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Community Mediation Services, Inc. was founded in 1983 as a private, non-profit organization. The program brings people together to resolve disputes in a constructive manner. The program is governed by community residents and operates with financial support from public and private sources.

Mediators at CMS are community volunteers with various backgrounds, interests, and occupations. Each has received state-certified 30 hour initial training as well as required continuing education each year (a minimum of 6 hours).

Community Mediation Services, Inc.  
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NEW HOPE, MN 55428  
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## Landlord/Tenant Mediation

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## Community Mediation Services, Inc.

We are committed to developing the capacity of our community to respectfully manage and resolve conflict.

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***Before filing in Housing or Conciliation court consider mediation... a quick, confidential, effective alternative***

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### BENEFITS OF MEDIATION

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- Confidentiality  
Staff and Mediators are bound to confidentiality by law.
- Control over the solution  
You decide what is best for you.
- Closure  
Decisively resolve issues that have been persistent.
- Cost  
Landlord/Tenant mediation services provided at no cost (avoid filing fees).
- Convenience  
Mediations are scheduled at the parties' earliest convenience (days, evenings, weekends), typically within a week or two.

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### EXPLANATION OF MEDIATION

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Mediation is a voluntary process that brings people together in a safe and neutral setting with one or more mediators. The meeting is an informal discussion in which both participants are given time to describe their concerns. The mediators facilitate the discussion, ask questions, and write up any agreement the participants reach.



The mediators are not judges and will not impose a solution. The agreement is the responsibility of the participants themselves. Because the agreement reflects decisions made by the participants, mediated agreements enjoy high rates of compliance.

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### MEDIATION CAN ADDRESS MANY DIFFERENT ISSUES

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#### Landlord/Tenant Conflicts

- Late Payments & Money Owed
- Security Deposits
- Maintenance Issues
- Pet Issues
- Contractual/Lease Issues
- Evictions/Unlawful Detainers
- Tenant/Tenant Conflicts
- Roommate disputes
- Noise Issues
- Children and Pet Issues
- Harassment

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### OPENING A CASE

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Anyone who is interested in resolving his or her conflict through mediation may open a case with us. To do so, we will need the names, addresses, and daytime phone numbers of all parties involved in this dispute. We can take this information by phone, fax, e-mail, or letter. The parties do not need to agree to mediation before we are contacted.

Call us at 763-561-0033 or email us at [www.mediationprogram.com](http://www.mediationprogram.com) for more information.