

Dispute Resolution

CENTER *of* KING COUNTY

Dispute Resolution Center of King County: Agency Overview

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Presentation Topics

Agency's Goal, Services and Clients

A Closer Look at Two Services:

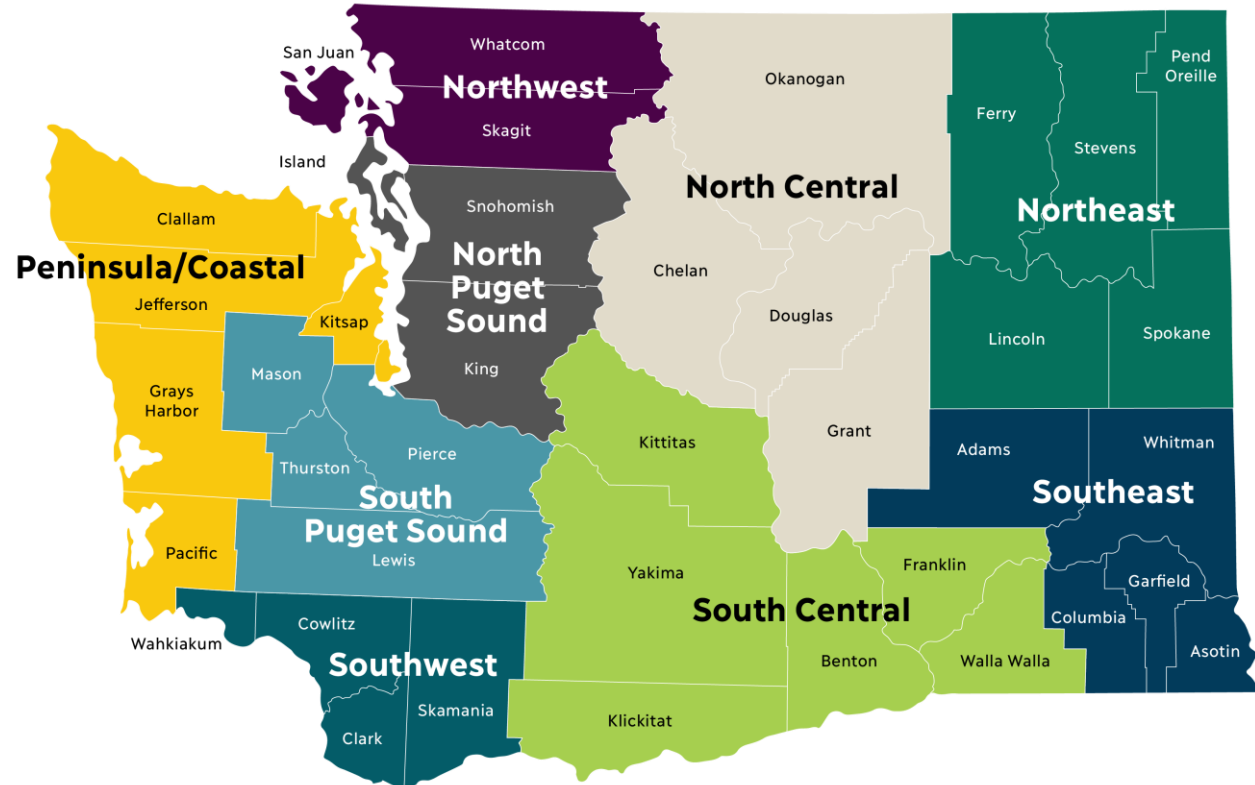
Mediation in General

Housing Stability Services – Back Rent and Other Tenant-Landlord Disputes

Ways Community Partners Can Support Their Clients
Pursuing Mediation

Introducing Dispute Resolution Centers

- ❑ **Resolution Washington Network member with 21 member agencies throughout the state**
- ❑ **Authorization Uniform Mediation Act RCW 7.07**
- ❑ **Most are 501c3 nonprofit organization**
- ❑ **Over 30 Years' Experience Resolving conflicts in community since 1984**
- ❑ **Overall Goal To assist the individuals with developing a solution to the dispute that *both* find reasonable and acceptable**



Who Can Access Our Services?

