

# Housing Stability thru Early Dispute Resolution Program Guide Chelan County & Douglas County

This program guide supports housing stability and eviction prevention delivered by the [RCW 7.75](#) Dispute Resolution Center (DRC) serving Chelan and Douglas Counties and offered for the benefit of parties, their advocates, and courts.

## **Housing Stability thru Early Dispute Resolution PROGRAM GOAL**

Wenatchee Valley Dispute Resolution Center (WVDRC) provides voluntary pre- or post-filing dispute resolution access upon tenant and landlord request that focuses on problem solving and stabilizing the relationship between landlords and tenants. DRCs have been providing tenant-landlord, foreclosure, and other types of housing dispute resolution for decades.

At this time, grant funds to subsidize program expenses are available; and WVDRC can provide housing stability early resolution program services for **free** (valued at \$400/mediation) to community members residing in Chelan and Douglas counties.

## **Legal Information and Advice**

DRC staff and volunteers cannot offer legal advice, nor do they take sides or determine who is right or wrong in a dispute. They are impartial facilitators who guide the parties in conflict through an exploration of the issue and help them find mutually agreeable solutions. Serving in a neutral capacity as a mediator, arbitrator, conciliator, or facilitator is not practicing law. [Washington General Rule 24\(b\)\(4\)](#)

### **For landlords:**

If you are a landlord seeking legal advice or representation, these organizations have member attorneys who may be able to assist you:

- [Multifamily Housing Association](#) ([Supplier Directory](#))
- [Rental Housing Association of Washington](#) ([Vendor Directory](#))
- [Washington Landlord Association](#)

### **For tenants:**

If you are a tenant seeking legal advice or representation, these organizations may be able to assist you:

- Eviction Defense Screening Line at (855) 657-8387 or apply on-line at <https://nwjustice.org/apply-online>
- Chelan Douglas County Volunteer Attorney Services (CDCVAS) at (509) 663-2778 or <https://cdcvas.org/>

### **For Landlords or Tenants:**

If you are unable to obtain a private attorney or do not qualify for free legal services, the [Moderate Means program](#) offered through the Washington State Bar Association may be able to help you access legal advice and/or representation.

### **Commencing a Tenant-Landlord dispute resolution Case:**

A Tenant-Landlord case can be initiated by either tenant or landlord. WVDRC will work with you to bring both parties together to attempt to resolve the issue(s) through mediation or conciliation.

### **Contact WVDRC**

**Phone:** 509-888-0957 press 1 for tenant-landlord mediation

**Email:** [info@wvdrc.org](mailto:info@wvdrc.org)

**Website contact form:** <https://www.wvdrc.org/housingstability>

### **Intake Process**

WVDRC's Resolution Specialist will

- ask brief demographic survey questions, and
- listen to your issues and determine if mediation or conciliation is appropriate for your situation.

If your situation is appropriate for mediation, WVDRC's Resolution Specialist will start a case file, confirm your contact information (phone, email, address), and request all available contact information for the other party (tenant or landlord).

WVDRC will provide referrals, if appropriate, to other services including legal aid, rental assistance, and other social services.

Interpreter service is available, if needed or requested.

### **Scheduling Process**

WVDRC will make multiple attempts to reach the other party using the provided contact information, by means that may include email, phone/text message and/or USPS first class mail.

If WVDRC is successful in connecting with the other party, WVDRC will explain the advantages of mediation and determine interest in mediation.

If both parties agree to mediation, WVDRC will attempt to schedule a mediation session within 1-2 weeks of connecting with both parties.

WVDRC offers mediation services in-person or remotely via Zoom or phone, if needed. If a party does not have access to technology, the DRC will schedule the session at a site location where parties can access the Zoom link.

Interpreter service is available, if needed or requested.

## **Mediation Process**

Both parties are encouraged to prepare for mediation. Information and videos are available on WVDRC's website: <https://www.wvdrc.org/frequently-asked-questions-faq>

## **Possible Outcome Scenarios**

### ***Other party declines mediation or contact attempts have been unsuccessful:***

WVDRC will provide both parties a scheduling report; The DRC may disclose whether the mediation occurred or has ended, whether an agreement was reached, attendance, and efforts to schedule a mediation. RCW 7.07.060

### ***Mediation occurs as scheduled but no agreement is reached:***

WVDRC will provide both parties a scheduling report; The DRC may disclose whether the mediation occurred or has ended, whether an agreement was reached, attendance, and efforts to schedule a mediation. RCW 7.07.060

### ***Mediation occurs as scheduled and agreement is reached:***

Both parties are provided with a copy of the signed written settlement agreement. WVDRC retains a copy of signed written settlement agreement for case records.

## **Complaint Process**

WVDRC is committed to providing quality alternative dispute resolution services. WVDRC would like to be informed if you are dissatisfied with the services provided by WVDRC.

***Mediation Evaluation form*** – Please share your feedback with WVDRC after your mediation session on the form provided (or emailed, if your mediation is via Zoom).

***Contact WVDRC*** – If you have a complaint or issue with services provided by WVDRC, please contact WVDRC at 509-888-0957 press 1 for tenant-landlord mediation or email [info@wvdrc.org](mailto:info@wvdrc.org).