

Eviction Resolution Program (ERP)

TIER ONE – Landlord sends Notice #1/Resource Sheet to Tenant along with 14-day Notice to Pay or Vacate

HOWEVER: The ERP is a 2-step process that can be initiated by either the Landlord or the Tenant without service of a 14-day notice. If the tenant initiates or responds to a notice, the Landlord is obligated to participate in the meet & confer process.

SCENARIO #1: Tenant Engages with Landlord within the 14-day notice period (re: the Notice to Pay or Vacate) without active DRC Involvement; Multiple early resolution (ER) options available (involving the local DRC/ERS &/or HJP) to assist the Tenant and Landlord in the event they are unable to achieve resolution on their own to include: Resolution Facilitation, Meet & Confer #1, Mediation & Meet & Confer #2.

TIMELINE	ACTION	COMMENTS
DAY 1	Landlord (LL) sends Tenant (T): <ul style="list-style-type: none"> • Rent Owing Notice; and • Eviction Resolution Program (ERP) Notice #1 & Resource Sheet (combined). 	Use: Mandatory Form: ERP Notice #1 & Resource Sheet that includes contact information for: (a) rental assistance program; (b) the local Housing Justice Project (HJP) and local Northwest Justice Project (NJP); and (c) local DRC.
DAY 1 to DAY 14	T engages with LL within this time period without active DRC involvement.	
	Case gets resolved.	
ONGOING	If Case DOES not get resolved: OPTION A - Resolution Facilitation: <ul style="list-style-type: none"> • T or LL – either one – contacts DRC/ERS (Dispute Resolution Center/Eviction Resolution Specialist) for <i>Resolution Facilitation</i>. • DRC/ERS makes contact with T if and as needed (e.g. if LL contacted DRC/ERS for <i>Resolution Facilitation</i>). • T engages with DRC/ERS. • DRC/ERS works on funding packet; funding packet received. • DRC/ERS undertakes <i>Resolution Facilitation</i> with T and LL. HJP 	Note: DRC trains and has Eviction Resolution Specialists (ERS) ready to assist.

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TIMELINE	ACTION	COMMENTS
	<p>involvement &/or participation preferred.</p> <ul style="list-style-type: none"> • Case gets resolved. 	
ONGOING	<p><u>T did not engage in Option A or if Case does NOT get resolved:</u></p> <p>OPTION B – Meet & Confer #1:</p> <ul style="list-style-type: none"> • DRC/ERS connects T to HJP & Paying Agency/Agencies. • T works with HJP; DRC/ERS shares funding packet with HJP. • DRC/ERS schedules <i>Meet & Confer #1</i>. • HJP, T, LL & LL’s attorney & DRC/ERS meet & confer.* • Case gets resolved. 	<p><u>Soft Engagement/Conciliation</u></p>
ONGOING	<p><u>If Case does NOT get Resolved:</u></p> <p>OPTION C - Optional Mediation:</p> <ul style="list-style-type: none"> • DRC/ERS offers <i>mediation</i>. • If <i>mediation</i> is accepted by both parties, the DRC/ERS schedules <i>mediation</i> for the parties and their respective attorneys and the ERS. • Mediation occurs. • Case gets resolved. 	
ONGOING	<p><u>If Mediation NOT accepted by both parties OR If Case does NOT get resolved:</u></p> <p>OPTION D – DRC Certification:</p> <ul style="list-style-type: none"> • No mediation; DRC/ERS gives DRC Certification Form to LL who can file unlawful detainer (UD) case in court. 	<p><u>Use:</u></p> <p><u>Mandatory Form:</u> <u>DRC Certification Form to include: parties met, whether mediation was or was not offered, whether mediation was or was not accepted, case not resolved, and, as applicable, whether parties agree to any information (from meet &</u></p>

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TIMELINE	ACTION	COMMENTS
		confer and/or mediation) being shared with the court at a later date.
	<p>*If T <u>did not</u> have representation at <i>Meet & Confer #1</i>:</p> <ul style="list-style-type: none"> • A <i>Meet & Confer #2</i> is scheduled by the DRC/ERS within a reasonable time and with notice to the invitees/attendees, <i>i.e.</i> the T, the LL, T representation and LL representation. • The DRC/ERS provides T with referral/connection to the local HJP and the local NJP office for help/representation before and at the <i>Meet & Confer #2</i>. • <i>Meet & Confer #2</i> occurs. • Case gets resolved. • <u>If case does NOT get resolved:</u> DRC/ERS offers mediation; if mediation is accepted by both parties, the DRC/ERS schedules mediation for the parties and provides T with referral/connection to local HJP and the local NJP office for help/representation before and at mediation. • Mediation occurs. • Case resolved. • <u>If case does NOT get resolved:</u> <ul style="list-style-type: none"> • DRC/ERS gives DRC Certification Form to LL who can file UD case in court. 	

