

# Residential Rent Stabilization & Arbitration Board City and County of San Francisco

## ALTERNATIVE DISPUTE RESOLUTION (ADR) PROGRAM

The San Francisco Rent Board can now help you resolve disputes involving your landlord, tenant, roommate, property manager or neighbor through mediation, without filing a formal petition at the Rent Board. The ADR Program offers the public the opportunity to directly address housing-related difficulties in a safe and productive setting in order to prevent disagreements from escalating. The scope of the ADR Program is not limited to issues involving rent increases or decreased housing services under the Rent Ordinance. Other housing-related conflicts can be addressed.

Under the ADR Program, San Francisco tenants, landlords, roommates, property managers and neighbors may submit a *Request for ADR Session* form, requesting that an experienced Rent Board Mediator meet with the interested parties to help resolve their housing-related dispute. The Rent Board Mediator is an attorney whose role as a neutral person is to help the parties identify the nature of the disagreement, clarify their respective positions, and problem-solve so that everyone's interests and needs are met in a satisfactory way. The Mediator will not provide legal advice to the parties.

After a *Request for ADR Session* is received, the ADR coordinator will contact all parties to see if they are willing to attend a mediation session. A mediation session will not be scheduled unless all involved parties voluntarily consent to participate and agree to make a good faith effort to reach a mutually satisfactory agreement. At the mediation session, the parties should be prepared to discuss the issues between them, offer reasonable compromises, and consider all constructive solutions. The parties may decide to have a written document that summarizes their agreement, or may decide that a written agreement is not necessary. It's all up to you!

## COMPARISON OF RENT BOARD SERVICES

### ADR PROGRAM

Mediation is requested by a tenant, landlord, roommate, property manager or neighbor by submitting a *Request for ADR Session* form with the Rent Board. Mediation is scheduled only if all parties agree to participate. Agreements can be written and binding at the option of the parties, and are not subject to appeal. (Please note: The ADR Program is not available if there is a pending Rent Board petition or court case involving the same issue. Parties to a pending Rent Board *Report of Alleged Wrongful Eviction* may participate in the ADR Program, but no agreement by a tenant to vacate a rental unit can be discussed.)

### MEDIATION

Mediation is scheduled after a tenant files a *Decrease in Housing Services Petition* at the Rent Board. Parties are served with notice to appear. If the parties reach an agreement, the agreement is binding and is not subject to appeal. If the parties do not reach an agreement, an arbitration hearing is held and a written decision based on the evidence at the hearing is made by an Administrative Law Judge.

### ARBITRATION

A tape-recorded administrative hearing is held after a tenant or landlord files a formal *Petition For Arbitration* at the Rent Board. Parties are served with notice to appear. An arbitration hearing is held and a written decision is made by an Administrative Law Judge based on the testimony and other evidence presented. Decisions are binding, and appeals can be made to the Rent Board Commission.



The names and addresses of all other individuals or entities involved are:

(1) \_\_\_\_\_  
First Name Middle Initial Last Name

tenant  subtenant  roommate  master tenant  owner/landlord  
 property manager  neighbor  other \_\_\_\_\_

Mailing address: \_\_\_\_\_  
Street Number Street Name Apt./Suite Number City/State Zip code

Work Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_ E-mail: \_\_\_\_\_

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(2) \_\_\_\_\_  
First Name Middle Initial Last Name

tenant  subtenant  roommate  master tenant  owner/landlord  
 property manager  neighbor  other \_\_\_\_\_

Mailing address: \_\_\_\_\_  
Street Number Street Name Apt./Suite Number City/State Zip code

Work Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_ E-mail: \_\_\_\_\_

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(3) \_\_\_\_\_  
First Name Middle Initial Last Name

tenant  subtenant  roommate  master tenant  owner/landlord  
 property manager  neighbor  other \_\_\_\_\_

Mailing address: \_\_\_\_\_  
Street Number Street Name Apt./Suite Number City/State Zip code

Work Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_ E-mail: \_\_\_\_\_

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I understand that participation in an ADR mediation session is completely voluntary, and that **all** parties must agree to attend the ADR mediation session before the Rent Board will schedule one. I also understand that my case will be closed without an ADR session if the Rent Board is unable to secure an agreement to participate from the parties listed above.

\_\_\_\_\_  
Signature Date