

	Information	Conciliation	Mediation- Voluntary	Mediation- Mandatory	Arbitration/ Fact Finding
Rental Housing Mediation Program- Santa Barbara					
Carpinteria	X	X	X		
Goleta	X	X	X		
Santa Barbara	X	X	X		

Project Sentinel-Bay Area					
Campbell	X	X	X	X	X
Cupertino	X	X	X		
Freemont	X	X	X	X	
Gilroy	X	X	X		
Hayward	X			X	
Los Altos	X	X	X		
Los Gatos	X	X	X	X	X
Milpitas	X	X	X		
Modesto	X	X	X		
Morgan Hill	X	X	X		
Mountain View	X	X	X		
Palo Alto	X	X		X	
San Jose	X	X	X		X
Santa Clara	X	X	X		
San Martin	X	X	X		
San Mateo County					
Santa Monica	X				
Stanislaus County	X	X	X		
Sunnyvale	X	X	X		
Turlock	X	X	X		

Inland Fair Housing & Mediation Board-Inland Empire					
Apple Valley	X		X		
Cathedral City	X		X		
Chino	X		X		
Chino Hills	X		X		
El Centro	X		X		
Fontana	X		X		
Hesperia	X		X		
Indio	X		X		
Ontario	X		X		
Rancho Cucamonga	X		X		
Rialto	X		X		
San Bernardino	X		X		
Upland	X		X		
Victorville	X		X		

Other					
Alameda					X
Berkeley	X		X		
Gardena				X	X
Long Beach	X		X		
San Diego County			X		
San Francisco	X		X		X
Santa Monica					X

Information – Provide information on tenant/landlord rights & responsibilities per California rules and regulations.

Conciliation – A series of phone calls and/or meetings between staff and the tenant, and staff and the landlord, where attempts will be made to reach a compromise between the tenant and the landlord.

Voluntary Mediation – Process in which a neutral person or persons facilitate communication between parties to assist them in reaching a mutually acceptable agreement.

Mandatory Mediation – Mandatory mediations are primarily, but not exclusively, related to rent increases.

Arbitration/Fact Finding – A hearing conducted by a committee or board. Parties or their representatives may offer such documents, testimony, written declarations or evidence as may be deemed relevant by the committee/board. The committee/board then makes a determination regarding the dispute. This method is also primarily, but not exclusively, related to rent increases.