



**For questions relating to the ordinance, contact:**

Housing and Federal Grants  
415 473 7309 T  
affordablehousing@marincounty.org

Community Development Agency  
3501 Civic Center Drive  
Room 308  
San Rafael, CA 94903  
415 473 6269 T  
CRS Dial 711  
www.marincounty.org/cda

**To request dispute resolution service, contact:**

District Attorney's Office  
Consumer Protection Unit - Mediation  
Hall of Justice, Room 145  
San Rafael, CA 94903  
consumer@marincounty.org  
415 473 6495 T  
415 473 7880 F  
CRS Dial 711

# Mediation Service Request

## RENTAL HOUSING DISPUTE RESOLUTION PROGRAM

### About

The Rental Housing Dispute Resolution ("Mandatory Mediation") program offers an opportunity for landlords and tenants of properties located in the following participating Marin jurisdictions to discuss issues related to rent increases.

- Town of **Fairfax** (Municipal Code Chapter [5.55](#))
- City of San **Rafael** (Municipal Code Chapter [10.100](#))
- Unincorporated **Marin County** (Municipal Code Chapter [5.95](#))

### The following situations are eligible for mediation.

- (1) A Tenant request for Mandatory Mediation services must be submitted no more than 10 calendar days after the Tenant receives one or more notices that individually or cumulatively increase Rent more by more than 5% within any 12-month period.
- (2) A Landlord request for Mediation services may be submitted at any time in advance of providing the Tenant with notice of an intended Rent increase greater than 5% within any 12-month period.

### Instructions

Please fill out this form completely and accurately. Providing incomplete information may delay the mediation process or result in a finding of ineligibility. Submit forms to:

Consumer Protection Unit – Mediation  
Marin County District Attorney's Office  
Hall of Justice, Room 145  
3501 Civic Center Drive  
San Rafael, CA 94903  
(415) 473-6495  
consumer@marincounty.org

### Helpful definitions

**Landlord:** an owner, lessor, or sublessor who receives or is entitled to receive rent for the use and occupancy of any dwelling unit or portion thereof.

**Rent:** the consideration, including any funds, labor, bonus, benefit, or gratuity, demanded or received by a Landlord for or in connection with the use and occupancy of a dwelling unit and the housing services provided therewith, or for the assignment of a rental agreement for a dwelling unit.

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**Tenant:** a person entitled by written or oral agreement, or by sufferance, to the use or occupancy of a dwelling unit.

**Form**

Rental physical address: \_\_\_\_\_

**TENANT's** contact information

Name: \_\_\_\_\_

Mailing address: \_\_\_\_\_

Email address: \_\_\_\_\_

Telephone: \_\_\_\_\_

**TENANT REPRESENTATIVE's†** (if any) contact information

Name: \_\_\_\_\_

Mailing address: \_\_\_\_\_

Email address: \_\_\_\_\_

Telephone: \_\_\_\_\_

**LANDLORD's** contact information

Name: \_\_\_\_\_

Mailing address: \_\_\_\_\_

Email address: \_\_\_\_\_

Telephone: \_\_\_\_\_

**LANDLORD REPRESENTATIVE's†** (if any) contact information

Name: \_\_\_\_\_

Mailing address: \_\_\_\_\_

Email address: \_\_\_\_\_

Telephone: \_\_\_\_\_

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†If a tenant or landlord is unable to participate in mediation, they may designate a representative to negotiate on their behalf.

**General Rental History.** Help us get a sense of your situation.

1. Date of move in to this rental unit (date) \_\_\_\_\_.
2. The initial monthly rent for this unit was \$ \_\_\_\_\_.
3. In the past 12 months the tenant has been or will be issued the following notices of monthly rent increase(s):

Amount (\$)	Date of rent increase (month/date/year)

4. Date of notice of the most recent rent increase: \_\_\_\_\_.
5. Are the rent payments current for the rental unit? (check one)
  - Yes – all rent has been paid.
  - No – there is rent outstanding. (see below)
  - a. If “no,” please attach an explanation (e.g. “rent has not been paid this month,” or “rent has not been paid for 3 months,” etc. and provide rationale).
6. Have you previously participated in mediation for this rental unit or with this landlord/tenant? (check one)
  - No
  - Yes
  - a. If “yes,” please provide the dates and outcomes of all such past mediations.

**Property description.**

7. Estimated number of homes on the property: \_\_\_\_\_
8. Do you wish to consolidate this request for mediation with another request?
  - No
  - Yes
  - a. If “yes,” attach a list of any other requests for mediation that you think should be heard concurrently with this request and contact information for the parties.

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### Description of Activities Requested for Mandatory Mediation.

9. Grounds for dispute resolution (check all that apply):

- I am a tenant who has received notice of a rent increase.
- I am a landlord who intends to increase my tenant's rent by more than 5% of the monthly rent from the rent charged twelve-months prior.

By signing my name below, I declare under penalty of perjury that the foregoing is true and correct and that all documents attached to my request are true copies of the originals.

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**NAME**

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**DATE** (Month/Day/Year)

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### Translations available.

English, Spanish, and Vietnamese translations of this form are available on the County Dispute Resolution webpage. Please submit requests for additional translations to the Housing & Federal Grants Division at [affordablehousing@marincounty.org](mailto:affordablehousing@marincounty.org) or (415) 473-7309.

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### Policy on undocumented residents.

Program mediators do not inquire from anyone about the immigration status of any party to mediation nor do they report to any third parties the immigration status of any party to mediation. The immigration status of any party to mediation is not considered by program mediators.

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### What's next?

The Mediation Program Director will respond to your request for mandatory mediation with a written determination of eligibility. If your request is determined to be eligible for mandatory mediation, a mediator assigned by the County will contact both parties to arrange mediation. The Mandatory Dispute Resolution program requires tenants and landlords are required to participate in mediation to discuss the issue, and it prohibits landlords from retaliating against tenants for requesting mediation.

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Responses to [Frequently Asked Questions](#) are available on the County [Dispute Resolution webpage](#).