

UCSB COMMUNITY HOUSING OFFICE MEDIATION

Get Heard. Be Understood.

CONFLICTS are a fact of life. While living in close quarters, people will undoubtedly face different types of conflict with roommates, housemates, neighbors, and property providers. Open communication is the most effective way to resolve these differences, but when that doesn't work, our **Housing Mediation Program** is here to help.

What Is Mediation?

Mediation is a process for people who have a dispute with another/others to have a conversation. With the support of a trained mediator, the parties can communicate and create ways to resolve conflicts. This simple process can produce amazing results.

Our mediators are campus staff and faculty who have had extensive classroom training and many years of experience working with people in conflict. The process enables disputants to communicate their perceptions, feelings, and information to the other(s) with a neutral third-party present. Best of all, those involved in the conflict control the outcome.

Mediators

- Explore what is important to each party.
- Work toward achieving clarity for each person.
- Help those involved control the outcome.
- Allow all parties the opportunity to talk and be heard.
- Listen to everyone's viewpoints.
- Ask questions to clarify facts and perspectives.
- Help parties write an agreement, if desired.
- Are available to anyone in the UCSB community.
- Do not take sides.
- Do not make decisions for people.
- Do not decide who is right or wrong.

IMPARTIAL

FREE

INFORMAL

CONFIDENTIAL

VOLUNTARY

Confidentiality

Mediators are bound by state law and professional ethics to strict confidentiality and cannot be called to testify in court. Mediators do not discuss mediation cases with co-workers, friends, family or anyone else.



805-893-4371
FOR MORE INFORMATION

Is Mediation Right for You?

- If you have been unsuccessful in resolving an issue with your roommate, neighbor, landlord and are still bothered by it- try mediation!
- If you feel you haven't been heard or understood- try mediation!
- If you are considering breaking your contract/lease due to a dispute- try mediation!
- If you are considering Small Claims Court- try mediation! (note: Mediation does not preclude other legal rights of the parties)

What Can I Do?

1 PREPARE

- * Think about what you will need to make you feel comfortable during the mediation process (i.e. your need for confidentiality regarding other roommates/neighbors, mutually respectful language, feelings about interruptions).
- * Prepare a brief synopsis on your perspective of the issues, including any ideas you have for the future.
- * Come to mediation with creative ideas about what may improve the situation, including what you may do to improve the situation. Also, consider what role you played in the conflict, since conflicts rarely arise with only one person!
- * Mediators will give each party an opportunity to meet individually for an "intake" to give their perspective before the mediation takes place.

2 CONTACT US

Housing Mediation Program

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