



IS YOUR HOUSING AT RISK BECAUSE OF COVID-19?

Are you a tenant OR landlord? FREE community mediation services may help you prevent an eviction.



Department of Housing and
Community Development



If you are facing a housing crisis due to COVID-19, FREE mediation services are available for tenants AND landlords.

HOW CAN MEDIATION HELP?

Trained mediators can help tenants and landlords find a solution that works for everyone to keep households in their home.

WHEN CAN MEDIATION HELP?

Mediation can be used **BEFORE** an eviction is filed or **DURING** the legal process.

FOR FRANKLIN AND HAMPSHIRE COUNTIES:

COLLABORATIVE RESOLUTIONS GROUP

info@crg-collab.org, 413-774-7469

<https://www.collaborativeresolutionsgroup.org/contact-us.html>

**IF YOU NEED HELP PAYING FOR HOUSING COSTS
CALL 2-1-1**

VISIT WWW.MASS.GOV/COVIDHOUSINGHELP



INQUIRIES, REFERRALS? Contact us ..

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HOUSING MEDIATION IS:

- Voluntary
- Confidential
- Free
- Done online or by phone

MEDIATORS:

- Don't take sides
- Help keep conversations on track
- Support people to find their OWN solutions to problems

BENEFITS OF MEDIATION:

- Lets people involved decide about solutions and outcomes of the situation
- Helps create more long-lasting, satisfactory agreements
- Can prevent eviction and relationship crises
- Gives a chance to speak and really be listened to
- Allows for creative, flexible solutions about all aspects of the problem
- Can be cheaper and more timely than legal action
- Helps build relationships and good communication to prevent future problems

AND IN EVICTION PREVENTION, CRG WORKS WITH OTHER AGENCIES AND PROGRAMS – MEDIATION COMPLEMENTS OTHER SOLUTIONS WHEN:

- *People aren't far apart, or are collaborative, just need a little help to reach agreement and work out details*
- *Issues beyond non-payment (such as property condition or landlord/tenant behaviors)*
- *Miscommunication (or lack of communication) is a primary barrier*
- *High conflict, tough communication, seemingly impossible case (complex, multiple issues, personal relationships at stake)*
- *Tenant isn't eligible for subsidies but both are willing to explore other options to resolve issue*
- *"Softer landing" may be possible with mediated agreement*