

TAP's Dispute Resolution Services

For TAP Member Sites Only

True or False statements about Dispute Resolution Services

1. Services are only available in English.

False: Dispute Resolution services are also available in Spanish. Other languages are often available via a translator.

2. Mediation services can be scheduled within just a few days of my call, or sooner, if needed.

True: If parties are ready to participate, a mediation can be scheduled right away, without delay.

3. Building Peaceful Communities Workshop for residents counts towards one of the resident programs my site is allowed each year.

False: The Building Peaceful Communities workshop is part of the Dispute Resolution Services and does not count toward the site's allotment of resident programs. Note: This workshop has been updated for 2014. Contact Josh Hoch to learn more at 800-348-4888 x23.

4. Residents must be in the same room to participate in mediation.

False: Often times residents refuse to participate in mediation because they are not yet comfortable sitting in the same room with the person they are in conflict with. This will not prevent people from participating in mediation. Mediations are often conducted with parties in separate rooms. This is called shuttle mediation, where the mediator will shuttle back and forth sharing information with each person. Often toward the end of a shuttle mediation, residents request the opportunity to speak directly with one another.

5. As an RSC, Property Manager, or other staff member, I can receive help over the phone to think through how to deal with a conflict at my site.

True: Getting help over the phone is called a "consultation," one of the available services. Consultations

allow staff to speak with a professional mediator for help dealing with conflict or a difficult situation.

6. If I refer residents to mediation, I need to be present at the mediation.

False: Only the parties to the dispute should be at the mediation. Staff does not need to be there and it is often recommended that they are not present so parties can speak more freely, with the assistance of an outside neutral. If a resident requests to bring a support person to the mediation, that is allowed as long as the other resident is aware of it and agrees to it in advance.

7. Mediations take place at our site, often in a community room or office.

True: Mediators travel to your site on a date and time convenient to the participants involved.

8. If my site participates in dispute resolution, MassHousing will find what conflict is going on at my site.

False: Dispute Resolution Services upholds confidentiality and MassHousing is not made aware of the specific conflicts at your site.

9. There is an extra cost for Facilitation services.

False: Facilitation services are also included in the services. A facilitator will come to the site to help a group of people have a productive conversation. Board members, managers, staff members or groups of tenants can utilize facilitation. For groups of residents these sessions are often called "community discussions."

10. Mediation is a last resort and we should wait to call.

False: Conflict that is not addressed will often spread, fester, and escalate. When you are first made aware of conflict, think of Dispute Resolution Services as an early resource.

11. Those who participate in the dispute resolution often find value.

True: The majority of the participants report that they "had a positive experience, it went better than they expected, the mediator did a good job, and that things worked out."

12. Accessing the Dispute Resolution Services is a difficult process and there is paperwork involved in

scheduling a Mediation, Facilitation, Consultation, or a Building Peaceful Communities Workshop.

False: Scheduling is simple and painless. Simply call Josh Hoch at 800-348-4888 x23, email jhoch@mwi.org or send an online request from www.mwi.org/masshousing. No paperwork is required.

Learn what TAP can do for you!

Hundreds of housing developments across the Commonwealth join TAP each year.
Will your site be one of them in 2014?

TAP offers a unique and cost-effective way to stabilize and enrich your housing community, lower operating costs and reduce turnover of staff and residents alike.

The advantages of becoming a TAP member site include these tools for you, your staff and residents:

- **Management Trainings**
Free for TAP member site staff
- **Resident Service Coordinator's Handbook**
A hardcopy of the 2014 edition
- **Community Services Conference**
Free registration for all site staff
- **Dispute Resolution**
Services to manage on-site conflict
- **Resident Programs**
Exclusive on-site programs and workshops

TAP is a sound investment and an excellent way to improve your development's overall performance. Invest in TAP Today!



TENANT ASSISTANCE PROGRAM
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www.masshousing.com/TAP or
call Kay Olm Thomas at 617.854.1078