

**Unlawful Detainer Mediation Project  
January 1, 2007- September 30, 2007**

**90 cases referred to mediation**

88% 79 cases resolved with Mediated Agreements.  
12% 11 cases mediated but did not resolve. Proceeded to trial.

**Of the 88% (79) cases which resolved with Mediated Agreements:**

73% 58 cases settled without immediate judgment for possession/eviction.  
27% 21 cases settled with stipulations to judgments for possession

Of the 58 cases where the parties came to mediated agreements without seeking immediate judgments for possession/eviction, a variety of settlement options were utilized including:

86% provided extra time for the tenant to move out or preserved the tenancies.  
60% resolved all future issues involving security deposits.  
40% involved the landlord waiving all rents due or reducing rents.  
45% provided for tenants to pay monies owed through agreed upon installment payments without a civil judgment.

Of the 21 cases where the parties came to agreements involving stipulations to judgments for possession creative options still were included in the mediated agreements:

86% provided a stay of execution, stipulated date/extra time for tenants to move out.  
33% resolved or waived security deposit issues (no additional court litigation).  
29% provided for reduced rents or all rents waived.  
29% provided for installment payments of monies owed by tenants.  
19% provided for set asides of judgments, satisfaction of judgments or no money judgments upon compliance with terms of the settlements.

## Satisfaction Surveys

To evaluate the effectiveness and impact of the services provided, the Unlawful Detainer Mediation Project has collected feedback from both plaintiffs and defendants by means of “Satisfaction Surveys” which are distributed when each mediation session is completed, regardless of whether a settlement was reached or not. Completion of the surveys is voluntary. Self-addressed stamped envelopes are provided, and party identification is optional.

Of the 35 surveys returned for the period January 1, 2007- September 30, 2007:

- 86%** responded that the Unlawful Detainer pre-trial mediation session helped them settle their case.
- 89%** of all litigants (whether their cases settled or not) responded that if they had to appear in court again on a similar matter, they would want mediation services again.

Of the 86% (30) which found the mediation session helpful in settling their case:

- 100%** indicated that they were **“Satisfied” or “Very Satisfied”** with the terms of the settlement.

These surveys included comments such as:

- “Mediation is a much better process than court for evictions.”- tenant
- “Very helpful.” -tenant
- “This is a great way to resolve matters.” - tenant
- “I was very impressed with the process.” - tenant
- “Very good. Great understanding of the issues.” -attorney representing landlord
- “We were very pleased. I would like to learn more about other help you provide for people that can’t afford attorneys.” - tenant
- “The mediator kept the session on track and in focus. She was throughout the session very thorough.”- landlord

Focus Group sessions and interviews with the court representatives found that the Unlawful Detainer Mediation Project:

- Improves fairness and access for the litigants.
- Increases efficiency of the operation of the court by saving the court time.
- Saves paperwork for the court personnel.
- Calms angry litigants.
- Helps parties focus on relevant issues and solutions.
- Helps parties be better prepared to represent themselves.