

## F.A.Q. (FREQUENTLY ASKED QUESTIONS)

Q: How long does mediation last?

A: Typical sessions can run anytime between 1-3 hours, with flexibility.

Q: What kind of disputes do mediators handle?

A: Examples of disputes include Landlord/Tenant issues, HOA conflicts, and neighbor-to-neighbor conflicts.

Q: Where is the mediation process conducted?

A: The mediation process is conducted at Chandler City Hall. However, it is important that you coordinate the exact location and time with the City's Neighborhood Programs Office.

Q: How do I request mediation?

A: Contact Neighborhood Programs at 480-782-4354.

For more information regarding Neighborhood Mediation Services, please contact the Neighborhood Programs Office.

Phone  
480-782-4354

Email  
neighborhood.programs@chandleraz.gov



Mayor Jay Tibshraeny & City Council

# Neighborhood Mediation Services



City of Chandler

Community &  
Neighborhoods Services  
Department

Neighborhood Programs Office





## Why Mediation?

In partnership with the Arizona Summit Law School, The City of Chandler is proud to offer a new Neighborhood Mediation Service. This program is designed for the enhancement of clear and constructive communication within neighborhoods and between neighbors. With trained and certified mediators with knowledge of conflict resolution, this service strives to provide an accessible medium for neighbors to voice their concerns in a civil manner and jointly reach solutions that reinforce positive community values between neighbors. As both an awareness program and City service, mediation provides an inexpensive, but quality experience for facilitating sustainable solutions to ongoing conflicts that may arise within neighborhoods.

## MEDIATION 101

Mediation allows Chandler residents to voluntarily participate in a conflict resolution process outside of a court system. A mediator is present at all times to ensure and moderate active and engaging discussion that seeks a resolution. Through well-trained mediators, Chandler residents can be assured that they will not only be able to express their concerns and viewpoints, but also work in conjunction with the mediator to brainstorm, discuss, and eventually select a solution that is long-lasting and thorough.

Mediation services through the City of Chandler are currently being offered at no cost to residents and are flexible in the nature of the dispute as well as the timeline for sessions.



## F.A.Q. (FREQUENTLY ASKED QUESTIONS)

Q: Is Mediation legally binding?

A: No, if one or both parties are unsatisfied with the outcome, or do not agree to a solution, then they are free to use the court system at their disposal. Both parties have to reach an agreement and sign a contract for the process to be legally binding.

Q: Is Mediation required?

A: No, participation in the mediation process is voluntary; also, during mediation, either party may exit if they choose to do so.

Q: Who decides the outcome of the mediation?

A: Only the parties themselves will choose an outcome. Mediators do not decide who is right or wrong, instead they serve as facilitators for both parties to reach a solution.

Q: How much will these services cost me?

A: The City of Chandler provides mediation services to residents free of charge.