PEOPLE WHO ARE ...

- Tenants or Landlords
- Seniors or Caregivers
- Veterans
- LGBTQI+ or BIPOC
- Parents & guardians
- School-age children
- Employees or Supervisors
- Business owners
- Homeowners

Everyone!



PEOPLE WHO ...

- Immigrated from another country
- Speak English as a 2nd language
- Have lived experience of poverty or housing instability
- Have a disability
- Have experienced incarceration

Conflict Areas & Issues

Landlord –Tenant: Rent & fees, noise, shared space, safety, code violation

Neighborhood: Noise, animals, parking, property lines, lawn and garden care

Business-consumer: Repairs, incomplete work, unmet expectations or bad products

Family: Divorce, parenting plans, financial settlements, and parent-teen relations

Interpersonal: Family members, roommates, and friends

Workplace: Management, employees, or co-workers

Elder care: Home & facilities care, estate distribution

Organizational and group: Businesses or organizations operations & transactions

Cross-cultural: Different cultural practices and beliefs

Services - How the DRC Helps



Facilitated Conversations

Mediations
Conciliations
Conflict Coaching



Training

Community-Based Courses
Customized Classes for
Organizations
Mediation Professional
Training & Practicum



Circles

Conflict Prevention
(Community-Building / Team-Building)
Conflict Resolution

Mediation? What comes to mind?



[What does dispute resolution feel like? - YouTube](#)

What Is Mediation?

A Meeting.... A Conversation



..... Between individuals who have a conflict or major disagreement (*supporters present may observe only*)

..... That is voluntary

..... That is confidential and privileged, with exceptions

..... That is facilitated by a neutral professional mediator who helps the individuals have a civil conversation to resolve the disagreements



What's possible? Agreement on an action plan for...

Relocation or repayment plan
for rental arrears or damages

Property maintenance

Noise management

Workplace accommodations

Co-parenting and visitation

How to communicate with each
other

Use of common space

Mediation Programs for Housing Stability

Eviction Resolution Pilot Program

- Households Who Owe Back Rent Due to Pandemic
- No Income Requirements – Free to All
- [Get Help Negotiating Settlement of Unpaid Rent - Dispute Resolution Center of King County \(kcdrc.org\)](#)

Veterans, Seniors and Human Services Program

- Households with Conflicts Re: Behavioral or Lease Violations (including Back Rent)
- Free for Households with Veterans, Seniors, Low Income or at least one Person Living with a Vulnerability
- [Schedule An Appointment - Dispute Resolution Center of King County \(kcdrc.org\)](#)

Community Services Program

- Households with Conflicts Re: Behavioral or Lease Violations (but not Back Rent)
- Low Cost / Sliding Scale for Households with Moderate to High Income
- [Schedule An Appointment - Dispute Resolution Center of King County \(kcdrc.org\)](#)

Mediation Service Delivery: Start to Finish

Tenant or Landlord Contacts the DRC

- DRC Conducts Intake
- DRC Confirms Both Individuals Desire to Participate – ERPP Qualification

Mediation Is Scheduled

- Agreements to Mediate Are Sent / Signed / Returned
- Both Individuals Receive Conflict Coaching

Mediation Occurs

- Dispute Resolved & Agreement Signed
- Dispute Not Resolved (after one or more sessions) – Certificate Issued for ERPP only

Way Providers Can Support Clients with Mediation



Assure Individual Is Willing to Participate In Good Faith

- Maintain an Open Mind
- Will Consider Options Offered by Other Party
- Will Keep Agreements Made

Explore with the Individual

- Goals & Interests (What is Most Important)
- Other Individual's Goals & Interests
- Household Budget (Revenue & Expenses), if money is involved
- Possible Offer to Make – Do Reality Checking

Serve as an Observer During the Mediation

Provide Case Management In Support of Keeping Agreements Made During Mediation

Contact For More Information or Assistance

Dispute Resolution Center of King County

Call **(206) 443-9603**

➤ **x103** for Spanish or

➤ **x111** for English

Email housing@kcdrc.org

QUESTIONS?
