



# Kane County Eviction Online Dispute Resolution (EODR) FAQs and Resources

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## FAQs

### **What is Eviction Online Dispute Resolution?**

Eviction Online Dispute Resolution (EODR) is a free service provided by the Sixteenth Judicial Circuit Court (Kane County) to help you and the other side try to settle your eviction case online before the first court date. Settling your eviction case through EODR can save time and money for all parties.

### **How do I access Eviction Online Dispute Resolution?**

Eviction ODR website link **COMING SOON!**

When you access Eviction Online Dispute Resolution (EODR) for the first time, you will be asked to create an account and to provide a phone number or email address where you can receive text messages or email notifications.

### **Is Eviction Online Dispute Resolution required?**

Yes. Eviction Online Dispute Resolution (EODR) is required for all residential eviction cases filed in Kane County.

### **Is Eviction Online Dispute Resolution the same as eviction mediation?**

No. Eviction Online Dispute Resolution (EODR) and mediation are similar, but they are two different services. EODR is a completely online service that allows you to try to settle your eviction case before your first court date.

Mediation is a process where the parties meet with a neutral person (the mediator), who helps the parties try to reach an agreement. If you do not reach an agreement through EODR, the judge might send your case to mediation.

### **What technology do I need for Eviction Online Dispute Resolution?**

To use the Eviction Online Dispute Resolution (EODR) program, you will need a phone number where you can receive text messages or an email address, and a computer, smart phone, or other device with internet access.

When you log into the EODR program for the first time, you will be asked to enter a phone number or email address where you can receive text message or email notifications. It is important that you check your text messages or email notifications regularly during the EODR process so that you do not miss important notifications.

### **What do “plaintiff” and “defendant” mean?**

The “plaintiff” is the person or business who filed the eviction case. The “defendant” is the person being sued. There can be more than one plaintiff and more than one defendant in a case.

### **Is there a deadline for reaching an agreement through Eviction Online Dispute Resolution?**

Yes. When you log into the Eviction Online Dispute Resolution (EODR) program, you can find your dispute deadline in the upper left corner of the page, under the case number. Since time is limited, it is important that you regularly check your text messages or email notifications for ODR notifications and that you promptly review and respond to any settlement offers.

The EODR program is available 24 hours a day, 7 days a week until your deadline. If you do not reach an agreement by the deadline, your case will continue through the court process.

### **What happens if I reach an agreement through Eviction Online Dispute Resolution? Do I still have to go to court?**

If you reach an agreement through Eviction Online Dispute Resolution (EODR), the EODR program will create an agreed court order that describes your settlement agreement. You and the other side must both sign the agreed court order through the EODR website. After both sides have signed, the EODR program will automatically send your agreed court order to the judge to review. Your agreement is not final until the judge approves it.

After the judge approves your agreement, you might have to go to court so the judge can make sure that everyone is following the agreement. (This is called a “compliance” or “status” court date.) Check your agreed court order (your settlement agreement) to see if you have a future court date. You can also look up your court case at <https://kanecoportal.co.kane.il.us/portal>.

### **What happens if I do not reach an agreement through Eviction Online Dispute Resolution?**

If you do not reach an agreement, your case will continue through the court process. This may include a trial.

### **I submitted my settlement offer. How will I know if the other side has responded to my offer?**

When the other side responds to your offer, you will receive a text message or email notification at the phone number or email address you provided when you registered for the Eviction Online Dispute Resolution (EODR) program. After you get the notification, you must then log into the EODR website to view the other side’s response.

### **The other side hasn't responded to my settlement offer. What should I do?**

If you submitted a settlement offer through the Eviction Online Dispute Resolution (EODR) program and the other side has not responded, you can use the EODR "Talk It Out" feature to contact the other side.

If the other side does not respond to your offer before your court date, you must attend your court date and your case will continue through the court process.

### **I received a settlement offer from the other side, but I don't agree with it. What can I do?**

When you receive a settlement offer from the other side, review it carefully to make sure you understand it. You can either accept the offer or decline (not accept) it. You should only accept an offer if you want to agree to all parts of the offer, and you believe you will be able to comply with the agreement.

