Justice of the Peace Court Online Dispute Resolution Landlord/Tenant

REFERENCE GUIDE FOR LANDLORDS AND TENANTS

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Registering and Logging into the System

Within just a few days of a complaint being filed with the Justice of the Peace Court, a notice is sent to both the plaintiff/landlord and the defendant/tenant informing them about the Court's Residential Eviction Diversion Program. This notice includes the web address for the Online Dispute Resolution system. Parties can use their assigned case number to register on the website:
https://cii2.courtinnovations.com/DEJPCOURT/court

The party will reference the court notice and input their Civil Action Number (case number) in the search box located on the home screen and press SEARCH. The Civil Action Number should be entered in this format: JPX-XX-XXXXXX.

The system will match the searched Civil Action Number with the case in the database and allow the user to choose the party they wish to register.
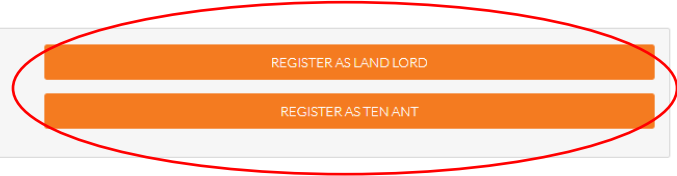
To complete the registration, parties will select their role in the proceeding (Landlord or Tenant).

Who are you registering on behalf of?

( ) Landlord

( ) Tenant

What is your role?

( ) Landlord

( ) Attorney

( ) Form 50 Agent

What is the trial date for this case?

[ ] Check this box if there is a protection from abuse (PFA) or 'no-contact' order between the parties

Selecting the role will populate additional questions to be answered to complete the registration. Parties are asked to check a box if there is an active no criminal contact order or Protection From Abuse order between any of the participating parties. Please note that selecting this box will prompt a mediator to be assigned immediately.

Parties will then read and acknowledge the process of the mediation.

ACKNOWLEDGMENT TO MEDIATE

I agree to participate in the Justice of the Peace Court Residential Eviction Diversion Program's Online Dispute Resolution (ODR) mediation process according to the following terms:

1. **Participation in the Residential Eviction Diversion Program is Required for Landlords**
   - Both parties are expected to participate in good faith to resolve your case
   - Either party may ask for the assistance of a mediator

2. **Registration**

You are required to have a valid email address.

   - Your email is your ODR username
   - You must set an ODR password

Any activity on ODR using your username/password is assumed to be done by you or someone with your permission.

3. **Online Mediation Process**

Once both parties join ODR and acknowledge the mediation process, both parties can attempt to resolve their matter online.

   - You are encouraged to use the ODR system to communicate with the other party to try to reach a mutually agreeable resolution.
   - You can request the assistance of a mediator at any time after registering.
   - A mediator cannot be requested until both parties have registered for the case.
   - Assignment of a mediator can be dependent upon the availability of a mediator.
   - If you reach an agreement without a mediator, you may prepare the agreement form (Stipulated Agreement) provided by ODR yourself or request help from a mediator
     - The signed agreement is legally binding
     - If a party does not keep the agreement, the other party can file an affidavit in court claiming the party didn't keep its agreement
   - If a mediator is assigned to your case, ~~they~~ the mediator will prepare the agreement and file it with the court

Parties will accept the Acknowledgment to Mediate by typing their name on the provided line.

4. The Mediators

Mediators are neutral persons who have completed training programs approved by the Delaware Justice of the Peace Court.

Mediators do not act as an advocate or attorney and don't give legal advice.

5. Legal Advice and Attorneys

It is important to know your legal rights, either by consultation with an attorney, or through other sources such as Delaware Legal Help. Tenants who are income-eligible may be able to have free legal representation if they are facing eviction. For more information about the program, call 211.
Information on JP Court civil cases can be found here.

6. Confidentiality

The mediator and administrative staff overseeing the system will not share any communications made during mediation with persons not involved in the mediation unless :

- All parties request this be done and the mediator agrees, or
- If required by law or court rule

Mediation communications include verbal or written statements, such as proposed resolutions or unsigned agreements.

Communications between only you and the mediator are not shared with the other party.

The mediator may not be called as a witness or notes subpoenaed.

The Court will monitor and report on ODR's performance and effectiveness.

- Only aggregate findings will only be reported (number of cases, number of successful mediations, how long it takes, etc)
- No information about your case will be published in any report on ODR's performance and effectiveness.

The Court may ask users to complete a survey.

By typing my name, I acknowledge that I have read and accept the terms for using online dispute Resolution.

_____

Parties can either register a new account or log into a previously created account. Please note, cellphone numbers that are entered into the system will receive updates and notifications regarding their case via SMS text messaging. Once the information is entered, click the SUBMIT button to complete the registration and begin efforts to communicate with the other party regarding a possible resolution.

