



For questions relating to the ordinance, contact:

Debbi La Rue  
PLANNER  
415 473 7309 T  
dlarue@marincounty.org

Community Development Agency  
3501 Civic Center Drive  
Suite 308  
San Rafael, CA 94903  
415 473 6269 T  
CRS Dial 711

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

• **For more information, visit:**  
[marincounty.org/depts/cd/divisions/housing/dispute-resolution](http://marincounty.org/depts/cd/divisions/housing/dispute-resolution)

- [Frequently Asked Questions \(FAQ\)](#)
- [Notice of Tenant Rights](#)
- [Ordinance 3680](#)
- [Implementing Guidelines](#)

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# Dispute Resolution Service Request

## RENTAL HOUSING DISPUTE RESOLUTION PROGRAM

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### About

The Rental Housing Dispute Resolution program offers an opportunity for landlords and tenants in unincorporated areas of Marin County to discuss issues related to rent increases and/or housing service\* reductions (for example, loss of parking privileges).

The following situations are eligible for mediation.

A Tenant request for Mediation services must be submitted **no more than 10 calendar days after one of the following events occurs:**

- (1) the Tenant receives one or more notices that individually or cumulatively increase Rent more than 5% within any 12-month period in accordance with California Civil Code section 827;
- (2) the Tenant receives notice of or experiences an actual reduction in Housing Services\* that are valued at more than 5% of the Rent within any 12-month period without a corresponding and equivalent decrease in Rent; or
- (3) the Tenant receives notice of or experiences any combination of (1) and (2) that cumulatively effects an increase of rent greater than 5% within any 12-month period.

A Landlord request for Mediation services may be submitted **at any time** in advance of providing the Tenant with notice of a Rent increase greater than five percent within any 12-month period or reducing Housing Services\* that are valued at more than 5% of the Rent without a corresponding and equivalent decrease in Rent within any 12-month period.

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### 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

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Form

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

TENANT's contact information

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

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

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

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

TENANT REPRESENTATIVE's<sup>†</sup> (if any) contact information

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

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

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

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

LANDLORD's contact information

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

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

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

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

LANDLORD REPRESENTATIVE's<sup>†</sup> (if any) contact information

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

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

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

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

<sup>†</sup>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 explain (e.g. “rent has not been paid this month,” or “rent has not been paid for 3 months,” etc. and provide rationale). **If rent is being withheld due to alleged habitability violations, please identify those conditions here.**

6. Have you previously participated in mediation for this rental unit or with this andlord/tenant? (check one)
  - No
  - Yes
  - a. If “yes,” please provide the dates and outcomes of all such past mediations.

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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.

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.

received notice of or experienced a reduction in housing services.\* I have received notice of and/or experienced the loss of the following housing services:\*

I believe that the rent increase and/or reduction in housing services\* result in a cumulative rent increase of more than 5% from 12 months prior.

I am a landlord who intends to:

increase my tenant’s rent by more than 5% of the monthly rent in the past 12 months.

reduce housing services\* that are valued at more than 5% of my tenant’s monthly rent in the past 12 months. I tend to reduce or discontinue my tenant’s benefit from the following housing services:\*

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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## Definitions

**\* Housing Services:** those services provided and associated with the use or occupancy of a dwelling unit, including but not limited to repairs, replacement, maintenance, painting, light, heat, water, elevator service, laundry facilities and privileges, janitorial service, removal of refuse and recycling, furnishings, telephone, utilities, parking, storage, and any other benefits, privileges, or facilities.

**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.

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

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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 Debbi La Rue at [dlarue@marincounty.org](mailto:dlarue@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. Chapter 5.95 requires tenants and landlords 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](#).