

Testimonial provided by Matt and Kim G Harrell, Forest Park MHP, LLC, January 16th 2025

Mediator: Michelle Edison, Contractor, Clackamas County

As landlords, we had a positive experience resolving a complex landlord/tenant issue through mediation. Initially, we expected to be on a long waiting list, but to our surprise, our mediator reached out within two days to begin the intake process. The informal setting of the mediation was much more relaxed and less stressful compared to court proceedings.

What made a big difference was that our mediator was highly knowledgeable about landlord/tenant processes and non-payment notices. This expertise meant we didn't have to explain the complexities of the situation ourselves. Throughout the process, we never had direct communication with the tenant, but the mediator effectively facilitated the exchange of information, framed and reframed the issues, and helped both parties set realistic expectations and find common ground.

Our mediator also prepared the stipulated agreement, which we found to be very well organized. Each point was clearly numbered with a brief statement, making it easy to read and understand. We highly recommend mediation. Having a neutral party guide the discussion helps ensure that both sides can communicate effectively and work towards a fair resolution. The mediator's role in leading the exchange of information and facilitating bargaining was the key to the success of the process.

Sincerely,

Matt & Kim-Chi Harrell, Forest Park MHP, LLC