

RENT REVIEW: THE RENT DISPUTE RESOLUTION PROCESS

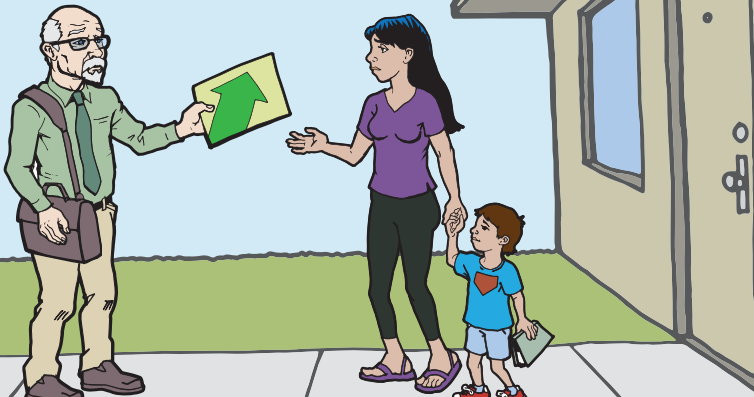
Mediation and Arbitration

The Residential Rent Stabilization Ordinance (RRSO) provides a process to resolve disagreements about allowable rent increases (Rent Review).

Rent review involves multiple steps. Here is a look at the rent review process for tenants.


TENANT REQUESTED RENT REVIEW

1 Landlord issues rent increase more than 5%



Tenants should try to contact the landlord regarding the disagreement. This can sometimes resolve the problem.

2 Tenant Submits a Rent Review Request



The tenant starts the rent review process by filing a petition with the City of Hayward's Rent Review Office. The petition must be filed within 30 days after receiving a rent increase notice.

3 Rent Review Office notifies consultant & landlord of Rent Review Request

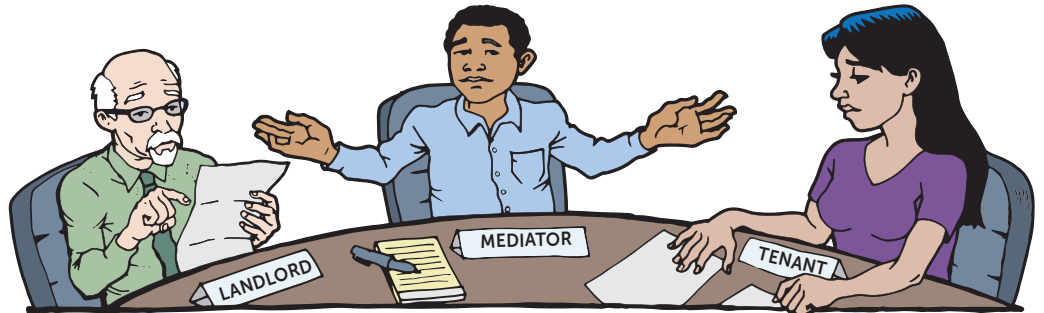


4 The landlord can complete a response form and provide any documentation supporting the rent increase



5 Mediation

Mediation is a voluntary meeting with the landlord and tenant and a trained mediator. The mediator will help the tenant and the landlord discuss the problem and possible solutions.



6 Agreement reached



If the tenant and the landlord agree to a solution, the mediator will write an agreement for the tenant and landlord to sign.

8 No agreement



If the tenant and landlord cannot reach an agreement in mediation, an arbitration hearing will be scheduled.

9 Arbitration



During an arbitration hearing, the landlord will have to show that the rent increase follows the RRSO.

7 The case is resolved



10 Decision Made

An arbitrator will set the amount of the rent increase based on proof and statements given by both the tenant and the landlord. Within 10 days of the decision, corrections can be requested. Thirty days after the final decision is made, the case is resolved.

