

Follow-Up Questionnaire for Tenant (Maria Lopez)

1. Emotional Safety

- You mentioned feeling intimidated by the landlord. Could you provide more details about what specifically makes you feel this way (e.g., tone, behavior, past experiences)?

The landlord often raises their voice and interrupts me when I try to explain my situation.

- Are there any specific behaviors or comments from the landlord that you find particularly difficult or triggering?

The landlord questioning my honesty about financial struggles makes me feel judged.

2. Process Preferences

- You indicated a preference for virtual mediation or separate spaces. Are there any additional measures that would help you feel more at ease during the mediation process?

I would like to have a written summary of topics before the session to prepare myself.

- Would you feel more comfortable having a support person or advocate present during mediation?

- Yes

- No

If yes, who would you consider bringing?

A friend who has supported me during this tough time.

3. Sensitive Topics

- You mentioned that discussing financial matters can be difficult. Are there any specific approaches or language that would make you feel more comfortable discussing these topics?

I prefer a focus on solutions rather than why I fell behind on payments.

- Are there other sensitive topics you'd like the mediator to handle with extra care?

None specifically, aside from financial matters.

4. Communication Preferences

- Would you prefer any particular communication methods (e.g., structured dialogue, turn-taking rules) to ensure discussions remain respectful and productive?

I would appreciate if the mediator could guide turn-taking and ensure no interruptions.

- Would you like to request any specific ground rules for the mediation process?

Respectful tone and no interruptions from either party.