Register a new account

email

cell phone

password

8 or more characters, upper *and* lower case letters, at least one digit or special character.

Already Registered? Please log in.

email

password

8 or more characters, upper *and* lower case letters, at least one digit or special character.

SUBMIT

System Dashboard

Once both parties are registered, they will see a screen like the one shown below. This case is ready for the parties to start sending messages to the other party to try to reach an agreement. The **Status** screen shows the current status of the case and any options for the user. Parties can begin conversations by selecting the **Conversations** tab. Users can also view the history of the case by clicking the **History** tab.

Delaware Justice of the Peace Court
Online Dispute Resolution

Home   Dashboard   About   FAQ

Details

Case Type
Landlord/Tenant

Civil Action Number
JP00-20-00000001

Parties

PARTY1

Land Lord ☑

PARTY2

Ten Ant ☑

Status   Conversations   History

In Progress

Online dispute resolution allows you and the other party to resolve a disagreement 24/7 from your computer or a mobile device.

What's the Conversations Tab for? This tab takes you to the conversation space where you chat with the party you have the matter with and tell them your thoughts on how you want to resolve your matter. If there is a message for you, we'll notify you via email/text. Click on the Conversation Tab above to begin resolving your dispute. If the other party is not online when you are there, just go ahead and leave them a message.

What's the Status Tab for? It is the tab you are currently on. It informs you of the current status of your mediation and presents options to you such as reviewing and signing an agreement, requesting a mediator or terminating your online session.

What's the History Tab for? The History Tab contains a timeline of your mediation, each party's initial statements, details of the dispute, and other important documents. If you choose to directly communicate with the other party, the system allows 7 days for you to reach an agreement. If you and the other party are unable to reach an agreement within 7 days, a mediator will join your conversation to help you resolve this matter.

If you would like a mediator to facilitate the conversation, select the option below and we will provide you with a mediator.

Once you and the other party have reached an agreement, then either party can select "We've reached an agreement" and we will draft an agreement for both parties to electronically sign.

To log out of this session in online dispute resolution, click "Log out" in the top right corner of the page.

Please contact the Delaware Justice of the Peace Court if you have any questions.

Delaware Justice of the Peace Court
302-674-7090
JPmeDEation@delaware.gov
https://www.courts.delaware.gov/jpcourt/

○ **We've reached an agreement.**

○ **I would like a mediator to help facilitate the conversation.**

○ **Add PARTY1 Member**

Using Conversations

Parties send messages to one another by selecting the **Conversations** tab and typing a message in the empty block. Parties can attach files to the conversations too. If a mediator is involved in the case, the parties will see another channel of conversations that will allow messages to be sent between the individual parties and the mediator. Messages between Party 1 and the mediator cannot be viewed by anyone other than Party 1 and the mediator. Likewise, messages between Party 2 and the mediator can only be viewed by Party 2 and the mediator.

Danny Dogg, PARTY2   11/23/2020 8:55 AM EST

I can pay you $2000 now and the rest by the end of March.

YOU   11/23/2020 8:56 AM EST

Would you be able to pay an additional $500 per month beginning in January to pay off the remaining $3000?

Danny Dogg, PARTY2   11/23/2020 8:57 AM EST

So $2000 up front and then $500 extra each month til I'm caught up?

YOU   11/23/2020 8:57 AM EST

Yes, is that acceptable?

Danny Dogg, PARTY2   11/23/2020 8:57 AM EST

Yes! Thank you so much!

Messages and files exchanged in this channel will be shared with everyone.

🔗Attach Files

SEND

Adding another Person/Attorney to your Case

A party can add another person, such as their attorney, to their side of the conversations. They select the option for ADD PARTY MEMBER and then enter the other person/attorney's name and email address. Click SUBMIT and the ODR platform will send an email to that new person/attorney inviting to register and join the case in progress.

Requesting a Mediator to Assist

Parties can request assistance from a mediator. Just select the option from the **Status** screen, check the box below to confirm the selection and click SUBMIT. The status for this case will change to MEDIATOR REQUESTED. Once a mediator is assigned to the case, the status will change to MEDIATION: IN PROGRESS. Once the mediator has been assigned, the parties will see the mediator's name listed in the blue Parties box on the left side of the screen. Parties can then start to send messages to the mediator through the **Conversations** tab.

Completing the Stipulated Agreement

Once an agreement is reached, the parties or mediator will use the Agreement form template within the ODR platform to create the written Agreement. From the **Status** screen, the user will click the button for "We've reached an Agreement". This will open another section on the same page where the user will click the button to enter the terms of the Agreement and begin to input the appropriate information into the provided fields. When all of the information is complete, click the GENERATE AGREEMENT button at the bottom of the form to submit the form to the system.

Please see next pages for examples of the screens.

