



# Peninsula Conflict Resolution Center

Empowering people. Building relationships. Reducing violence.

Serving San Mateo County since 1986 with a wide range of conflict management services.

## What our clients are saying:

*"The mediators were tremendous."*

*"The excellence of professional expertise, in every aspect, reflects [highest] ratings."*

*"As mediation is a new experience to me, they made me feel very comfortable."*

## Homeowner Association Mediation Program

### Mediation is ...

A way to resolve a conflict without just giving up, fighting, or going to court. It involves getting people together to talk and listen to each other with the help of our neutral, trained mediators. This program is specifically designed to address conflicts between homeowners and their homeowner association.

### Mediators are ...

Highly trained volunteers from all backgrounds who have expertise in facilitating communication. Mediators do not take sides, tell you what to do, give advice or judge you. They will help you reach a voluntary agreement to satisfy everyone.

### Mediation can help with issues such as ...

- Property rental
- Decorating and landscaping
- Maintenance and building standards
- Parking regulations
- Complaints between neighbors when the HOA is involved

### Mediation is a good option because it is ...

- *Fair* (agreements are made by you)
- *Effective* (a resolution is reached 80% of the time)
- *Safe* (a controlled and respectful process is followed)
- *Confidential* (protected by law)
- *Low Cost* (\$400 flat fee, usually split between the two sides)
- *Recommended* (CA Civil Code Sec. 1354 states that a dispute involving an HOA can not be presented in court before an attempt has been made to resolve it outside the court.)

### TO USE PCRC SERVICES CALL 650-513-0330 [Hablamos Espanol]

1. Give us a brief description of the problem and the contact information for all parties.
2. We will assess the situation for mediation. If a case is not opened, a referral will be made to another agency.
3. If a case is opened, the other party(s) will be invited to participate in a mediation.
4. Because mediation is voluntary, it will only be set up if all parties consent.
5. The mediation will be held in a neutral location in your community at a time and date that is convenient for all.