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SCENARIO #2: Tenant engages with Landlord within 14-day notice to pay or vacate period **and** one or both of the parties contacts DRC/ERS to assist with resolution. Multiple early resolution (ER) options available (involving the local DRC/ERS &/or HJP) to include: Resolution Facilitation, Meet & Confer #1, Mediation & Meet & Confer #2.

TIMELINE	ACTION	COMMENTS
DAY 1	Landlord (LL) sends Tenant (T): <ul style="list-style-type: none"> Rent Owning Notice; and Eviction Resolution Program (ERP) Notice #1 & Resource Sheet. 	Use: Mandatory Form: ERP Notice #1 & Resource Sheet that includes contact information for: (a) rental assistance program; (b) the local HJP and local NJP; and (c) local DRC.
DAY 1 to DAY 14	T engages with LL within this time period.	
DAY 1 to DAY 14	T or LL – either one – contacts DRC/ERS for Resolution Facilitation.	Note: DRC trains and has Eviction Resolution Specialists (ERS) ready to assist.
ONGOING	DRC/ERS makes contact with T if and as needed (e.g. if LL contacted DRC for Resolution Facilitation).	
ONGOING	T engages with DRC/ERS.	
ONGOING	DRC/ERS works on funding packet; funding packet received.	
ONGOING	DRC/ERS undertakes Resolution Facilitation with T and LL; HJP involvement &/or participation preferred.	
	Case gets resolved.	
	If Case does NOT get resolved: OPTION A – Meet & Confer #1: <ul style="list-style-type: none"> DRC connects T to HJP & Paying Agency/Agencies. T works with HJP; DRC shares funding packet with HJP. 	Soft Engagement/Conciliation

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TIMELINE	ACTION	COMMENTS
	<ul style="list-style-type: none"> • DRC/ERS schedules <i>Meet & Confer #1.*</i> • HJP, T, LL & LL's attorney & DRC/ERS meet & confer.* • Case gets resolved. 	
ONGOING	<p>If Case does NOT get Resolved:</p> <p>OPTION B – Optional Mediation:</p> <ul style="list-style-type: none"> • DRC/ERS offers mediation. • If mediation is accepted by both parties, the DRC/ERS schedules mediation for the parties and their respective attorneys and the ERS. • Mediation occurs. • Case gets resolved. 	
ONGOING	<p>If Mediation NOT accepted OR If Case does NOT get resolved:</p> <p>OPTION C – DRC Certification:</p> <ul style="list-style-type: none"> • No mediation; DRC/ERS gives DRC Certification Form to LL who can file UD case in court. 	<p>Use:</p> <p>Mandatory Form: <i>DRC Certification Form to include: parties met, mediation was or was not offered, whether mediation was or was not accepted, case not resolved and, as applicable, whether the parties agree to any information (from meet & confer and/or mediation) being shared with the court at a later date.</i></p>
ONGOING	<p>*If T <u>did not</u> have representation at <i>Meet & Confer #1:</i></p> <ul style="list-style-type: none"> • A <i>Meet & Confer #2</i> is scheduled by the DRC/ERS within a reasonable time and with notice to the invitees/attendees, <i>i.e.</i> the T, the LL, T representation and LL representation. 	

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TIMELINE	ACTION	COMMENTS
	<ul style="list-style-type: none"> • The DRC/ERS provides T with referral/connection to the local HJP and local NJP office for help/representation before and at the <i>Meet & Confer #2</i>; • <i>Meet & Confer #2</i> occurs. • Case gets resolved. • <u>IF Case does NOT get resolved:</u> DRC/ERS offers mediation and if mediation is accepted by both parties, the DRC/ERS schedules mediation for the parties and provides T with referral/connection to the local HJP and local NJP office for help/representation before and at mediation. • Mediation occurs. • Case resolved. • <u>If case does NOT get resolved:</u> <ul style="list-style-type: none"> • DRC/ERS gives DRC Certification Form to LL who can file UD case in court. 	