If you decline the offer, you will have a chance to suggest changes to the offer. You can suggest changes to just some parts of the offer, or you can suggest a completely different agreement. The ODR program will send your offer to the other side, and the other side will have a chance to respond. You can go back and forth as many times as you need to until the Eviction Online Dispute Resolution (EODR) deadline.

### **I reached an agreement through Eviction Online Dispute Resolution. Now the other side isn't following the agreement and the court case has already been dismissed. What can I do?**

If your court case has already been dismissed, you can file a motion to reinstate the court case. Check your agreed court order (your settlement agreement) for the deadline for filing a motion to reinstate.

### **Do I need a lawyer for Eviction Online Dispute Resolution?**

No. You are not required to have a lawyer for Online Dispute Resolution (ODR) or for eviction court. ODR is designed to be easy to use by people who do not have a lawyer.

### **I have a lawyer. Can my lawyer participate in Eviction Online Dispute Resolution for me?**

If you have a lawyer representing you in your eviction case, either you or your lawyer can participate in Eviction Online Dispute Resolution (EODR). You should talk to your lawyer to decide which one of you will participate in EODR.

### **Where can I find a lawyer or legal information?**

You can find free legal information about eviction at [www.illinoislegalaid.org](http://www.illinoislegalaid.org).

If you have questions about the court process, you can call or text [Illinois Court Help](http://www.illinoislegalaid.org) at 833-411-1121 Monday-Friday from 8:30am-3:00pm to speak with a trained Court Guide.

You can find free court forms at <https://www.illinoiscourts.gov/documents-and-forms/approved-forms/>.

The [Kane County Law Library and Self Help Legal Center](#) has free legal information and resources, public access computers, and e-filing stations. It is located at the Kane County Judicial Center, 37W777 IL Route 38, St. Charles, IL 60175.

Apply for free legal help through [Eviction Help Illinois](#). Tenants may also apply for free legal help through [Prairie State Legal Services](#).

The Kane County Bar Association offers a [Lawyer Referral Service](#). Participating lawyers set their own fees.

### **Where can I get rental or utility assistance?**

You can find information about rental and utility assistance at <https://www.illinoishousinghelp.org/>.

You can apply for the Court-Based Rental Assistance Program (CBRAP) at <https://www.illinoishousinghelp.org/cbrap>. CBRAP provides up to \$25,000 in rental assistance, including up to 15 months of past due rent and 3 months of future rent.

### **How can I find my court date?**

You can quickly look up your court case on the Kane County Circuit Clerk Office's website at <https://kanecoportal.co.kane.il.us/portal>.

The website [KaneCourt.org](#) (Kane Court Partners) is designed to quickly direct you to information you may need to attend court, including but not limited to:

- How to Use Zoom
- Join Zoom Court
- Online Payment
- Is Court In-Person/Zoom?
- Hearing Reminders
- Find My Court Date

### **EVICTION RESOURCES**

- Approved Statewide Eviction Forms - <https://www.illinoiscourts.gov/forms/approved-forms/forms-approved-forms-circuit-court/eviction>
- eFiling Information & Instructions - <https://www.kclawlibrary.org/efiling-in-kane-county>
- Eviction Help Illinois - <https://evictionhelpillinois.org/> or call 855-631-0811

- Illinois Court-Based Rental Assistance Program - <https://www.illinoishousinghelp.org/cbrap>
- Illinois Legal Aid - <https://www.illinoislegalaid.org/legal-information/evicting-tenant>
- Kane County Bar Association (Lawyer Referral Service) - <https://www.kanecountybar.org/lawyer-referral/> or call 630-762-1900
- Kane County Eviction Mediation Program - <https://www.illinois16thjudicialcircuit.org/Pages/evictionmediation.aspx>
- Kane County Law Library & Self Help Legal Center - <https://www.kclawlibrary.org/> or call 630-406-7126
- Local Court Rules - <https://www.illinois16thjudicialcircuit.org/Pages/localCourtRules.aspx>
- Prairie State Legal Services - <https://pslegal.org/> or call 630-690-2130