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# Condominium Dispute Resolution Tribunal

## Guided Negotiation Fact Sheet

### Overview

The Condominium Dispute Resolution Tribunal (CDRT) offers Albertans accessible and timely dispute resolution services for condominium owners and condominium corporations.

Guided Negotiation is the first dispute resolution step after an application is submitted.

### How it works

During Guided Negotiation, both sides can discuss the dispute through either an online chat function within the CDRT's application service or by video or teleconference. This informal discussion allows both parties to gain a better understanding of the dispute and, ideally, discuss options for resolving it in a neutral, safe, respectful and convenient online space.

### No additional fees

Because Guided Negotiation is included in the application fee, there is no additional fee required.

### Benefits of Guided Negotiation

- **Convenient** – Uses a simple and easy to use “chat” function within the CDRT's application service for parties to discuss the dispute and seek resolution.
- **Informal** – The discussion is moderated by CDRT staff, with little preparation required by parties. The only requirement is to approach the chat with an open mind and in good faith.
- **Timely** – Parties can resolve the dispute on their own terms quickly, without the need for mediation or adjudication.
- **No downside** – If parties are unable to resolve the dispute through Guided Negotiation, the Tribunal also provides mediation services and/or an adjudicative hearing.

### For more information

To learn more about the Tribunal and its processes, please visit [www.alberta.ca/CondoTribunal](http://www.alberta.ca/CondoTribunal).