



Fair Housing Support

THE DISPUTE RESOLUTION CENTER OFFERS FAIR HOUSING SUPPORT TO LANDLORDS, TENANTS, AND NONPROFIT SERVICE PROVIDERS

WHAT IS THE DISPUTE RESOLUTION CENTER?

We have offered mediation and conflict resolution services in Snohomish County for over 35 years. We are committed to helping Puget Sound residents resolve conflicts. As a part of Volunteers of America, we are backed by an agency with over 100 years of dedication to the communities we serve.

WHOSE SIDE ARE WE ON?

Our service model is based on neutrality, not advocacy. We are **not** an enforcement agency. We're here to assist all residents of Snohomish County – landlords, tenants, and nonprofit service providers alike.

HOW DO WE PROVIDE THAT ASSISTANCE?

- Conciliation services: a facilitated conversation, usually done by calling each party in turn, to help landlords and tenants better understand one another's needs.
- Mediation services: a facilitated meeting, usually done in person, to help landlords and tenants better understand one another's needs (a nominal fee may apply).
- Education services: we are partnering to bring formal 3-hour Fair Housing trainings to Snohomish County. One training will focus on the needs of landlords and one will focus on the needs of nonprofit service providers. In addition, our combined Renter Certification and Fair Housing training provides 1 hour of fair housing education, open to tenants, landlords, and nonprofit service providers on a recurring basis.
- Counseling services: you can call us with your questions regarding Fair Housing.

WHAT DO OUR SERVICES COST?

We do not charge landlords, tenants, or nonprofit service providers for Fair Housing training, conciliation or counseling. Those Fair Housing services are paid for with funds made available through the Snohomish County Community Development Block Grant Program and Snohomish County Ending Homelessness Program.