



FEE POLICY FOR HOUSING MEDIATION

The Resolution Center (formerly North Shore Community Mediation Center) is a non-profit 501(c)(3) corporation offering residents of the North Shore high-quality mediation services at a reasonable fee. Our experienced volunteer mediators have been trained under the guidelines set by the Massachusetts Supreme Judicial Court Uniform Rules on Dispute Resolution. Mediation helps parties settle disputes because it is a voluntary process that promotes options. The mediators are impartial and they empower the parties to explore their own solutions to their dispute in a private, safe environment. The Resolution Center is funded through fees for services, donations, grants, major gifts, membership fees, professional trainings, workshops, entrepreneurial partnerships and events.

Administrative and Session Fees:

The Resolution Center charges an administrative fee of \$25 per party at the completion of the intake process, and a session for of \$100 per party for each mediation session (session lasting up to three hours).

The intake process consists of preparatory calls with each party for The Resolution Center staff to explain the mediation process, hear about the situation from each party's perspective, answer questions about mediation, and help each party determine if they are willing to participate. The administrative fee also covers scheduling and preparation for the mediation session(s), coordination, and post-session follow-up as needed.

Billing for a mediation session will not be based on whether a mediated agreement is reached, but on the fact that a mediation process occurred.

Participation in mediation is voluntary, and parties may choose to withdraw at any point in the process. If, during a mediation session, either party has a problem with a mediator or the mediation process, it should be brought to the attention of the Case Coordinator who will assist them in finding an acceptable solution.

A twenty-four-hour notice of a cancellation by phone to 978-232-1212 by either party or the Referral Agency is required to avoid charges. The Resolution Center will invoice the individual(s) or agency/organization(s) listed on this Fee Agreement. ***Please provide the billing details requested on page 2 and ensure that each individual or an authorized representative of each agency/organization that will be billed for services signs this fee agreement.***



Finding common ground
through mediation

FEE AGREEMENT

I (we) have read the above fee policy regarding voluntary participation in a mediation session conducted by The Resolution Center. I (we) accept the terms of the agreement and understand that The Resolution Center will bill us a one-time administrative fee of \$25 per party after completion of intakes, and \$100 per party for each mediation session involving this case.

Signature(s): _____

Print name(s): _____

Agency: _____

Date Signed: _____

BILLING DETAILS

Amount to be billed: Total Bill Percentage: _____ Amount: _____

Name of Individual/Agency/Organization to be billed: _____

Name and Title of Contact Person (if Agency/Organization): _____

Street Address: _____

Email Address: _____

Phone Number: _____

Amount to be billed: Total Bill Percentage: _____ Amount: _____

Name of Individual/Agency/Organization to be billed: _____

Name and Title of Contact Person (if Agency/Organization): _____

Street Address: _____

Email Address: _____



Finding common ground
through mediation

Phone Number: _____