Details

Case Type
Landlord/Tenant

Civil Action Number
JP00-20-00000001

Parties

PARTY1

Land Lord ☑

PARTY2

Ten Ant ☑

Status   Conversations   History

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◉ **We've reached an agreement.**

If you and the other party are in agreement, select this option to enter the terms of your agreement.

◉ **Enter Terms into Agreement**

Use the drop-downs to Add Parties to the Agreement
PARTY1
Land Lord   ▾

◉ **We've reached an agreement.**

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◉ **Enter Terms into Agreement**

Use the drop-downs to Add Parties to the Agreement
PARTY1

Land Lord   ▼

PARTY2

☐ Ten Ant

Complete Form Information

Court Name

Delaware Justice of the Peace Court

Court Case Number

JP00-20-00000001

Parties agree that this amount is due to the Plaintiff(s):

Enter amount here...

The amount due to the Plaintiff(s) includes the following categories:
☐ Back Rent
☐ Late Fees
☐ Trash Fees
☐ Utilities
☐ Court Costs
☐ Other

Will a lump sum payment be made?
◯ Yes
◯ No

Parties agree that this amount is due to the Plaintiff(s):

Enter amount here...

$ 5,000.00

The amount due to the Plaintiff(s) includes the following categories:

- ☑ Back Rent
- ☐ Late Fees
- ☐ Trash Fees
- ☐ Utilities
- ☐ Court Costs
- ☐ Other

Will a lump sum payment be made?

- ◉ Yes
- ◯ No

Lump Sum Amount :

Enter amount here...

$ 2,000.00

Lump Sum Due Date :

12/1/2020

The Defendant(s) first payment is due on or before :

1/1/2021

How will you make the payment owed?

- ◉ Check
- ◯ Certified Check
- ◯ Money Order
- ◯ Other

The payment(s) shall be mailed to the Plaintiff(s) at the following address :

100 Main St
Dover DE 19904

Defendant(s) agree to vacate the rental unit on or before :

> Plaintiff(s) must file an Affidavit of Breach, a Statement in Support of Default Judgment (CF13LT), and a Certificate of Service (MISC27C) signifying that they provided a copy of the Affidavit of Breach and Statement in Support of Default Judgment to Defendant(s).

Upon transfer of judgment, Defendent(s) will incur a per-diem rent until the rental unit is vacated.

Per-diem rent is the monthly rent divided by 30. Example: $1000 per month rent would be 1000/30 = $33.33 per day.

Daily rental rate:

Upon compliance of agreement, Plaintiff(s) shall file a dismissal of this petition on or before:

3/1/2021

Additional terms & conditions:

This Stipulated Agreement is submitted to the court for final acceptance and approval this date:

11/23/2020

GENERATE AGREEMENT

You will have the opportunity to view and edit the agreement before submitting it to be signed.

⚠ If you would like a mediator to enter the terms into an agreement, select **I would like a mediator to facilitate the conversation** instead of this option.

○ **I would like a mediator to help facilitate the conversation.**

○ **Add PARTY1 Member**

Once the form is submitted to the system, the user will have an opportunity to review and edit any information that was entered in the form generator. If all of the information appears correctly, the user will click the SAVE & SUBMIT FORM button to send the form to all involved parties for review and signature.

Please see next pages for a visual aid of the screens.

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◯ **We've reached an agreement.**

◯ **I would like a mediator to help facilitate the conversation.**

Complete Form Information

Stipulated Agreement (P2P) - 1

PARTY1

  Land Lord

Parties agree that this amount is due to the Plaintiff(s):
Enter amount here...

$ 5,000.00

The amount due to the Plaintiff(s) includes the following categories:

This Stipulated Agreement is submitted to the court for final acceptance and approval this date:

11/23/2020

Court Name

Delaware Justice of the Peace Court

Court Case Number

JP00-20-00000001

SAVE   SAVE & VIEW FORM   DELETE FORM   SAVE & SUBMIT FORM

The parties will be notified that the agreement is available to be reviewed and signed. Each party is expected to review the Agreement. If the party agrees with the terms listed in the agreement, the party is to sign the form. *Note: If a party does not agree with the terms listed in the agreement, the party can reject the agreement. The party will have to indicate the reason the agreement is rejected. Once the party submits the rejection, the parties will have the ability to make edits and resubmit the agreement to all parties. If a mediator is involved in the case, they will sign the agreement after the parties have all signed the agreement and the mediator will submit the agreement to the Court.*

Details

Case Type
Landlord/Tenant

Civil Action Number
JP00-20-00000001

Parties

PARTY1

Land Lord ☑

PARTY2

Ten Ant ☑

Status   Conversations   History

Review Agreement

The agreement has been prepared and is ready for review. Please review the document and sign or reject it. If you reject it, then please provide details about why you are rejecting it in the comment section.

