

EVICTION PREVENTION & HOUSING STABILIZATION

TENANT & LANDLORD ASSISTANCE

Strategy Description

This service strategy will support a readily-available continuum of alternative dispute resolution (ADR) services to tenants, landlords, property managers, and other rental housing stakeholders at any stage of a tenant-landlord or tenant-tenant conflict. The primary goal of ADR services is to quickly de-escalate tensions that could lead to an eviction or other form of residential instability.

ADR services should include a robust ombudsperson component. The ombudsperson will facilitate communication, gather and analyze facts, work toward shared understanding, and develop mutually agreed upon solutions. ADR practitioners will provide independent, impartial, confidential, and formal or informal assistance to stakeholders involved in housing-related matters.

Additionally, practitioners will triage cases of housing instability that may or may not involve an underlying dispute. Housing triage involves working with a household to identify the underlying causes of instability and developing a plan to address those causes. The goal is to ensure that adequate supports are in place, including linkages to community resources, so households can stabilize and maintain their housing.

Tenant & Landlord Assistance programs will also be expected to deliver technical assistance to landlords, property managers, on-site service providers, and other stakeholders. The goals of this technical assistance are to improve operations and communication between stakeholders and promote housing retention and healthier tenant-landlord relationships.

Additional services under this strategy may include legal clinics and workshops for small property owners on topics such as compliance with the Rent Ordinance and other legal obligations. However, legal services will not be funded through this strategy.

EVICTION PREVENTION & HOUSING STABILIZATION

TENANT & LANDLORD ASSISTANCE

Key Metrics

Here are some suggested outcomes to include in your proposal:

Outcome Metric
of disputes resolved
of cases where an eviction action was prevented or reversed
of ombudsperson investigations
of consultations
of mediations
of technical assistance, educational or legal workshops

Feel free to expand on these, or offer other measures of success in your proposal.

Applicant Qualifications

- Applicants (and their proposed subcontractors, if applicable) must have demonstrated experience providing alternative dispute resolution services to San Francisco tenants and landlords; and
- Applicants must have a demonstrated commitment to coordinating efforts with local legal services organizations, tenant counseling organizations, social service organizations, and health care providers.