

# Center offers mediation, arbitration services

People who have conflicts with their landlords or tenants or are involved in a dispute which they just can't seem to get resolved may contact the Conflict Resolution Center in Anchorage.

The center is a nonprofit agency offering mediation and arbitration services on a sliding fee scale.

Mediation and arbitration are ways to resolve disputes in a peaceful way without going to court. They can be used to help settle disputes such as landlord/tenant disagreements over repairs, security deposit returns, damages and unpaid debts; and neighborhood problems such as barking dogs and junk cars; as well as any dispute involving money.

Whatever the issue, the Conflict Resolution Center seeks to use a

common-sense approach which encourages cooperation, rather than lawyers.

In a general mediation hearing, the parties to the dispute meet in private with a neutral mediator in order to



negotiate their own agreement. Mediation is an informal process allowing people to retain control over their own decisions.

Once they sit down at the table, the parties usually reach a satisfactory

settlement.

Arbitration, on the other hand, involves requesting a panel of neutral arbitrators to make a final, legally binding decision to end a dispute.

The center most often arbitrates contract disputes such as those involving small partnerships, construction or earnest money.

All hearings are private and confidential.

The center is open Monday through Friday from 9 a.m. to 5 p.m. The phone number is 272-5922; and the address is Conflict Resolution Center, Box 102105, Anchorage 99510.

Also there is a Landlord/Tenant Hotline — 277-8136. It is staffed from 9 a.m. to 1 p.m. daily, but messages can be left on the recorder.