SCENARIO #3: *Tenant does not engage unilaterally with the Landlord during the 14-day notice to pay or vacate period **and** the Tenant &/or Landlord contacts the local DRC/ERS during the 14-day notice period. Multiple early resolution (ER) options available (involving the local DRC/ERS &/or HJP) to include: Resolution Facilitation, Meet & Confer #1, Mediation & Meet & Confer #2.*

TIMELINE	ACTION	COMMENTS
DAY 1	Landlord (LL) sends Tenant (T): <ul style="list-style-type: none"> • Rent Owing Notice; and • Eviction Resolution Program (ERP) Notice #1 & Resource Sheet (combined). 	Use: <u>Mandatory Form:</u> <i>ERP Notice #1 & Resource Sheet that includes contact information for: (a) rental assistance program; (b) and</i>

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TIMELINE	ACTION	COMMENTS
		to the local HJP and local NJP; and (c) local DRC.
DAY 1 to DAY 14	T or LL contacts DRC/ERS.	
DAY 1 to DAY 21	DRC/ERS connects T to HJP & Paying Agency.	
DAY 1 to DAY 21	DRC/ERS works on funding packet; funding packet received.	Note: DRC trains and has Eviction Resolution Specialists (ERS) ready to assist.
ONGOING	OPTION A – Meet & Confer #1: <ul style="list-style-type: none"> • T works with HJP; DRC/ERS shares funding packet with HJP. • DRC/ERS Schedules <i>Meet & Confer #1</i>. • HJP, T, LL & LL's attorney & DRC/ERS meet & confer.* • Case gets resolved. 	<u>Soft Engagement/Conciliation</u>
ONGOING	If Case does NOT get Resolved: OPTION B – Optional Mediation: <ul style="list-style-type: none"> • DRC/ERS offers mediation. • If accepted by both parties, the DRC/ERS schedules mediation for the parties and their respective attorneys and the ERS. • Mediation occurs. • Case gets resolved. 	
ONGOING	If Mediation NOT accepted OR If Case does NOT get resolved: OPTION C – DRC Certification: <ul style="list-style-type: none"> • No mediation; DRC/ERS gives DRC Certification Form to LL who can file UD case in court. 	Use: Mandatory Form: DRC Certification Form to <i>include: parties met, mediation was or was not offered, whether mediation was or was not accepted, case not resolved and, as</i>

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TIMELINE	ACTION	COMMENTS
		<p>applicable, whether the parties agree to any information (from meet & confer and/or mediation) being shared with the court at a later date.</p>
ONGOING	<p>*If T <u>did not</u> have representation at <i>Meet & Confer #1</i>:</p> <ul style="list-style-type: none"> • A <i>Meet & Confer #2</i> is scheduled by the DRC/ERS within a reasonable time and with notice to the invitees/attendees, <i>i.e.</i> the T, the LL, T representation and LL representation. • The DRC/ERS provides T with referral/connection to the local HJP and local NJP office for help/representation before and at the <i>Meet & Confer #2</i>. • <i>Meet & Confer #2</i> occurs. • Case gets resolved. • <u>If Case does NOT get resolved:</u> DRC/ERS offers mediation; if mediation is accepted by both parties, the DRC/ERS schedules mediation for the parties and provides T with referral/connection to the local HJP and local NJP office for help/representation before and at mediation. • Mediation occurs. • Case resolved. • <u>If case does NOT get resolved:</u> 	

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TIMELINE	ACTION	COMMENTS
	<ul style="list-style-type: none"> DRC/ERS gives DRC Certification Form to LL who can file UD case in court. 	

SCENARIO #4: *The tenant or landlord initiates the ERP process without a 14-day notice. Multiple resolution options available (involving the local DRC/ERS &/or HJP) to include: Resolution Facilitation, Meet & Confer #1, Mediation & Meet & Confer #2.*

TIMELINE	ACTION	COMMENTS
As mutually acceptable to the T, LL, DRC/ERS & HJP	T DRC/ERS to initiate the ERP.	
	The DRC/ERS contacts the LL to see if the LL will voluntarily participate in the ERP and explains efforts to be undertaken to obtain rental assistance and reach global resolution relative to tenancy. LL encouraged to have LL's counsel involved if desired.	
	If the LL agrees to participate in the ERP: then DRC/ERS connects T to HJP & Paying Agency.	
	DRC/ERS works on funding packet; funding packet received.	
	OPTION A – Meet & Confer #1: <ul style="list-style-type: none"> T works with HJP; DRC/ERS shares funding packet with HJP. DRC/ERS Schedules <i>Meet & Confer #1</i>. HJP, T, LL & LL's attorney (if retained) & DRC/ERS meet & confer.* Case gets resolved.	
	If Case does NOT get Resolved: OPTION B – Optional Mediation:	

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<u>TIMELINE</u>	<u>ACTION</u>	<u>COMMENTS</u>
	<ul style="list-style-type: none">• DRC/ERS offers mediation.• If accepted by both parties, the DRC/ERS schedules mediation for the parties and their respective attorneys and the ERS.• Mediation occurs. Case gets resolved.	