

Last Updated: June 3, 2021

RAFT/ERAP Community Mediation Overview



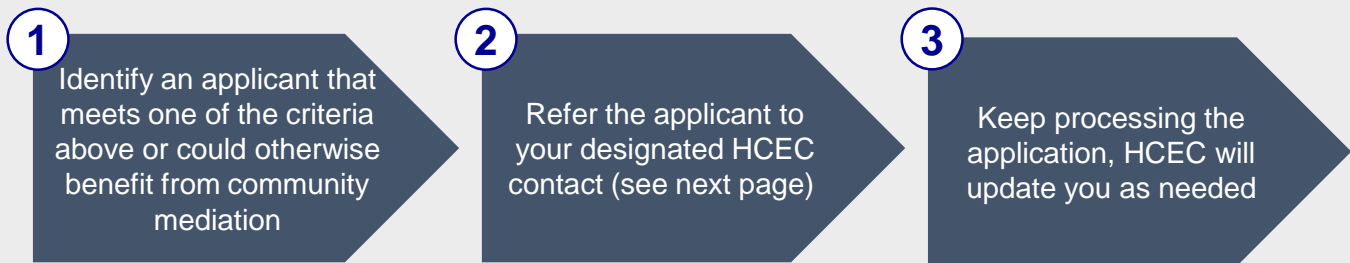
Community Mediation Services

Community Mediation Centers are local non-profits that work with landlords and tenants to resolve eviction disputes. Mediation services utilize a **neutral, trained third-person** to **encourage pre-court and pre-trial settlements**. These services complement and often occur in parallel to RAFT and ERAP application reviews.

REFERRALS TO MEDIATION SHOULD BE MADE IN THE FOLLOWING SCENARIOS

- 1 Tenant owes more than RAFT or ERAP can cover
- 2 Tenant owes rent prior to March 13, 2020
- 3 Landlord and tenant disagree on the amount of rent owed
- 4 Landlord and tenant are in conflict with each other
- 5 Applicant has been denied RAFT or ERAP funds
- 6 Applicant has not been denied RAFT or ERAP funds, but the landlord is not responsive to ongoing communication from the RAA

PROCESS FOR REFERRALS



BENEFITS OF MEDIATION

- When a resolution is reached through collaboration, the resolution is more lasting
- Mediation can help drive to a faster resolution
- Mediation gives each party a sense of control over the process and outcome and helps to retain relationships

ADDITIONAL RESOURCES

Community Mediation Programs
[Eviction Diversion Initiative: Legal Services](#)

Local Community Mediation Center
www.resolutionma.org/housing

Questions? Please reach out to your HCEC Team (*contact list on next page*)

Community Mediation Services

HCEC Contact List



Please reach out to your RAA's HCEC Resource listed below if you need additional guidance on Community Mediation Services.

RAA	HCEC Resource	Contact Info
Berkshire Housing Development Corporation	Noah Barnes	noahb@bcrha.com
Central Massachusetts Housing Alliance	Antoinette Cabral	acabral@cmhaonline.org 508-791-7265 ext. 131
Community Teamwork, Inc.	Maria Mendez	MMendes@commteam.org
Franklin County Regional Housing and Redevelopment Authority	Jamie Jonassen	jjonassen@fcrhra.org 413-863-7981
Housing Assistance Corporation	Emily Harris	EHarris@haconcapecod.org
Lynn Housing Authority and Neighborhood Development	Ernesto Ayala	eayala@lhand.org
Metro Housing Boston	Joana Abs	Joana.abs@metrohousingboston.org 617-925-0111
NeighborWorks Housing Solutions	Victoria Worth	vworth@nhsmass.org 781-422-4259
RCAP Solutions	Yvette Sanchez	ysanchez@rcapsolutions.org 978-630-6631
South Middlesex Opportunity Council	Heather Silva	hsilva@smoc.org 508-232-1346
Way Finders	Jennifer Santos	jsantos@wayfinders.org 413-233-1913