

Isla Vista Community Service District
Landlord/Tenant Mediation Services ~~Pilot~~ Project

Scope of Work

Revised ~~September 12, 2018~~ June 6, 2019

Objective: To create a ~~pilot~~ tenant/landlord mediation service in Isla Vista so that residents and landlords can resolve housing issues fairly, safely, and economically.

Project Overview: The Isla Vista Community Service District (IVCSD) believes that it is in the interest of the Isla Vista community to have an accessible and affordable method of resolving disputes arising between landlords and tenants or between neighbor tenants. The legal remedies currently available, primarily civil legal processes and small claims court, are difficult for Isla Vista tenants to access and are costly for both landlords and tenants.

IVCSD believes that the primary legal problems that the mediation service would address include:

- Return of security deposits.
- Evictions.
- Habitability Issues.
- Fair housing complaints.
- Rent payments.

Based on 2014 statistics generated when the County of Santa Barbara provided rental housing information to Isla Vista residents through the Rental Housing Mediation Task Force, we believe that a mediation service would serve approximately 60 Isla Vista residents and would need to provide 2-8 mediation sessions per month during the period of performance.

Period of Performance: ~~September 12, 2018~~ July 1, 2019 ~~December 31, 2018~~ June 30, 2020.

Project Deliverables:

- ~~Contractor~~ Consultant will provide up to 15 hours of the following services on a weekly basis: up to 10 hours of mediation services, including mediation preparation, to Isla Vista residents, 2 hours of “office hours” for residents to learn about the mediation program, and 2-3 hours of community outreach to educate key stakeholders about the program and benefits of mediation through meetings, phone calls, and emails. The mediation sessions would include providing information on housing law and the duties and responsibilities of landlords and tenants. If no requests for mediation are scheduled in any given week, ~~contractor~~ consultant will use the available time for outreach, office hours, and related program development activities.
- Each mediation session would be scheduled by IVCSD on a regular schedule jointly agreed upon by IVCSD and the ~~contractor~~ consultant. The schedule could be modified by

the agreement of both IVCS D and the ~~contractor~~ consultant to accommodate a party needing mediation service who is not able to attend during the regular schedule.

- ~~Contractor~~ Consultant will develop and maintain an Agreement to Mediate form and Mediation Agreement form.
- The ~~Consultant~~ Contractor will assist IVCS D in obtaining and/or producing education materials on housing law to be available for Isla Vista residents.
- IVCS D will be responsible for the mediation intake process.
- IVCS D will be responsible for promoting the mediation service through social media, its website, and other forms of promotion and encouraging parties to use the service.

Reporting

- The ~~Consultant~~ contractor would collect limited aggregate data on a quarterly basis to be presented in writing to the IVCS D on the mediation services provided solely to evaluate the efficiency of the pilot program. Such data would not violate the privacy of the involved parties or compromise the ability of the parties to seek legal remedies.
- The aggregate data would include:
 - Length of time of each mediation.
 - Whether an interpreter was needed.
 - Whether the parties came to an agreement.
 - Whether the parties required a follow-up mediation session.
- IVCS D would produce a follow up anonymous questionnaire/satisfaction survey to distribute to mediation participants that would seek to determine the efficacy of the program and its usefulness to the community.

~~Consultant~~ Contractor Qualifications:

- Licensed to practice law in the State of California.
- Experience with housing law.
- Ability to provide a Spanish speaker who is familiar with housing law to interpret as required.
- Trained in cultural sensitivity.

Payment Schedule and Invoicing

- IVCS D agreed to pay the ~~Consultant~~ contractor on a monthly basis after receipt of an invoice detailing work performed, hours worked, and any miscellaneous costs, in an amount not to exceed the Contract Sum.
- Payments will be processed through Santa Barbara County.
- Any payments over \$1500 must be approved by the IVCS D Board.
- Payments will be made within 30 days of the receipt of the invoice.

