

THE DISPUTE RESOLUTION CENTER
Administered by **Berkshire County Regional Housing Authority**
Working in Cooperation with the Office of the Massachusetts Attorney General
1 FENN STREET, 4th FLOOR – PITTSFIELD, MASSACHUSETTS 01201
(413) 443-7138 FAX (413) 443-8137 Website: www.bcrha.com

BCRHA's Programs & Services

Legal & Housing Counseling Services

- Provided on housing and consumer related issues
- Available to Berkshire County tenants, homeowners, and rental property owners
- Specific areas covered include but are not limited to the following:
 - Security Deposit Law
 - Last Month's Rent Law
 - Types of Tenancies
 - Termination of Tenancies
 - Evictions
 - Fair Housing Laws

The Dispute Resolution Center

- Court Dispute Resolution
 - Landlord/Tenant disputes, including eviction cases
 - Small Claims disputes
 - Neighbor disputes
 - Property and real estate disputes
 - Contract and other commercial disputes
 - Consumer/Creditor disputes
 - Trespass and Nuisance disputes
 - Criminal Show Cause Cases, including bullying/cyber-bullying and harassment cases
 - Other civil disputes
- Community Dispute Resolution
 - Landlord/Tenant disputes, including eviction cases
 - Neighbor/Neighborhood disputes
 - Property and Real Estate disputes
 - Contract and other Commercial disputes
 - Trespass and Nuisance disputes
 - School based disputes
 - Elder and estate planning related disputes
 - Agricultural disputes

Consumer Protection Counseling & Mediation Program

- Provides free and voluntary phone based mediation and counseling services to consumers who have submitted complaints concerning problems they may have encountered with businesses

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Loss Mitigation/ Foreclosure Prevention Counseling Services

- Develops and implements forbearance agreements, loan modifications, reinstatement and payment plans
- Counseling is provided on alternatives to foreclosure, including conveyance, deed-in-lieu of foreclosure, and short-sale options
- Homeowners are offered *economic literacy classes*, and when appropriate, soft-landing assistance where continued homeownership is no longer a viable option

Tenancy Preservation Program (TPP)

- Available to:
 - at-risk Berkshire County households that are experiencing housing instability, with a primary focus on households that are at-risk due to **mental health issues, developmental disabilities, and/or substance abuse**
- Intensive case management
- Provided in collaboration with the Housing Court Department-Western Division

Homeless and At-Risk Unaffiliated Youth Program

- Available to:
 - at-risk and homeless Berkshire County individuals under the age of 25
- Services include:
 - Intensive case management
 - Advocacy
 - Mediation
 - Housing search
 - Linkage to mainstream resources

Housing Search Resources/ Homelessness Diversion Services

- Available to homeless and at-risk households in accessing safe, sanitary, and affordable housing
- Housing search resources are available to all Berkshire County households

Educational Workshops

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- Provided to rental property owners, tenants, homeowners, and human service providers in the following substantive areas: housing, consumer, and dispute resolution issues

McKinney Section 8 SRO

- Consists of 41 Section 8 SRO units located in two connected buildings in the city of North Adams, MA
- Provides permanent supportive housing to homeless individuals
- BCRHA's sole responsibility is administering the subsidies for this development