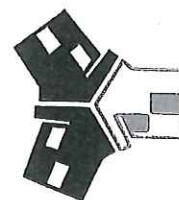


Project Sentinel  
1490 El Camino Real  
Santa Clara, CA95050



# Project Sentinel

## ADDITIONAL RESOURCES

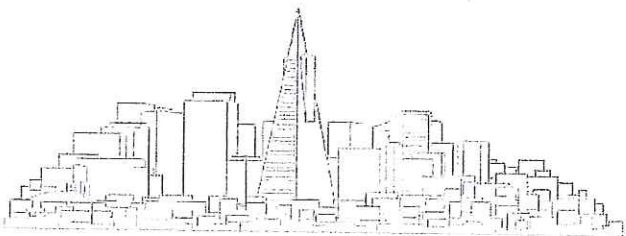
Rent Watch, a column for tenants and landlords written by Project Sentinel, appears in the Real Estate section of the *San Francisco Chronicle* and many other local papers.

More information on rental issues can be obtained from:

Project Sentinel Website:  
[www.housing.org](http://www.housing.org)

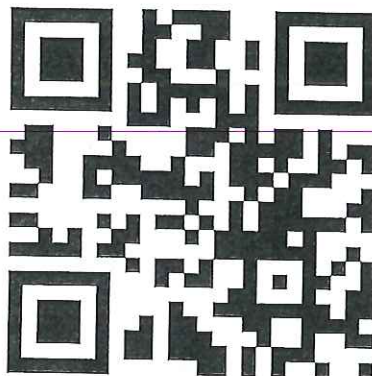
Every Tenant's Legal Guide, Nolo Press  
[www.nolo.com](http://www.nolo.com)

California Landlord's Law Book, Nolo Press  
[www.nolo.com](http://www.nolo.com)



## CALL (408) 720-9888

RENT INCREASES  
NON-PAYMENT  
EVICTIONS  
DEPOSITS  
MORTGAGES  
MOBILE HOME OWNERS  
REPAIRS  
ROOMMATE PROBLEMS  
LOW COST HOUSING



Services are  
confidential,  
neutral and free

If you think you have been subject to unlawful discrimination, call Project Sentinel's fair housing services at (650) 321-6291.

Who is my property owner? To find out, call the Santa Clara County Assessor's office, at: (408) 299-5500 or [www.sccassessor.org](http://www.sccassessor.org)

## WHAT IS PROJECT SENTINEL?

Project Sentinel, a non-profit agency, provides information and dispute resolution services to tenants, mobile home owners, and landlords.

Project Sentinel answers questions and helps to resolve disputes such as deposits, repairs, rent increases, nonpayment of rent, other rental housing and mobile home park issues.

We also provide information and referral for subsidized and affordable housing, as well as counseling on first time home buying and mortgage default.

## WHAT HAPPENS WHEN I CALL PROJECT SENTINEL?

A housing counselor works with you to help you resolve your situation, by answering your questions, providing you with information, and discussing possible solutions.

Comprehensive services include:

- Information & Counseling, description of rights and responsibilities for all parties;
- Resource Referrals;
- Conciliation & Mediation.

## WHAT IS CONCILIATION?

In conciliation, a housing counselor communicates confidentially with each of the parties, usually over the telephone, to help them resolve their differences.

## WHAT IS MEDIATION?

Mediation is a voluntary process in which an impartial professional holds a confidential meeting with the parties to give them the opportunity to resolve their issues in a face-to-face process.

## WHY MEDIATE?

Because mediation is:

- ✓ **Effective:** Most cases that enter mediation are resolved.
  - ✓ **Neutral:** Mediators are impartial, and they do not impose decisions on the parties.
  - ✓ **Confidential:** All communications in the mediation are confidential and cannot be used against a party in court.
- Free and Convenient: All services are free to all parties. Mediations are arranged to fit the schedules of the parties, and are faster and less stressful than other options such as court.

## GUIDELINES FOR TENANTS AND LANDLORDS

### Tenants Should:

- Read the rental agreement or lease carefully, and comply with its terms, including paying the rent on time;
- Maintain the property in good condition, and notify the landlord promptly if repairs are needed;
- Safeguard against damage to the property caused by themselves or their guests.

### Landlords Should:

- Comply with the terms of the rental agreement or lease;
- Make repairs promptly;
- Give proper written notice for changes in rent or rental terms, or when entering onto the property;
- Offer a pre-departure joint inspection;
- Return security deposits, with an explanation for any deductions, within 21 days after the tenant vacates. Provide receipts if the deductions exceed \$125.

### Everyone Should:

- Record all agreements in writing, and keep copies in a safe place;
- Jointly complete a checklist of the condition of the property at the move-in.

