



TENANCY MEDIATION LANDLORDBC

To: (insert tenant full name and address/unit number)

From: (landlord) _____

Re: Tenant Invitation to participation in *Mediate First™* Program

This is an invitation from _____ (landlord) to involve a third-party mediator to help settle any disputes between us and/or improve our professional relationship.

Question: Do you agree to speak to a third-party mediator? Please let your landlord know or fill out and return this form to them.

Highlights: An independent mediator with LandlordBC's *Mediate First™* Program will contact you over the phone to help settle any issues or improve the relationship between you and your landlord. **There is no charge** for this service to the tenant and you are under no commitment to take part in the mediation program. However, *Mediate First™* aims to help resolve issues quickly and collaboratively, and to save all parties the stress and costs of formal arbitration.

More information: LandlordBC is pleased to offer you access to a unique program that provides tenants and landlords in BC additional options for dispute resolution. The program is called *Mediate First™*, and with this letter you have been offered the opportunity to communicate with an independent professional mediator to help you and your landlord reach an agreement. *Mediate First™* is one of the three affiliated programs provided by LandlordBC as a service to tenants and landlords and all fees associated with this program are paid by the landlord to the independent mediators.

How to respond:

1. **Confirm** with your landlord your willingness to speak to a mediator and try to resolve any issues.
 - ✓ Tell your landlord you agree to mediation; and,
 - ✓ Answer the questions on this form (below) and give it to your landlord; or,
 - ✓ Go to the LandlordBC website (www.landlordbc.ca/mediate-first) and fill out the agreement to mediate form.
2. Wait for contact from a mediator which will be within 48 hours.
 - ✓ The mediator will contact both parties and work to achieve a settlement by speaking to both parties individually or may set up a telephone conference to speak to both parties together.
3. After speaking with the parties at the end of the mediation, or if an agreement is reached, the mediator may provide a memorandum of understanding, that could be converted into an agreement should the parties decide to do so.

Fill this out and give the form back to your landlord:

1. Please indicate your availability for the mediator to contact you by phone to discuss this matter within the next two weeks. _____
2. Please indicate your availability for a 1-hour telephone conference mediation (if it is necessary) with your landlord and the mediator within the next two weeks. _____

Fast resolution ▪ Help over the phone ▪ Low cost