

Mediation Services

Where we Help

MFR mediation areas:

Landlord/Tenant

Court-Related Disputes

Commercial & Real Estate

Neighborhood & Community

Workplace or Employment

Family and Divorce

Your Next Step

Contact Us

Elizabeth Winston,

617 494-0444 Ext. 368

for a free and confidential consultation

What to Expect

when you call

Cost of Mediation

free or fee

Resources

Guides to help you learn:

What Happens in Mediation.

How to Refer Someone to Mediation

YOU are in control of deciding your future

Mediation gives people in a dispute a chance to work together towards a resolution that can satisfy all involved. With the help of a neutral mediator, people can identify their issues, develop options and create agreements that work for everyone.

[Mediation FAQ](#) [About MFR](#) [Why Mediation?](#)

First-Class Mediation Services

Quality

- Experienced, full-time mediators whose primary practice is Mediation and helping you to manage conflict
- Free consultation on your case
- Free or affordable mediation
- Personal attention and support throughout the process
- Access to information and referrals to other services

Flexibility

- Flexible scheduling – including evening hours
- Flexible methods of mediating or negotiating – in-person, by phone, via email, etc.
- Flexible locations – come to us or choose another location that is acceptable to everyone
- Free or Flexible payments – sliding-scale fees are available for services that are not free

Why should I try Mediation?

Mediation helps you keep in control of your decisions and your life

Mediation helps you keep your money, your time, your relationships,

your privacy and your freedom to choose ... and most of all -

Mediation works!

Mediation works 80–85% of mediation cases result in an outcome that works for everyone. Mediation works because people are more likely to commit to an agreement they have created themselves. Even in cases where full agreement is not reached, mediation provides the opportunity for parties to clarify issues and to understand one another.

It's faster – Mediation can be scheduled quickly. Litigation can take months or years. Most mediations are completed in hours, days or occasionally weeks.

It saves money – Mediation is much less expensive than litigation. It is fast and gets you back to making money.

You have nothing to lose – In addition to mediation being voluntary and confidential, you do not lose your rights to pursue legal or other procedures if your case is not resolved in mediation.

Mediation is easy to use and easy to end – Sessions can be scheduled quickly and, because it is voluntary, you can withdraw from mediation at any time if it is not working for you.

Mediation keeps you in control of your future – The mediator does not decide or judge your case. YOU and the other parties make the decisions and control what goes into any agreement or decisions. top

Mediation keeps or restores relationships that matter – When you are in a dispute with someone, it is often not

appropriate to sue them or walk away from the relationship. Conflict may arise between people yet the relationship still must be maintained. When relationships are important, mediation can be ideal. It can improve each party's understanding of the other, allow for better communication, and make it possible to find a workable, practical solution to the conflict.

Mediation is private and allows you to keep your business to yourself – When disputes reach the courts they become public information, and in some cases subject to media coverage. If privacy and the need to negotiate without public interference are important to you, mediation can be a smart way to resolve issues.

Mediation is much less risky than litigation or ignoring the conflict – A good lawyer will rarely guarantee you success in court and avoiding conflict rarely results in a positive resolution. Mediation can provide more control of the process and increases your chances of reaching a solution.

Mediation allows for emotions and creativity to be expressed in a safe and productive way – In mediation you will have a safe place to be heard and to listen, to express your feelings and ideas without risk. Most other ways of resolving conflict provide no opportunity for this type of openness and creativity, and even discourage it.

AND - If you have a better alternative – you can still use it - Mediators encourage people to identify their Best Alternative to a Negotiated Agreement (BATNA). If this alternative is better than what could be achieved through mediation, a party can decide to pursue this path or pursue mediation knowing their options. The power remains with you!

