

### LANDLORD NOTICE & APPLICATION

Landlord sends Notice of Diversion Rights & Applies through Webportal (with supporting documents)



### REVIEW

Application is reviewed for completeness and approved.



### OUTREACH

Save Your Home Philly Hotline does outreach with tenants & schedules tenants with their Housing Counselor

Mediation date and time is scheduled and sent to both parties



### HOUSING COUNSELOR

Housing counselor meets with tenant, negotiates with landlord, if agreement reached it is reviewed, and mediation date is cancelled



### MEDIATION

If no agreement reached prior to mediation, mediation held by phone with the landlord, tenant and housing counselor within 30 days of approved application.



### EVICTON DIVERSION PROGRAM OUTCOME

Outcome of Eviction Diversion Program sent to tenant and landlord.