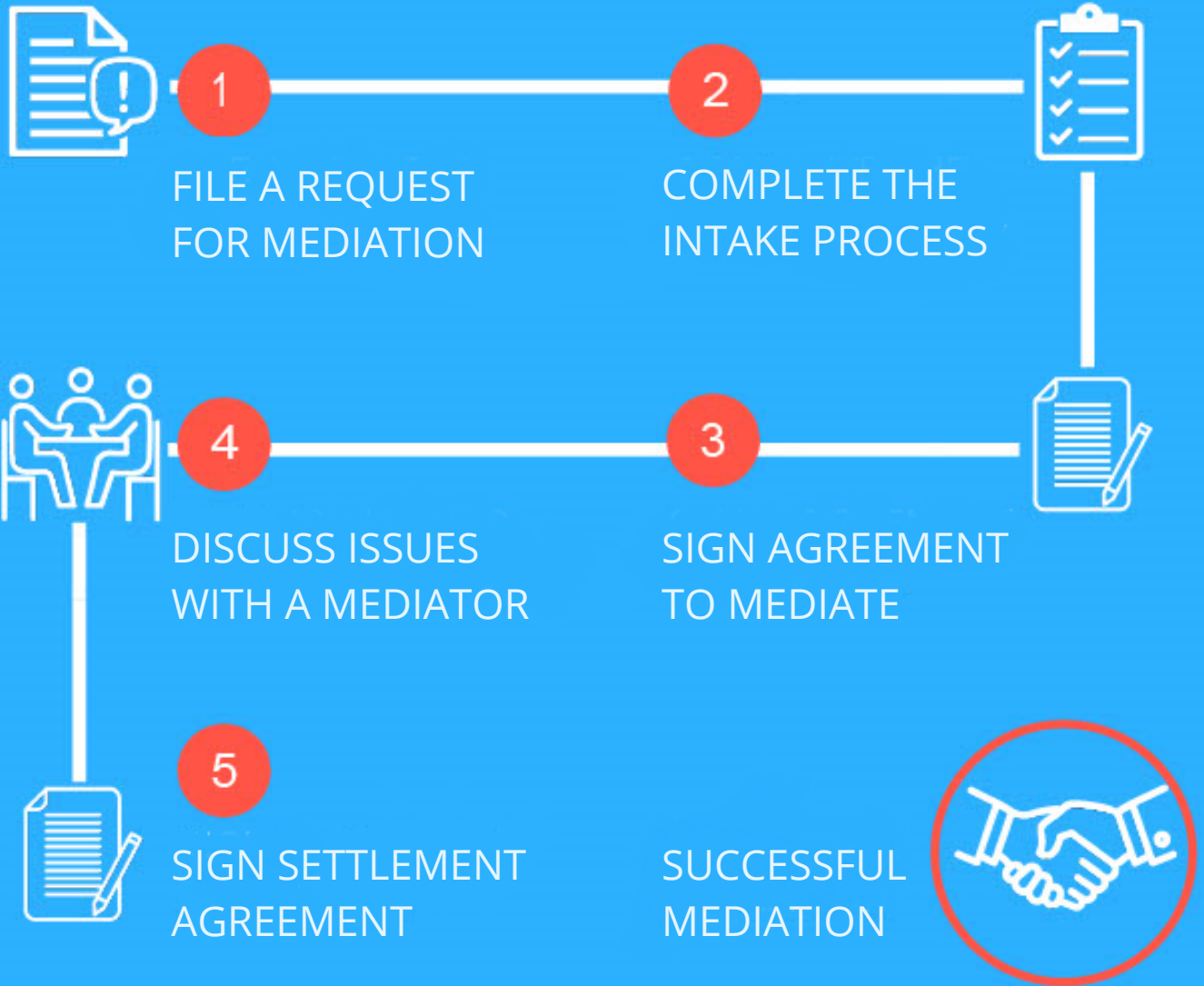


RENT ADJUSTMENT MEDIATION PROGRAM

A STEP-BY-STEP GUIDE TO THE MEDIATION PROCESS



FLIP OVER TO THE BACK FOR FREQUENTLY ASKED QUESTIONS

Department of Housing & Community Development
Rent Adjustment Program
250 Frank H. Ogawa Plaza
Oakland, CA 94612



(510) 238-3721
rap@oaklandca.gov
oaklandca.gov/RAP

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 the Rent Adjustment Ordinance covers. 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 do not require testimony or evidence. Property owners and tenants resolve issues with the help of a trained mediator.

DROP-IN HOURS*

MONDAY TO THURSDAY:

9:30 AM - 4:30 PM

FRIDAY: CLOSED

***DROP-IN HOURS CANCELED DURING THE SHELTER-IN-PLACE ORDER
FOR MORE INFORMATION, CALL (510) 238-3721, EMAIL
RAP@OAKLANDCA.GOV, OR VISIT
WWW.OAKLANDCA.GOV/RAP**

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