



# levelheaded

no courts , no lawyers , no problems.

## About levelheaded:

At levelheaded, we believe in the transformative power of conversation. We recognize that while disputes are an inevitable part of life, the complexity introduced by traditional legal systems are not. Mediation, the art of resolving disputes through conversation, stands today as the most successful way to solve problems. It is this age-old practice, refined through the lens of modern technology, that underpins our unique approach.

We believe solving problems shouldn't have to escalate to confusing and expensive legal processes. More often than not problems can be resolved through conversation (based on the proven and successful practice of mediation), facilitated by technology, and guided by our certified levelheads (mediators).





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## FAQ

### What is Mediation?

At the simplest level: Mediation is when people who are having a disagreement work things out with the help of someone trained to help them (mediator). This person doesn't take sides but guides the conversation so everyone can find a fair solution, without going to court.

Every problem is really a story with a few different points of view, and we believe the best way to solve problems is by hearing them in the most neutral and human way possible. Levelheaded's approach let's people tell their whole story, in a private and comfortable way. An unbiased 3rd party (levelheaded) will support you on a path to resolution. It might be a discussion with the other party, it might just be a little back and forth without the other party - all without going to court.

### How does levelheaded approach Mediation?

We believe our world is overwhelmed by disputes, and too often, the path to resolution is obstructed and put immediately into the not so effective processes of courts and lawyers. This is where our journey begins ... we are on a mission to bring back the power of conversation to resolve disputes.

#### *why*

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to solve problems. It is this age-old practice, refined through the lens of modern technology, that underpins our unique approach.

## **Problem**

Every year, millions of individuals and businesses feel the pain of legal disputes, not just financially but emotionally too. The traditional path to resolution, oftentimes through courts and legal battles, is filled with complexity and unapproachability, often making issues worse rather than resolving them. This is a cycle we aim to break.

## **unique solution**

levelheaded is not a traditional mediation company; we are pioneers in blending technology and the art of conversation to redefine problem solving. By integrating advanced technologies to that enhance our human mediators, we create a new path to resolution that bypasses traditional legal hurdles.

## **how we do it**

Through the levelheaded platform, we connect parties and their disputes with the ideal levelheaded approved mediator, a trained and certified problem solver who embodies our vision and mission. Each case is handled with the care it deserves, guided by our technology that ensures efficient and empathetic resolutions. Every aspect of our conversation follows our process that builds rapport, instant conversation summaries and emotive party positions. We generate resolution options in real time and facilitate instant payment strategies that all happen in a few days, synchronously or asynchronously to get all parties to the point where they feel good about moving on.

## **Why might a Resident or Owner Need Mediation?**

At levelheaded, we understand that disputes can arise between residents and property owners, or even other service partners. Mediation offers a neutral, unbiased platform where all parties can openly discuss their issues, understand different perspectives, and work toward a mutually agreeable solution. This approach helps





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avoid the costs, time, and adversarial nature of litigation. Even where litigation or legal involvement has not been considered, mediation offers an efficient and amicable way to work through issues that are related to property considerations. Common reasons for mediation include disagreements over lease terms, rent payments, property maintenance, security deposit returns, and even noise or nuisance complaints. Mediation through levelheaded not only helps preserve the owner/resident relationship by fostering communication and collaboration but also ensures that all parties receive fair and balanced support. In doing so, it helps everyone move on with life.

## Is My Complaint Suitable for Mediation?

You should consider mediation as a first step. We can help navigate these situations with fairness and neutrality. It is important to note that approximately 97% of legal cases settle before trial, and this number is often higher in property disputes. What does that mean? Cases settle and that outcome can occur either early in the process, or later. If you enter into a formal legal dispute, then there's a good chance your case will be ordered to mediation but an even higher likelihood you'll settle after months of anguish and large sums of money spent on attorney and court fees.

By engaging with mediation early in a dispute, you're getting to the same outcome (settlement), much more efficiently. Starting with mediation is a powerful way to resolve issues promptly. levelheaded is equipped to mediate a wide range of disputes, ensuring an unbiased and effective resolution process. Before considering actions like withholding rent, pursuing legal claims, or addressing issues such as:

- **Warranty of habitability**
- **Security deposit disputes**
- **Evictions**
- **Delinquency**
- **Roommate Disputes**
- **Pet-related issues**





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## Why remain *levelheaded*?

Aka—Why Mediation is a Better Option than Litigation (going to court)for owner/resident Issues

Mediation offers several advantages over litigation, especially when resolving disputes between owners and residents, or even when disputes involve property management partners:

- **Cost-Effective:** Mediation is unequivocally less expensive than litigation, avoiding court fees, attorney fees, and other associated costs. The amount you will spend in mediation is equivalent to the amount you will spend in filing fees alone. For example: a typical eviction can cost about \$3,000 without attorneys, or as much as \$20,000+ with attorneys. Those funds are not generally awarded at trial.
- **Time-Saving:** Mediation can often be scheduled quickly and concluded in a matter of hours or days, whereas litigation can take months or even years to resolve.
- **High Satisfaction:** 93% of people that engage in mediation feel comfortable with the outcome, and say they would participate in it again.
- **Confidentiality:** Mediation sessions are private and confidential, unlike court proceedings, which are typically public. This privacy benefits all parties involved. Nothing can be used against you.
- **Control Over Outcome:** In mediation, the parties retain control over the outcome. They can negotiate and agree on a solution that works for everyone, rather than having a judge or jury impose a decision with clear winners and losers.
- **Ability to Collect:** Judgements in court have a 20% chance of collection. That means that IF you win in trial (and that IF is a big risk) and you receive a verdict in your favor, you will only have a 20% chance of collecting that verdict. Why? Appeals happen more often than not. Collection on verdicts





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from a monetary perspective is very difficult. Resolutions in mediation have a 85–90% rate of adherence.

