

HOW DOES RHMP WORK?

- ❖ We will listen to your situation and provide information, mediation, or referrals to additional resources; and
- ❖ Where appropriate, we will contact the other party by letter or phone to help you work it out; or
- ❖ We will encourage the other party to participate in a mediation session at a mutually convenient date and time at our office.
- ❖ If you are still unable to resolve your differences, as a last resort, you can go to court.

WHO DO WE SERVE?

Serving the residents of:

- ❖ The City of Santa Barbara
- ❖ The City of Goleta
- ❖ The City of Carpinteria
- ❖ The Unincorporated Areas of Santa Barbara County

Problems with your rental situation?

Don't think litigation...
try **mediation!**

- ❖ Confidential
- ❖ No legal fees
- ❖ No time wasted in court
- ❖ Professional & friendly setting
- ❖ Triple Win - Landlord, Tenant & Community

Call 564-5420

For more information, or to make a donation
visit us online at
<http://www.SantaBarbaraCA.gov/RHMP>



The Rental Housing Mediation Program
is a program of the
Community Development Department
City of Santa Barbara
630 Garden Street
Santa Barbara, CA 93102

HAVING ❖ RENTAL ❖ PROBLEMS?



**WANT TO KNOW
YOUR RIGHTS
AND
RESPONSIBILITIES?**

RENTAL HOUSING MEDIATION PROGRAM

Occasionally, Landlords and Tenants find themselves at odds. Often, problems stem from misunderstanding or misinformation.

WHAT CAN YOU DO?

- ❖ **Do nothing** – but this could be too important to ignore;
- ❖ **Attempt to resolve the situation on your own** – but this could be difficult if poor communication exists;
- ❖ **Go to court** – but this takes time and money, and you could lose; or
- ❖ **Call the Rental Housing Mediation Program (RHMP).**

WHAT IS MEDIATION?

Mediation is a voluntary process in which a neutral third party helps to facilitate communication between parties in a dispute. It differs from litigation by allowing the parties to reach a mutually satisfactory agreement rather than relying on the judicial system to impose a decision. The success of the mediation process depends on the parties' good faith efforts to resolve their dispute.

WHAT IS THE RHMP?

The City of Santa Barbara operates the Rental Housing Mediation Program (RHMP). This Program was established in 1976 and is comprised of staff and a board of 15 trained community volunteers who are appointed by the Santa Barbara City Council to serve as mediators. The Program provides mediation and information on rights and responsibilities to Landlords and Tenants as a method of resolving disputes out of court.

