

Bringing tenants and landlords together for sustainable housing solutions

UCA mediators work with landlords and tenants to facilitate communication and reach mutually beneficial solutions to address housing challenges. Through mediation, landlords and tenants avoid costly court fees and lengthy eviction procedures—a significant benefit for both parties.



2021 ————— 2025


3,145 households received direct mediation. Of those, 2,078 kept their housing and 598 reached a stipulated move-out agreement that prevented an eviction order—an overall success rate of 85%.



Reducing court backlog by resolving cases more efficiently



The courts are bogged down by eviction cases. We help intervene this by offering stipulated agreements between tenant and landlord. These agreements help:

-  Prevent unnecessary evictions, helping tenants avoid eviction records limiting future housing options.
-  Support access to justice by providing neutral, facilitated resolution for unrepresented parties.
-  Preserve rental income for landlords by facilitating realistic payment plans and move-out agreements.

Everybody wins. These actions lower costs for tenants, landlords, and the court system by avoiding prolonged eviction proceedings and repeated filings. What's more, we are promoting housing stability, reducing downstream impacts on homelessness and public systems.

90% of cases in which clients appear on the 3rd District eviction calendar are mediated by UCA, with 85% of those cases successfully resolving in stipulated agreements.

Educates tenants and landlords about their obligations and responsibilities

Our weekly Housing Education workshops serve as a community resource by educating tenants and landlords on the eviction process, lease obligations, and effective communication strategies. These sessions are designed to strengthen tenant-landlord relationships, reduce misunderstandings, and prevent conflicts from escalating into housing instability.

Sessions cover key topics including:

Understanding lease agreements

Maintaining habitable conditions

Effective communication

The implications of eviction

Equipped with this knowledge, tenants can navigate their relationships with their landlords and prevent eviction.



From 2021 to 2025, over 6,000 workshops were attended by tenants and landlords throughout the state.