



# ***CONFLICT RESOLUTION IN OFF-CAMPUS HOUSING***

University Housing's Off-Campus Housing Program provides assistance to University of Michigan students involved in off-campus housing-related conflicts. Our program strives to help parties resolve disputes by offering impartial information, advice and intervention.

The program has been very successful in helping parties resolve a variety of housing-related disputes fairly, effectively and efficiently. Some of the issues addressed include maintenance and repairs, privacy, security deposit returns, co-tenant disputes, violations of lease clauses, as well as payment and compensation issues. Complaints regarding discrimination or criminal actions, and cases that have already entered the legal system can be brought to the Off-Campus Housing Program, but are sometimes referred to other resources.

Services are available to all University of Michigan students and to property owners and managers registered with the Off-Campus Housing Program. Our staff is trained to answer a multitude of informational questions and provide referrals when necessary. Depending upon the nature of the case and the wishes of the initiating party, our staff may also offer advice, discuss options or contact other parties involved.

If additional assistance is necessary, a mediation session may be scheduled. A mediation session provides a more formal method for resolving conflict in which the disputing parties meet with a University Housing mediator present. Their role is not to act as judges or impose solutions, but instead to facilitate the resolution process in an effort to help parties reach their own mutually acceptable agreement.

Students and landlords who contact the program for assistance are under no obligation to abide by our suggestions. However, property owners and managers registered with the Off-Campus Housing Program, as well as students who sign leases containing the University's mediation clause agree to work with us in good faith when a party to the dispute contacts us for assistance.

It is always appropriate to contact us if you have a question or concern relating to off-campus housing. In general, we will not intervene in a dispute unless some effort has been made by the parties to resolve the conflict directly. We will, however, provide information and discuss options to assist you in making that effort. Call (734) 763-4105 for further information or assistance.



1011 Student Activities Building  
515 East Jefferson Street  
Ann Arbor, MI 48109-1316  
Telephone: 734-763-3164  
Fax: 734-764-6806  
E-Mail: [housing@umich.edu](mailto:housing@umich.edu)  
Web site: [www.housing.umich.edu](http://www.housing.umich.edu)

## ADDITIONAL RESOURCES

### University Resources

**Office of Student Conflict Resolution** 936-6308  
G121 South Quadrangle  
600 E. Madison St.  
Ann Arbor, MI 48109  
[www.umich.edu/~oscr](http://www.umich.edu/~oscr)

Administers the Statement of Student Rights and Responsibilities. Provides dispute resolution services, including mediation and arbitration, to help students resolve conflicts with each other.

**Student Legal Services** 763-9920  
2304 Michigan Union  
530 S. State St.  
Ann Arbor, MI 48109  
[www.studentlegalservices.dsa.umich.edu](http://www.studentlegalservices.dsa.umich.edu)

Student Legal Services (SLS) is supported by a student fee that is collected each semester along with tuition. Lawyers at SLS provide consultation and representation to registered students at no additional charge. SLS cannot assist in disputes with the University or other enrolled students. Students who have eligible housing-related problems that may require legal assistance are encouraged to contact SLS.

### Other Resources

**Michigan Tenant Counseling Program** 761-8599  
[www.michigantenants.org](http://www.michigantenants.org)

Provides information on their Web site from which all Michigan tenants can benefit. Individualized counseling services are only available to Washtenaw County residents who are not eligible for Student Legal Services at U of M.

### Ann Arbor Resources

**Ann Arbor Building Department Housing Inspection Bureau** 994-2674  
100 N. Fifth Ave.  
Ann Arbor, MI 48107  
[www.ci.ann-arbor.mi.us/Building/housing.html](http://www.ci.ann-arbor.mi.us/Building/housing.html)

The Housing Bureau inspects rental properties. This department of the city government is a resource if you have questions about the condition of your apartment building or unit. It can provide information about state laws and city housing codes, ownership of a particular property, certificate of occupancy, etc. Inspections may be requested for specific complaint items such as unresolved repair requests.

**Washtenaw County Dispute Resolution Center** 222-3745  
110 N. 4th Ave., Ste. 202  
Ann Arbor, MI 48104  
[www.mimmediation.org](http://www.mimmediation.org)  
drc@mimmediation.org

Offers low-cost facilitation or mediation services to individuals and organizations in Washtenaw and Livingston Counties. Sessions are facilitated by trained volunteer mediators.

**Fair Housing Center of Southeastern Michigan** 994-3426  
P.O. Box 7825  
Ann Arbor, MI 48107  
[www.fhcsoutheast.org](http://www.fhcsoutheast.org)

This center investigates complaints of illegal housing discrimination on the basis of race, color, religion, national origin, sex, disability, familial status, age, marital status, sexual orientation, student/non-student status and source of income. It also investigates complaints of sexual harassment regarding housing.

**15<sup>th</sup> District Court** 222-3389  
101 E. Huron St.  
Ann Arbor, MI 48104  
[www.ewashtenaw.org](http://www.ewashtenaw.org)

District Court hears most landlord-tenant dispute cases. In most cases, if the amount of the claim is under \$3000, a case can be heard in **Small Claims Court**. In Small Claims Court, there are no lawyers and no jury. Cases are heard approximately 3-4 weeks after filing. Filing fees range from \$25 to \$65, depending on the size of the claim.