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What to Expect

When you contact us (or if we contact you by referral) we will:

- Listen to understand your situation in a supportive, non-judgmental way
- Determine with you if mediation is a good fit for your dispute
- Explain the mediation process, fees, (if applicable) and scheduling
- Answer your questions and concerns about the process
- Contact other parties, when appropriate, and schedule a mediation session

About MFR

MFR has a dynamic group of professional, seasoned, full-time mediators who work every day with people like you to resolve disputes. With well over a thousand cases mediated and an excellent reputation for helping people since 1989, we provide you with the experience that can give you peace of mind while you seek a resolution that can work. Our Mediators

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Areas of Mediation

Landlord /Tenant Mediation

Sometimes problems arise between tenants and landlords that are difficult or unwise to handle on your own. Mediation can make it possible for parties to discuss these issues and reach an agreement while avoiding the need for eviction or

costly, lengthy lawsuits. People can also get help in understanding how court procedures apply to their situation.

Benefits:

- Deal fairly and quickly with your tenancy issues - Limit legal costs while increasing likelihood of reaching an agreement that will be kept - Opportunity to resolve any tenancy misunderstandings calmly - Develop creative solutions to common problems

Types of Cases:

- Nonpayment of rent - Completing needed repairs in timely fashion, Lease violations - Access to apartment - Roommate disputes and many others.

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Workplace and Employment Mediation

In today's diverse and ever-changing workplace, there are many ways in which misunderstandings can occur or personalities and styles can clash. This may eventually lead to costly and difficult disputes. Since work is a significant part of most people's lives, it is not surprising these workplace conflicts can cause enormous stress and other harmful consequences. Mediation can help coworkers talk through difficult issues in a confidential and safe way, and work together toward a mutually beneficial resolution.

Benefits:

- Mediation is voluntary, confidential - it results in solutions that are practical and can usually be implemented immediately.

Types of Cases:

- Sexual harassment - Bias - Rumors - Conflicting goals or processes - Inappropriate behavior

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Neighborhood and Community Mediation

Conflicts sometimes develop between neighbors, friends or within families over issues at home or in the local community. Mediation can help to improve or restore communication, resolve the current problem and help people develop smarter ways to communicate and resolve conflict in the future.

Benefits: Mediation is a calmer, more "neighborly" method of resolving conflict. Mediation is less public and more likely to maintain ongoing relationships. It is usually less expensive than alternatives.

Types of Cases:

- Noise - Property line disputes - Rumors - Misunderstandings - Gossip - Zoning.

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Court-Connected Mediation

Mediation is offered in most courts in Massachusetts as an alternative to trials or hearings. Court-referred mediation can occur before the trial date but more often occurs on the day of the trial. If the mediation results in an agreement, the case may be dismissed or the agreement may become a judgment of the court. MFR is court-approved to mediate in Malden and Woburn District Courts. MFR also works collaboratively in other court settings. Regardless of the court where your case is being heard, we can help you any time if you contact us before your court date.

Benefits:

- More time to understand and explore issues. - Mediation makes it possible to come to an agreement that works for everyone and avoids a win/lose decision by a judge. - You have a better chance of having your agreement implemented. - It is an opportunity for parties to negotiate confidentially and avoid public court records. - Maintains or restores relationships

Types of Cases:

-Summary Process (Eviction) - Civil - Small Claims - Minor Criminal
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Real Estate and Commercial Mediation

Business is about relationships. When disputes occur, these relationships and your business success are threatened. Unresolved conflict is costly in terms of time, energy and money. Mediation can help you resolve conflicts quickly, effectively and economically while maintaining or restoring vital working relationships.

Benefits of mediation:

- Preserve your valuable business relationships. - Keep things from becoming public. - Save yourself time, money and stress by reducing legal expenses and avoid litigation

Types of Cases:

1. Real Estate Cases:

Adverse possession - Boundary - Buyer/Agent - Condominium Association - Easements - Mortgage foreclosure - Property disputes between unmarried couples - Fee Disputes - Permit cases

2. Commercial Cases:

Commercial leasing and eviction disputes - Contracts - Business partnerships - Civil cases

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