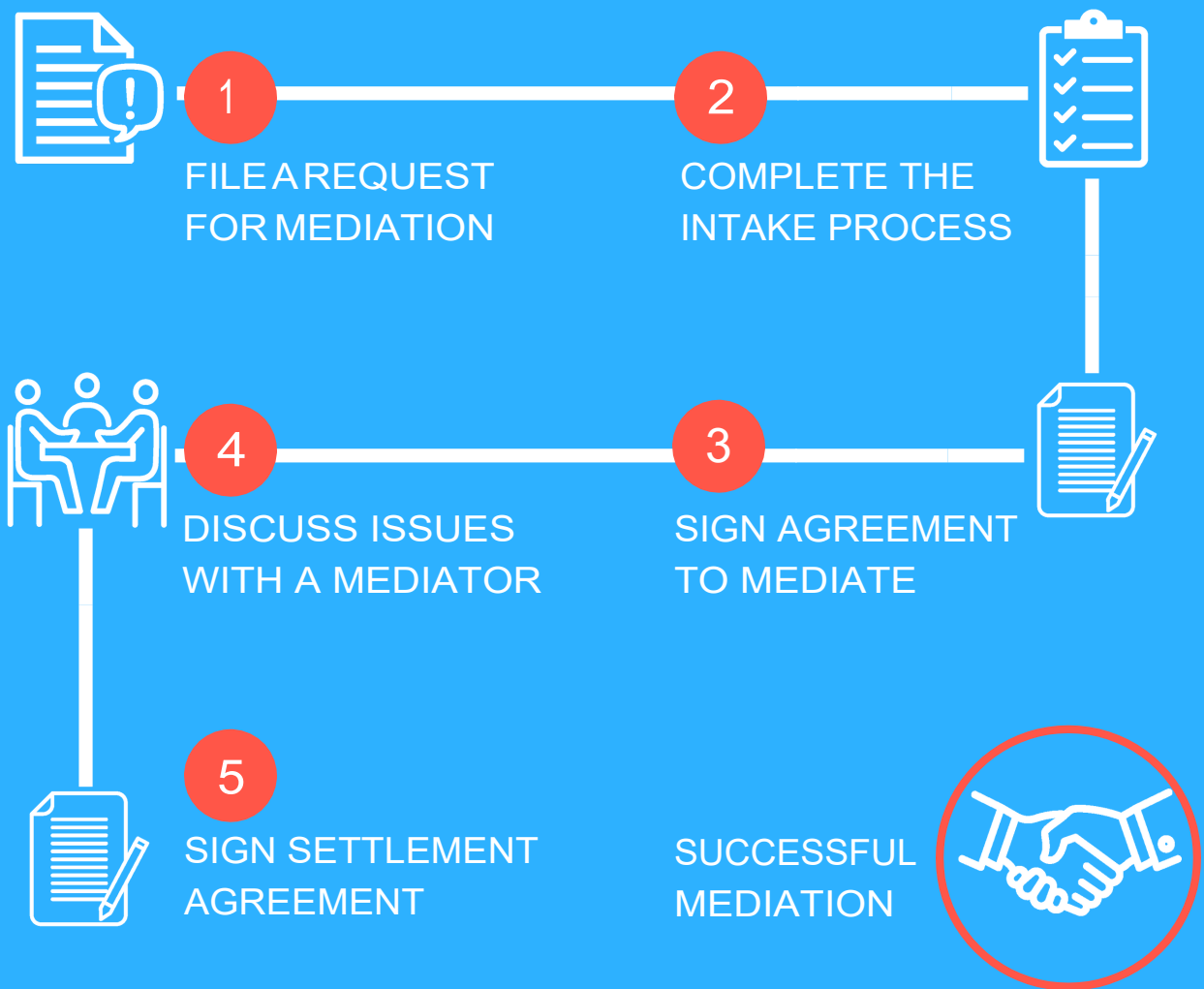
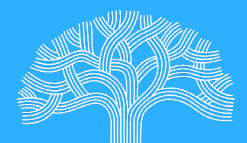


RENT ADJUSTMENT PROGRAM MEDIATION

A STEP-BY-STEP GUIDE TO THE MEDIATION



FLIP OVER TO BACK FOR FREQUENTLY ASKED QUESTIONS



FREQUENTLY ASKED QUESTIONS

Q WHERE CAN I FIND THE REQUEST FOR MEDIATION FORM?

A You can find the Request for Mediation form online at www.oaklandca.gov or in person at 250 Frank H. Ogawa Plaza, 6th Floor.

Q WHAT KINDS OF ISSUES CAN I REQUEST MEDIATION FOR?

A You can request mediation for any issue that's covered by the Rent Adjustment Ordinance. This includes rent increases, repair/maintenance issues, subletting or vacancy decontrol, poor housing services, or higher housing costs.

Q WHAT HAPPENS IN A MEDIATION SESSION?

A Mediation sessions are voluntary, confidential, and don't require testimony or evidence. Property owners and tenants resolve issues with the help of a neutral mediator.

DROP-IN HOURS

MONDAY: 9:30 AM - 1 PM

TUESDAY: 9:30 AM - 4:30 PM

WEDNESDAY: 9:30 AM - 4:30 PM

THURSDAY: 9:30 AM - 4:30 PM

FOR MORE INFORMATION, CALL (510) 238-3721 OR VISIT
WWW.OAKLANDCA.GOV

250 FRANK H. OGAWA PLAZA, SUITE 5313, OAKLAND, CA 94612