- **Preservation of Relationships:** Mediation fosters communication and collaboration, helping to preserve and even improve the owner/resident relationship, as well as relationships with property managers. Litigation, on the other hand, is often adversarial and can damage these relationships.
- **Flexibility:** Mediation allows for creative and flexible solutions tailored to the specific needs and interests of all parties involved, whereas court rulings are bound by legal constraints.
- **Reduced Stress:** The informal and cooperative nature of mediation is less stressful than the formal and adversarial court process. Again, satisfaction rates for Parties in a trial are low compared to that in mediation.
- **High Success Rate:** On average, 85% of disputes are successfully resolved through mediation, with parties reaching mutually satisfactory agreements. The great thing about mediation is you learn a lot more. So in the case where no resolution is reached, you know you have a definitive path forward can show proof that you've attempted a resolution. We always provide a Report of Mediation that is sufficient for Courts and/our other interests.
- **Voluntary Process:** Mediation is voluntary, meaning all parties choose to participate and are generally more willing to work toward a resolution.
- **Expert Mediators:** levelheaded's Mediators are trained professionals who facilitate discussions and help all parties reach fair agreements, bringing expertise and neutrality to the process.

## If This is Voluntary, Why Should I Respond to a Request for Mediation as the Respondent?

Responding to a mediation request, especially in an owner/resident context or when dealing with property management, demonstrates good faith and a willingness to resolve disputes collaboratively. This approach is particularly important in situations





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involving living arrangements and significant costs. Ignoring a mediation request can escalate conflicts, potentially leading to costly and stressful litigation. Furthermore, Judges will often order cases to mediation and it will look poorly on Parties who refused to engage with meaningful offerings of dispute resolution. Engaging in mediation through levelheaded offers a more efficient, cost-effective, and controlled way to resolve disputes while maintaining or improving relationships. 85% of cases end up in mediation for resolution eventually, just start here to begin with!

Don't worry, you're in good hands with levelheaded. Saying YES to a request to get levelheaded does NOT AT ALL put you on the defensive. Our process is designed to explore and deliver equitable resolutions for both parties regardless of who has initiated or accepted the invite to get levelheaded.

## **What if the Other Party Won't Participate?**

While mediation is an excellent option for resolving owner/resident disputes, it requires all parties to willingly engage. At levelheaded, one of our goals is to educate owners & residents on the benefits of mediation and help guide all parties through the process.

levelheaded will make up to 3 unique attempts to reach the other party or parties to encourage them to engage in the conversation so that we can all agree a reasonable outcome. If the responding party is not able to be reached through the normal contact channels, levelheaded will work with the initiating party and/or Nomad to attempt to reach them in other ways.

If the responding party is unwilling to participate, your problem may not be a candidate for a levelheaded mediation. We will still try our best to encourage participation by the responding party, or we can refer you to one of our trusted attorneys or arbitrators to explore other legal options if necessary. We recognize that litigation is more expensive, time-consuming, and carries a higher risk of damaging relationships, so this will always be a last resort.





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Remember, 97% of cases settle outside of court and over 85% of differences end up in mediation so you might end up here anyway, why not start here!

## How Does it Work?

Mediation through levelheaded is easy, unbiased, and fast. The process begins with one party initiating a request by submitting the [form here](#). Our path to resolution is simple, tech-enabled, and human-centered.

1. **Tell Us Your Story:** Every issue begins with a story. We take the time to listen, gathering all the necessary context and details from both sides.
2. **Have a Conversation:** Once the story is heard, we bring the parties together (or separately if needed) to engage in a conversation. Our levelheads are here to facilitate, ask the right questions, and keep things focused on resolution. At times our technology is able to fully support you in solutioning without talking to a person at all! Cool.
3. **Move on With Life:** With both sides heard, we guide you toward a resolution that allows you to move on with your life. Voila! It's fast, efficient, and designed to help you put the issue behind you.

## What expenses can I expect?

For your initial discussion with us, None! Once all parties are agreed that we should move forward towards a solutioning conversation we will agree on payment terms. Generally it costs about \$200 per party that engages in the mediation. This cost may vary depending on the exact complexity of your situation, but we find most Nomad disputes fall well within this scope. As you probably already know, that pales in comparison to the cost of going to court, which can easily result in thousands of dollars of costs. We are only going to agree to a fee if all parties opt in to mediate and are ready to move forward with a conversation.







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## **What Role Does Nomad Play Throughout Mediation?**

It depends. Usually we are able to resolve the issues without Nomad's engagement or input. Sometimes your mediation will involve Nomad as the other party in which case we remain an unbiased mediator and help you resolve the issue. In all cases, your resolution or agreement will be subject to any legal agreements and terms and conditions you already have in place with Nomad.

## **What does a solution look like?**

After participating in a discussion and arriving at an agreement, the parties get a copy of the outlined agreements. The solutions will be subject to, and aligned with other legal agreements you have with Nomad.

## **Does it Work? How Often are Situations Resolved Using a levelheaded Mediator?**

Yes, mediation through levelheaded is highly effective. Our success rate in reaching resolutions is 85%. We are proud to support all parties in finding solutions that suit everyone involved, ensuring fairness and satisfaction.

Through a thoughtful, guided conversation, we are confident we will provide you with an acceptable resolution every time.

