

## Eligibility for Services

Just A Start's conflict resolution services are provided free of charge in Cambridge for many participants. For residents of other Metro North communities or Boston, please contact us to determine whether you are eligible for our services.



Just A Start believes that access to stable housing and sustainable careers are the essential building blocks of equitable communities. For more than 50 years, we have focused on meeting the fundamental needs of individuals and families who have been systemically denied opportunities to realize their full potential. Our programs include affordable housing, education and job training, and comprehensive support services, spanning Cambridge and beyond.

## Contact Us Today!



[elizabethwinston@justastart.org](mailto:elizabethwinston@justastart.org)



430 Rindge Avenue, Suite 301  
Cambridge, MA 02140



[www.justastart.org](http://www.justastart.org)



[linkedin.com/company/JustAStartCorp](https://linkedin.com/company/JustAStartCorp)



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**CONFLICT  
RESOLUTION FOR  
TENANTS AND  
PROPERTY OWNERS**

Need help resolving a housing dispute?

## Just A Start's Mediation Services

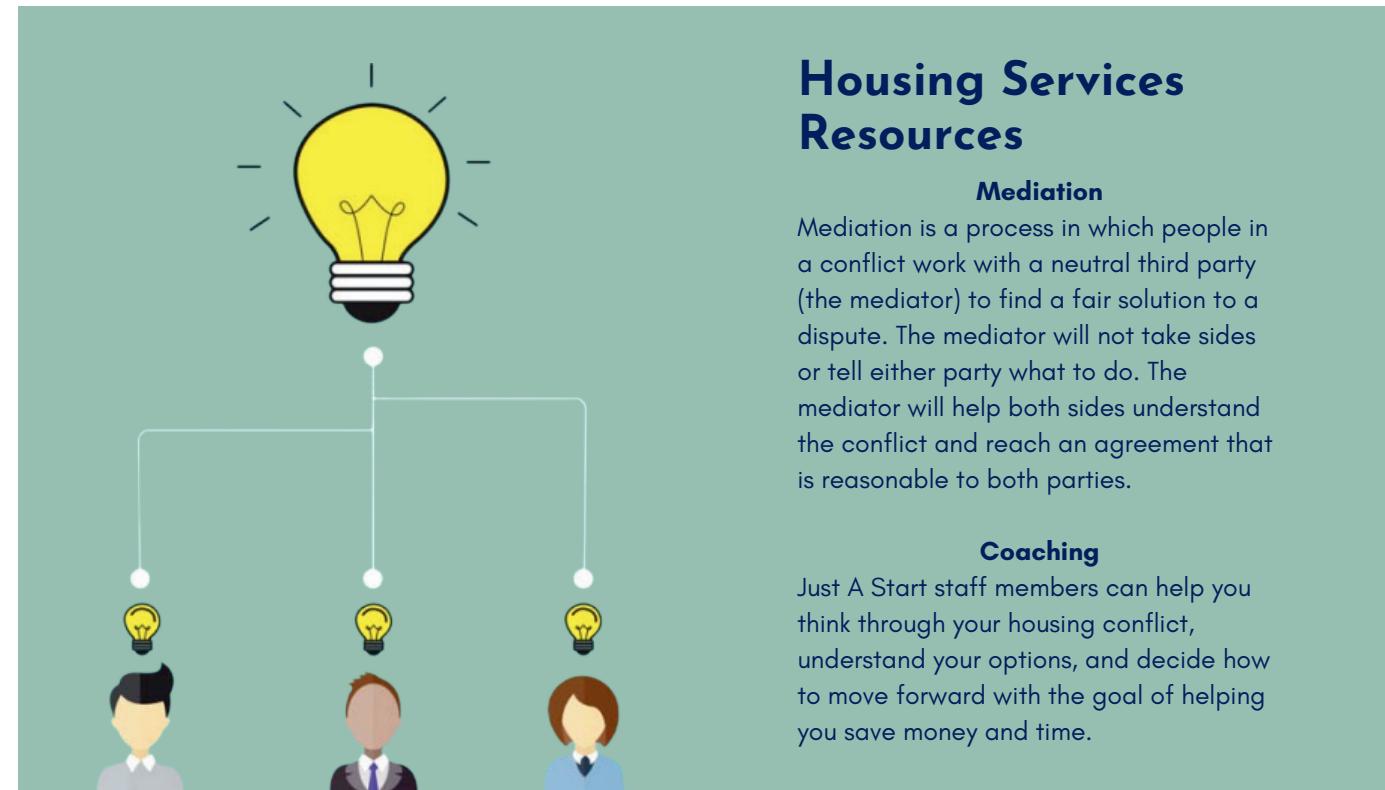
Just A Start's Mediation Services Program helps tenants and landlords to resolve disputes in order to avoid eviction and other negative outcomes. Housing Services staff will listen to your situation and help you come to a resolution that is fair to both parties. Just A Start's experienced staff provide mediation, conflict coaching and education on legal rights.

**Just A Start's  
Mediation Services can  
help!**

## Real Issues, Real Solutions

Being a tenant or a landlord can be challenging sometimes.

- Communication can break down, making tenant-landlord relationships hard to manage.
- Understanding and exercising your legal rights can be confusing and difficult.
- Getting your landlord or tenant to talk through tough tenancy issues and reach a resolution can be challenging.



## Situations When Mediation and Conflict Coaching May Be Helpful

- You have received an eviction notice.
- You have tried to talk to your landlord about the condition of your apartment and nothing has changed.
- You are having difficulty getting access to a tenant's unit.
- You have questions about your lease or landlord-tenant rights and responsibilities.
- You are stuck in housing-related conflict and don't know what to try next.

## Housing Services Resources

### Mediation

Mediation is a process in which people in a conflict work with a neutral third party (the mediator) to find a fair solution to a dispute. The mediator will not take sides or tell either party what to do. The mediator will help both sides understand the conflict and reach an agreement that is reasonable to both parties.

### Coaching

Just A Start staff members can help you think through your housing conflict, understand your options, and decide how to move forward with the goal of helping you save money and time.



## Who are Just A Start's Housing Services Staff?

Just A Start mediators are certified and experienced dispute resolution professionals. Just A Start has worked with tenants and landlords for over 30 years. Our expertise helps to stabilize both tenants and landlords and to resolve disputes.