○ **We've reached an agreement.**

○ **I would like a mediator to help facilitate the conversation.**

View and Sign the Stipulated Agreement - 1

PARTY1: Land Lord

REVIEW AND SIGN STIPULATED AGREEMENT

○ **Add PARTY1 Member**

What action would you like to take?

SIGN AGREEMENT   REJECT AGREEMENT

IN THE JUSTICE OF THE PEACE COURT
OF THE STATE OF DELAWARE IN AND FOR
COURT 13 NEW CASTLE COUNTY

Peppa Pigg   :

    Plaintiff(s),   :

    v.   :

                                           :   C.A. No. JP00-20-00000001

    Defendant(s).   :

ON-LINE DISPUTE RESOLUTION (ODR) ORDER

The Parties reached this STIPULATED AGREEMENT through the ODR process,

What action would you like to take?

SIGN AGREEMENT   REJECT AGREEMENT

Sign Agreement

Please Sign Below

Type your name: *

Land Lord

CLOSE   SUBMIT

_____,

Defendant(s).

Submitting the Stipulated Agreement to the Court

Once all signatures have been added to the agreement, the plaintiff/landlord will click the button for PARTIES REACHED AN AGREEMENT and enter the Eviction Diversion Unit email address (jpmedeation@delaware.gov) along with any additional emails. The plaintiff/landlord will click the drop-down arrow and select the Stipulated Agreement form, then click SUBMIT to send the completed form to the court.

Status   Conversations   History

Details

Case Type
Landlord/Tenant

Civil Action Number
JP00-20-00000001

Parties

PARTY1

Land Lord ☑

PARTY2

Ten Ant ☑

Select Case Data
Enter emails to send to below

Select To Address *
Court 9, jpcourt09@delaware.gov ▼

BCC Emails
landlord1@gmail.com
Separate email addresses with a comma.

☑ Stipulated Agreement (P2P) 1

SUBMIT

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Appendices

Stipulated Agreement Example (double click to open full document)

**IN THE JUSTICE OF THE PEACE COURT
OF THE STATE OF DELAWARE IN AND FOR
COURT 13 NEW CASTLE COUNTY**

_____,

Plaintiff(s),

v.

C.A. No. _____

_____,

Defendant(s).

ON-LINE DISPUTE RESOLUTION (ODR) ORDER

The Parties reached this STIPULATED AGREEMENT through the ODR process,

STIPULATED AGREEMENT

The Parties agree on the following:

1. $_____ is the amount currently due to Plaintiff(s).

2. This amount includes:

_____.

3. Defendant(s) agrees to submit a lump sum payment of $_____ to Plaintiff(s) on or before _____.

Contact Information

Phone Number   302-674-7090
Email address   jpmedeation@delaware.gov
Website   https://courts.delaware.gov/jpcourt

Updating Account Information

Parties can update their account information by clicking their username in the top right-hand corner of any ODR screen

Parties can update their preferred email address and phone number by clicking CHANGE on their USER PROFILE screen. Clicking CHANGE next to PASSWORD will allow the party to update their system password.

User Profile

Name
Peppa Pigg

Business Name

Address
12 Porkchop Lane
DOVER, DE 19904

Email Address
peppapiggproperties@gmail.com

CHANGE

ⓘ Editing your email address will send a confirmation email to the new address.
Your email will not change on Matterhorn until the new email address has been confirmed.

Phone
3021111111(mobile)

CHANGE

ⓘ Editing your phone number will send a confirmation email.
Your phone number will not change on Matterhorn until the new phone number has been confirmed.

Password
****

CHANGE

EDIT   Cancel

When parties edit either their email address or phone number, the window below will open allowing them to edit their name, email address, and phone number. Physical/mailing addresses must be updated by the JP Court. Clicking SAVE at the bottom of the screen to save the changes. *Note: changing the email address or phone number will require verification. Upon verification of any email change, the party must use the NEW email address to log in to the system.*

User Profile

First *

Peppa

Middle

Last *

Pigg

Business Name (if applicable)

Email Address

peppapiggproperties@gmail.com

(i) Editing your email address will send a confirmation email to the new address.
Your email will not change on Matterhorn until the new email address has been confirmed.

Phone

3021111111

☑ Mobile Phone

(i) Editing your phone number will send a confirmation email.
Your phone number will not change on Matterhorn until the new phone number has been confirmed.

Address

12 Porkchop Lane
DOVER, DE 19904

Please contact The Delaware Justice of the Peace Court to update your address.

SAVE   Cancel

When parties edit their system password, they must enter their current password, new password, then the new password a second time to confirm the change. Click SUBMIT to save the new password.

Home   Dashboard   About   FAQ

Change Password

Current Password

New Password

Confirm

SUBMIT

Your password must be 8 or more characters and must include:

- an upper-case letter
- a lower-case letter
- a number or special character: @#$%&^+=