



**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  
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 6450 T  
415 473 7880 F  
CRS Dial 711  
marincounty.org/depts/da/consumer-protection-unit/consumer-protection

- **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)
- Dispute Resolution Service Request Form
- Implementing Guidelines
- Ordinance 3680

# Notice of Tenant Rights

## RENTAL HOUSING DISPUTE RESOLUTION PROGRAM

### Landlord Instructions

As required by Marin County Ordinance § 5.95.080, landlords are required to provide this "Notice of Tenant Rights" to tenants of their residential properties located in the unincorporated areas of Marin County. This Notice describes mediation opportunities available to tenants through the Marin County Rental Housing Dispute Resolution program. To comply with the Ordinance, landlords must provide their tenants with a copy of this Notice in full **no later than February 10, 2018**, when renewing a rental agreement, when entering into a new rental agreement, and when providing notice of a rent increase and/or a housing service\* reduction.

The Notice of Tenant Rights must include appropriate contact information for the landlord, including their telephone number and email address, or for a person or company empowered with the authority to negotiate terms of the rental agreement.

### Notice

Marin County Code of Ordinances Chapter 5.95 requires landlords to provide tenants with this notice of Marin County's Rental Housing Dispute Resolution program. This program provides an opportunity for landlords and tenants to meet and discuss issues related to rent increases and/or housing service\* reductions (such as loss of parking privileges).

Under Chapter 5.95, you are entitled to request mediation with your landlord to review any rent increase and/or housing service\* reduction that cumulatively increases your rent by more than 5% from 12 months prior. For example, if you paid \$2,000 per month for rent and your landlord seeks to increase your rent by more than \$100 per month, you may request mediation.

In **mediation**, a neutral third-party (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.

To initiate mediation, you must submit a completed [Dispute Resolution Service Request form](#) (see below) to the Consumer Protection Unit **within 10 calendar days of receiving notice of the qualifying rent increase\*\* or housing service\* reduction**. 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) 473-6450  
consumer@marincounty.org

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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. Chapter 5.95 requires your landlord to participate in mediation with you to discuss the issue, and **it prohibits your landlord 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 [Dispute Resolution 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 Chapter 5.95, are available online ([marincounty.org/depts/cd/divisions/housing/dispute-resolution](http://marincounty.org/depts/cd/divisions/housing/dispute-resolution)) 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 California (open Monday through Thursday 8:00 a.m. – 4:00 p.m., closed Friday); 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.)

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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.

**\*\*Qualifying Event:** any rent increase notice or housing service reduction that qualifies a tenant to file a request for mediation under Ordinance § 5.95.040(a).

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

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