



Mediation

- Helps people come together
- Aids in communication
- Settles disputes outside of court

Contact

Contact Project Sentinel to learn more.



Phone
650-960-0495



Email
mediate4MV@housing.org



Address
1490 El Camino Real,
Santa Clara, CA 95050

Mountain View Mediation Program



*Providing Free
Dispute Resolution Services
to the People of Mountain View
for Over 50 Years*

mountainview.gov/mediation



City of
Mountain View



What is Mediation?

Mediation helps people come together.

The Mountain View Mediation Program helps people come together to talk about and potentially solve their disputes in a controlled environment. As possible solutions arise, trained mediators help guide participants toward a resolution of their own making. The process is designed to be a way to easily resolve disputes.

How do I Open a Case?

Contact Project Sentinel.

If you are interested in learning more, or would like to open a case, contact Project Sentinel, the organization that administers the Mountain View Mediation Program. A case manager will talk with you confidentially about your concerns, provide general information, and discuss possible options, including mediation.

Why Try Mediation?

You participate in the outcome.

Rather than putting a dispute in the hands of a judge, who has limited knowledge of the people and the situation, mediation allows parties to fully hear each other's views, explore all possible solutions, and choose a mutually acceptable outcome.



Confidential

Mediation is informal and confidential. Participants can feel comfortable discussing disputes openly because, in accordance with California law, nothing anyone says, does or writes down at the meeting can be used as evidence in court. Participants together choose how the results can be used.



Neutral Mediators

The City of Mountain View recruits and trains volunteers from the community to become neutral mediators for the program. They are your neighbors and peers and come from all backgrounds. Mediators do not give legal advice, voice opinions or decide who is right or wrong.



Fast and Free

Compared to the months or years it takes to settle disputes in court, mediation can usually be set up within a week or two. And the cost...absolutely FREE!

Successful Cases

80% of cases are resolved when people mediate.*

- **Noise Complaints:** Neighbors in an apartment complex with a dispute about noise.
- **Pets:** A neighbor's dog barks late into the night and damaged a fence.
- **Property Damage:** Two adjacent neighbors have issues about fence repair and replacement.
- **Roommates:** Two roommates disagree about household responsibilities.
- **Security Deposits:** Tenant disagrees with deductions taken by the landlord.
- **Business Disputes:** A consultant claims a business owes her additional fees for work performed on a project.

*If the conflict is a legal matter that is unable to be resolved in mediation, or if someone refuses to participate, the dispute can still be brought to court.

