



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

Housing and Federal Grants  
415 473 7309 T  
[affordablehousing@marincounty.org](mailto:affordablehousing@marincounty.org)

Community Development Agency  
3501 Civic Center Drive  
Suite 308  
San Rafael, CA 94903  
415 473 6269 T  
CRS Dial 711  
[marincounty.org/cda](http://marincounty.org/cda)

**To request mediation, contact:**

Consumer Protection Unit - Mediation  
District Attorney's Office  
Hall of Justice, Room 145  
San Rafael, CA 94903  
[consumer@marincounty.org](mailto:consumer@marincounty.org)  
415 473 6495 T  
415 473 7880 F  
CRS Dial 711  
[marincounty.org/depts/da/consumer-protection-unit/consumer-protection](http://marincounty.org/depts/da/consumer-protection-unit/consumer-protection)

**For more information, visit:**  
[marincounty.org/mandatorymediation](http://marincounty.org/mandatorymediation)

# Notice of Tenant Rights

## RENTAL HOUSING DISPUTE RESOLUTION PROGRAM

### Landlord Instructions

This Notice describes mediation opportunities available to tenants through the Rental Housing Dispute Resolution ("Mandatory Mediation") program as established by ordinance in participating Marin jurisdictions:

- 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](#))

**Landlords are required to provide a complete copy of this Notice of Tenant Rights** to tenants of their residential properties located in participating Marin jurisdictions when **1) renewing a rental agreement, 2) entering into a new rental agreement, or 3) providing notice of a rental increase**. For a Notice of Tenants Rights to be considered complete, landlords must include appropriate contact information for themselves, including their telephone number and email address, or for a person or company empowered with the authority to negotiate terms of the rental agreement.

**Failure to comply with the stipulated notice provisions shall render any rental increase notice invalid and unenforceable.**

### Notice

Landlords are required to provide renters with this Notice of the Rental Housing Dispute Resolution ("Mandatory Mediation") program any time that they enter into a new lease agreement, renew a rental agreement, or provide notice of a rental increase. Failure to do so could make a rental increase notice invalid. Contact the Community Development Agency for more information.

Mandatory Mediation provides an opportunity for landlords and tenants to meet and discuss issues related to rent increases. As a renter, you are entitled to request mediation with your landlord to review any rent increase that cumulatively increases your rent by more than 5% from 12 months prior.

In **mediation**, a neutral third-party, called a Mediator, will facilitate discussion between you and your landlord with the goal of amicably settling a dispute. Please note that mediation does not guarantee a reduction in any rent increase and that you must continue to pay all rent legally due to the landlord throughout the mediation process. If your landlord refuses to participate in mediation in good faith, the rent increase may be deemed invalid.

---

## Applying to Mediation

To initiate mediation, you must submit a completed [Mediation Service Request form](#) (see below) to the Consumer Protection Unit **within 10 calendar days of receiving notice of the qualifying rent increase.**

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  
[consumer@marincounty.org](mailto:consumer@marincounty.org)

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 you and your landlord to discuss the issue. Your landlord is required to participate in mediation with you to discuss the issue; **your landlord is prohibited from retaliating against you for requesting mediation.**

Landlords are required to provide an accurate translation of the Notice of Tenant Rights in at least the language that the rental agreement was negotiated in. English, Spanish, and Vietnamese translations of the Notice of Tenant Rights are available on the County [Mandatory Mediation webpage](#).

Landlords must also provide current contact information that a mediator may use to arrange mediation.

Landlord contact (name): \_\_\_\_\_

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

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

Additional information and resources, including application forms, and copies of the implementing guidelines and ordinance, are available [online](#) and at the following places in the Marin County Civic Center, located at 3501 Civic Center Drive in San Rafael, California:

1. At the public service counter of the Community Development Agency located in Room 308 (open Monday through Thursday 8:00 a.m. – 4:00 p.m., and Friday from 8:00 a.m.-12:00 p.m.); and
2. At the public lobby of the District Attorney’s Office located in Room 145 of the Marin County Civic Center (open Monday through Friday, 8:00 a.m. – 4:00 p.m.)

---

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

---