

mediation@hillsboro-oregon.gov

## ***Mediation is:***

- A process that brings people in conflict together to try to reach a mutually satisfying resolution with the help of an impartial third party.
- Conducted by trained community volunteers in a safe environment for all participants.
- Provided at no cost to the participants.

## ***Mediators will:***

- Provide a safe place for expressing concerns and needs.
- Facilitate good communication and listening skills.
- Clarify issues around the conflict.
- Work to build understanding between the parties.

## ***Mediators will not:***

- Counsel or give advice.
- Impose decisions.
- Take sides or assign blame.

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## **10 Easy Steps to Resolution**

1. Talk directly to the other party.
2. Choose a good time to talk.
3. Plan ahead what you might say.
4. Don't blame or accuse the other party.
5. Give information as best you can.
6. Listen non-judgmentally.
7. Show that you are listening.
8. Talk it all through.
9. Work on a solution together.
10. Follow through on the agreed solution.



**Mediation is free, voluntary,  
confidential service conducted by  
trained mediators.**

Promoting Peaceful Neighborhoods

# **HILLSBORO MEDIATION PROGRAM**

250 SE 10TH AVENUE



***Together, we can  
build trust,  
rebuild relationships,  
increase understanding,  
reduce violence and  
criminal activity, and  
enhance the quality of life  
in our community.***

**503-615-6651**

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**A COMMUNITY POLICING PROGRAM  
OF THE HILLSBORO POLICE**

## What Can Mediation Do for You?

Have you ever had a disagreement with your neighbor over the thumping and banging above your head, the loud music next door, or the noisy kids downstairs? Mediation might be able to help. Mediators bring all parties together in a safe setting in which concerns can be heard and conflicts addressed. All parties have a chance to tell their story and the opportunity to share in a way they may not have been able to before. It is the goal of mediation to not only resolve the current conflict and issues, but to repair relationships as well. Mediation is conducted by trained and caring volunteers.

Let us help you with apartment living issues.



### “Those kids upstairs!”

**The Problem:** An elderly woman lives in an apartment below a family unit with two children. When the children are in school it is quiet, but in the evenings—and well toward midnight—the noise they make as they play is enough to make this elderly woman lose her temper. The response from the parents is equally angry, and, on the advice of a friend, the elderly woman seeks mediation. The parents of the children agree.

**The Solution:** The agreement reached is welcomed by both parties: the elderly woman recognizes that there will be some noise up to and no later than 9pm; the parents will teach their children to respect the rights of others in the building, and will see that their children play quietly after 9:00 pm until bedtime.

### “Drip, Drip, Drip...”

**The Problem:** The faucet had been leaking since the day the tenant moved into the apartment. The constant ping-pong and plunking of water hitting the sink has kept him awake at night. It was driving him crazy. In addition, his food was spoiling. The refrigerator definitely needed to be replaced. Repeated contact with the manager did not solve the two problems. The manager didn’t seem to care, and both he and the maintenance man continued to be no-shows. Finally, short of threatening to break the lease, the tenant turned to mediation.

**The Solution:** The manager agreed—much to the tenant’s surprise. The agreement: one new refrigerator, a non-drip faucet and an understanding on the tenant’s part about the difficulties and costs in maintaining an old, but historic, apartment building.

## We can help with conflicts stemming from:

Noisy Kids



Loud Music



Maintenance



Litter



Parking



Landlord/Tenant



Property Damage

### Promoting Peaceful Neighborhoods

Hillsboro Mediation Program

250 SE 10th Ave.

Hillsboro, OR 97123

Phone: 503-615-6651

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