



**For questions relating to this ordinance, please contact:**

City of San Rafael  
City Manager's office  
1400 Fifth Avenue  
San Rafael, CA 94901  
415-485-3056 T

**To request mediation, please contact:**

Consumer Protection Unit  
Hall of Justice, Room 145  
San Rafael, CA 94903  
consumer@marincounty.org  
415-473-6495 T

# Notice of Tenant Rights

## Rental Housing Dispute Resolution Program

---

### Landlord Instructions

This Notice describes mediation opportunities available to tenants through the San Rafael Rental Housing Dispute Resolution ("Mandatory Mediation") program.

As required by San Rafael Municipal Code (SRMC) section 10.100.080, landlords are required to provide their tenants with a notice of tenant rights. Notices of tenant rights must be provided in all of the following circumstances: when 1) renewing a rental agreement, 2) entering into a new rental agreement, or 3) providing notice of a rental increase.

Failure to comply with the notice provisions stipulated in SRMC section 10.100.080 will render any rental increase notice invalid and unenforceable.

---

### Notice

SRMC section 10.100.080 requires landlords to provide renters with notice of the City's Rental Housing Dispute Resolution ("Mandatory Mediation") program any time that they enter into a new lease agreement, renew a rental agreement, or provide notice of a rental increase. Failure to provide notice could make a rental increase notice invalid.

Mandatory Mediation provides an opportunity for landlords and tenants to meet and discuss issues related to rent increases. As a renter, you are entitled to request mediation with your landlord to review any rent increase that cumulatively increases your rent by more than 5% from 12 months prior.

In mediation, a neutral third-party, called a Mediator, will facilitate discussion between you and your landlord with the goal of amicably settling a dispute. Please note that mediation does not guarantee a reduction in any rent increase and that you must continue to pay all rent legally due to the landlord throughout the mediation process. If your landlord refuses to participate in mediation in good faith, the rent increase may be deemed invalid.

To initiate mediation, you must submit a completed Mediation Service Request Form to the Consumer Protection Unit within 10 calendar days of receiving notice of the qualifying rent increase. A copy of the Mediation Service Request form is copied below and is considered to be part of this notice.

Finally, Landlords are required to provide an accurate translation of the Notice of Tenant Rights in the language that the rental agreement or lease was negotiated in.



**For questions relating to this ordinance, please contact:**

City of San Rafael  
City Manager's office  
1400 Fifth Avenue  
San Rafael, CA 94901  
415-485-3056 T

**To request mediation, please contact:**

Consumer Protection Unit  
Hall of Justice, Room 145  
San Rafael, CA 94903  
consumer@marincounty.org  
415-473-6495 T

# Mediation Service Request

## Rental Housing Dispute Resolution Program

---

### About

The Rental Housing Dispute Resolution ("Mandatory Mediation") program offers an opportunity for landlords and tenants in San Rafael to discuss issues related to rent increases.

### The following situations are eligible for mediation.

- (1) **A Tenant must submit a Mediation request no more than 10 calendar days after the Tenant receives one or more notices** that individually or cumulatively increase Rent by more than 5% within any 12-month period.
  - (2) **A Landlord request for Mediation services may be submitted at any time** in advance of or within ten (10) days after providing the Tenant with notice of an intended Rent increase greater than 5% within any 12-month period.
- 

### Instructions

Please fill out this form completely and accurately. Providing incomplete information may delay the mediation process or result in a finding of ineligibility. Submit forms to:

Consumer Protection Unit – Mediation  
Hall of Justice, Room 145  
3501 Civic Center Drive  
San Rafael, CA 94903  
(415) 473-6495  
consumer@marincounty.org

---

### Helpful definitions

**Landlord:** an owner, lessor, or sublessor who receives or is entitled to receive rent for the use and occupancy of any dwelling unit or portion thereof.

**Rent:** the consideration, including any funds, labor, bonus, benefit, or gratuity, demanded or received by a Landlord for or in connection with the use and occupancy of a dwelling unit and the housing services provided therewith, or for the assignment of a rental agreement for a dwelling unit.

**Tenant:** a person entitled by written or oral agreement, or by sufferance, to the use or occupancy of a dwelling unit.

# Mediation Service Request

## Rental Housing Dispute Resolution Program

### 1. GROUNDS FOR MEDIATION

I am a **tenant** who has received notice of a rent increase of more than 5%

I am a **landlord** who intends to increase my tenant's rent by more than 5%

### 2. PROPERTY

Dwelling Unit Address: \_\_\_\_\_

### 3. LANDLORD's Contact Information and Service of Process Location

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email Address (optional): \_\_\_\_\_

Telephone: \_\_\_\_\_

### 4. TENANT's Contact Information

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email Address (optional): \_\_\_\_\_

Telephone: \_\_\_\_\_

### 5. RENTAL HISTORY

DATE of move-in to this rental unit: \_\_\_\_\_

Unit Type:     Studio     1 Bedroom     2 Bedroom     3 Bedroom     4 or More Bedrooms

DATE of rent increase notice: \_\_\_\_\_ Proposed MONTHLY RENT: \_\_\_\_\_

DATE exactly 12 months before rent increase notice: \_\_\_\_\_ MONTHLY RENT: \_\_\_\_\_

Please use the table below to list any other rent increases over the last 12 months:

DATE	New MONTHLY RENT

### **Translations available.**

English, Spanish, and Vietnamese translations of this form are available on the San Rafael Rental Housing Dispute Resolution webpage. Please submit requests for additional translations to the City of San Rafael City Manager's Office at 415-485-3056 or [city.manager@cityofsanrafael.org](mailto:city.manager@cityofsanrafael.org).

---

### **Policy on undocumented residents.**

Program mediators do not inquire from anyone about the immigration status of any party to mediation nor do they report to any third parties the immigration status of any party to mediation. The immigration status of any party to mediation is not considered by program mediators.

---

### **What's next?**

The Mediation Program Director will respond to your request for mandatory mediation with a written determination of eligibility. If your request is determined to be eligible for mandatory mediation, a mediator assigned by the County will contact both parties to arrange mediation. SRMC Chapter 10.100 requires tenants and landlords to participate in mediation to discuss the issue, and it prohibits landlords from retaliating against tenants for requesting mediation.

---