

Professional Fees

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Are you in a hurry or don't feel like working to figure out what is free and what is not? No problem! [Contact Us](#) now and we will be happy to help.

Where we Serve

MFR's main service area includes these cities: Cambridge, Somerville, Malden Arlington, Chelsea, Boston, Everett, Revere, Medford, Wakefield, Melrose, Burlington, North Reading, Reading, Stoneham, Winchester and Woburn.

In addition, MFR is a court-approved mediation program in Malden and Woburn District Courts.

We provide services throughout Massachusetts and offer specific services throughout New England and nationally. Please call Peter Shapiro, Program Director, at 617 494-0444 Ex. 317 for more information.
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Free Housing Services

We provide FREE services for low to moderate income tenants. Thanks to Our Funders we provide these services to individuals and related associations to enable them to maintain housing.

FREE Service

[Who to Contact](#)

Mediation

Peter Shapiro

617 494-0444 Ext. 317

Professional Coaching

Peter Shapiro

617 494-0444 Ext 317

PaperTrail

Peter Shapiro

617 494-0444 Ext. 317

Resident Service Coordination (RSC)

Elizabeth Winston

617 494-0444 Ext. 368

Affordable Attorney Coordination

Peter Shapiro

617 494-0444 Ext. 317

Security Deposit Matters

Paul Lambe

617 494-0444 Ext. 319

Information and Referral

Peter Shapiro

617 494-0444 Ext. 317

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For-Fee Housing Services

For tenants, landlords and property managers, cooperative and condominium boards who do not qualify for free services, we charge professional fees that can be reduced based on income guidelines. Let us know if you wish to be considered for a fee less than the high-end of our range.

[Service](#)

[Fees](#)

[Who to Contact](#)

[Mediation](#)
[Call for pricing](#)

Peter Shapiro

617 494-0444 Ext. 317

Professional Coaching
Call for pricing

Peter Shapiro

617 494-0444 Ext. 317

PaperTrail
\$20.00

per document we work on
with you.

Peter Shapiro

617 494-0444 Ext. 317

Resident Service Coordination (RSC)
FREE

Elizabeth Winston

617 494-0444 Ext. 368

Affordable Attorney Coordination

Referral is free

Individual attorney fees
are negotiated directly with
Attorney

Peter Shapiro

617 494-0444 Ext. 317

Security Deposit Matters
\$75-\$125 one time fee

Paul Lambe

617 494-0444 Ext. 319

Information and Referral
FREE

Peter Shapiro

617 494-0444 Ext. 317

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For Fee Non-Housing Services

FREE Consultation

MFR can provide an initial, free consultation session for prospective clients seeking services listed below. This consultation is a chance for you to learn how our services work and to answer any questions you have. MFR staff can

help you to assess which service is best for you.

Affordable Fee-Based Services

We want our services to be affordable to all our clients. Our fee structure is listed below and, in general, it is below that charged by many Boston area providers. Our goal is to provide professional mediation and other services to people from all economic backgrounds. We do not deny services due to financial hardship so [Contact Us](#) if MFR's fees present a problem for you and we will discuss how our sliding scale may apply to your situation.

Type of Service

Fee Structure

Who to Contact

Mediation Areas

Eviction, Landlord/Tenant

Commercial & Real Estate

Workplace/Employment

Neighborhood/Community

Other areas

[Call for information](#)

Peter Shapiro

617 494-0444 Ext. 317

[Court-Connected Mediation](#)

Free in most cases

Elizabeth Winston

617 494-0444 Ext. 317

Family and Divorce Mediation
Range from \$60 - \$200 per hour

Elizabeth Winston

617 494-0444 Ext. 368

Professional Coaching

Call for information

Peter Shapiro

617 494-0444 Ext. 317

Training

Facilitation

Please call for rates and also visit Training & Facilitation

Paul Lambe

617 494-0444 Ext. 319

Dispute System Design

Please call for rates

Peter Shapiro

617 494-0444 Ext. 317

Consensus Building and Large Group Conflict

Please call for rates

Peter Shapiro

617 494-0444 Ext. 317

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Training and Facilitation Fees and Conditions

Fees: Fees for training and facilitation are negotiated on a case-by-case basis. Please contact us for details. Because our goal is to provide access to quality services that are affordable to all, in most cases our fees are lower than market rates for the Boston area.

Deposits: For training and facilitation, a deposit of 50% of the professional fee is required to hold the date. The balance is due and payable within two weeks after the event or training.

Cancellations/Rescheduling: (For Training and Facilitation) If you need to cancel, you must provide written notice at least two weeks before the scheduled event for a full or partial refund to be considered. Also the cause for a cancellation must be serious. We reserve the right to retain all of the 50% deposit when these requirements are not met. In some cases, we may be able to negotiate the provision of future services to you in lieu of retaining the deposit.

Training programs normally require significant preparation beforehand, and many costs are incurred before the scheduled event. In addition, a canceled or rescheduled event presents a real challenge for reassigning the scheduled work hours and can result in lost work and/or income.

Travel

The costs of travel are added to all fees when appropriate and agreed to in advance with our clients
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General Payment Information and Conditions

1. Shared Fees: In mediation fees are shared equally by the parties, unless agreed otherwise.
2. Time of Payment: Payment is expected immediately at the conclusion of a mediation session or other service. (In some cases, we negotiate contracts for training and facilitation that stipulate other payment arrangements).
3. Forms of Payment: Fees can be paid in cash, personal check or bankers' check. Unfortunately, we do not process credit card payments at this time. Checks should be made payable to: Just-A-Start Corp. Please contact us if you need our Federal Identification Number.
4. Travel time: Travel time for a mediation scheduled outside Greater Boston* is invoiced at ½ the hourly rate. (*Greater Boston is considered to be the region inside Rte 128 /95).
5. Cancellations: (mediation) If you need to cancel or reschedule a mediation session let us know immediately. In cases where a cancellation is not received, or received less than 24 hours before the session, a cancellation fee (calculated for a 2 hour time block) applies to the canceling party/parties. We will do our best to reschedule when possible but cannot guarantee that another suitable time slot will be readily available.
6. Tax Deductible: In some cases it may be possible for you to claim payment of our fees as a business expense or donation to a non-profit organization. We are happy to provide receipts or documentation as appropriate.
7. Sliding Scale Fees: Parties will be charged MFR's standard fees unless they notify us beforehand that they want their fees to be assessed according to their Annual Gross Income. To facilitate this we will request specific proof of income before determining your range of payment.
8. Questions? Contact Us at (617) 494-0444 Ext. 317.
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