

Residential Tenancies Section  
Trade Practices Division  
Department of Government Services



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If you wish to settle this  
claim before the hearing  
you may wish to  
try.....

## MEDIATION

THE ALTERNATE DISPUTE  
RESOLUTION PROCESS



# WHAT IS MEDIATION?

Mediation is a confidential process to help landlords and tenants discuss problems, think of possible solutions and reach their own agreements.

Mediation involves the appointment of a mediator to assist the parties in communicating and reaching a settlement.

A mediator doesn't give legal advice, take sides or pass judgment.

Mediation can take place in meetings, conference calls or separate telephone conversations.

# **W**HAT ARE THE **BENEFITS OF MEDIATION?**

**Mediation is beneficial because it allows the parties to work together to resolve their problems.**

**When parties reach their own agreement, instead of having a decision made for them, they are more likely to follow through on the terms and conditions of the agreement.**

**The Residential Tenancies Section tries to settle all disputes provided the parties are willing to mediate.**

**Either party may withdraw from mediation at any time prior to signing an agreement.**

**MEDIATION AGREEMENTS ARE BINDING AND NOT SUBJECT TO APPEAL.**

**If a mediation agreement is reached and either of the parties does not comply with the agreement, an order may be issued to comply. This Order cannot be appealed. An order to comply is enforceable through the Sheriff's Office.**

# **H**OW CAN I BEGIN **MEDIATION?**

**You may request mediation by contacting one of our mediation officers at the phone numbers listed on the back of this pamphlet.**

**NOTE: Mediation will not be permitted to delay the hearing process unless all parties agree.**

**If a hearing date has been set to hear this claim and you wish to try mediation, you must contact this Section to allow time for mediation prior to the hearing.**

# **I**S THERE ANYTHING I **NEED TO KNOW BEFORE I BEGIN MEDIATION?**

**Yes! You should know your rights and obligations under the Residential Tenancies Act.**

**Information officers are available at this Section to discuss your concerns and answer questions regarding the Residential Tenancies Act for you.**

**You may have legal counsel review a mediation agreement before signing it.**

*Mediation is strictly voluntary. Declining mediation will in no way influence the outcome of a hearing.*

