Examples of types of cases that would benefit from mediation:

- Apparently intractable dispute with high level of conflict requiring help of skilled mediators
- There is a complex range of other issues beyond non-payment, such as property condition or landlord/tenant behavior that need resolving
- Miscommunication or lack of communication is the primary barrier to agreement and mediation can improve communication
- Parties are not far apart, but some repair to the relationship is needed in order to reach agreement
- Landlord and tenant are collaborative and willing to come to agreement but need help working out details or a plan for payment arrangements
- Tenant does not qualify for available subsidy programs but landlord and tenant are willing to explore other options such as a repayment plan
- Tenancy is coming to an end but a "softer landing" (extra time) may be possible through mediating realistic move out plans

Benefits of Mediation

- Gives the parties a sense of control over the outcome of their dispute
- Outcomes reached collaboratively are more lasting/more adhered to
- Gives parties a chance to speak and be listened to – which often has not happened before
- It allows for creative, flexible outcomes
- It is usually cheaper and more timely than legal action and can happen preventatively as well as reactively
- It helps build or retain relationships, especially important to ongoing ones