

FORMS •CAMP 2022•



Designing Court Forms

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FORMS •CAMP 2022•



Today's Session

1. Seeing Forms From the User's POV
2. Visual Design Principles to Follow
3. Walk Through Form Redesign
4. The Design Process
5. Your Questions

A stylized landscape illustration. In the background, there are several layers of mountains in shades of light green and teal. A large, bright white sun is positioned in the upper right quadrant. A white, fluffy cloud is in the upper left. The middle ground features a range of mountains with a small cluster of evergreen trees on a peak. The foreground is dominated by a dense forest of dark green evergreen trees. The overall color palette is muted and naturalistic.

1

Seeing the Form Through Its Users' POV

**What is the job that a form
is supposed to do?**

What's the point of a form?

A successful form is a key 'Access to Justice' gateway.

A good form will allow people to participate in the court system,

by getting their key information & stories into the court staff, in the clearest & most strategic ways for their problem's just resolution.

A successful form will increase procedural justice & substantive justice.

It will make a person feel that the court process is transparent, fair, and trustworthy.

It will let them share their info, perspective, & experiences so that the judge can make a fair decision, applying the law to the situation in a just way.

Our design lab works on making documents that are more likely to **build people's legal capability & increase their access to justice.**

There are many other labs at law schools & other universities that also do this. Other government agencies also have their own design labs.

Eviction Summons BEFORE

No clear
Headline
message in
prime location

Too many
large blocks
of text.
Reader likely
will not read
all 3 — or
even past 1st
sentence in
each.

Absence of
any
resources,
referrals, or
action steps
for reader

(SUMMONS RETURNABLE BY 02/19/2019) Original

SUMMONS IN ACTION IN FORCIBLE ENTRY, DETAINER, AND MONEY

Hamilton County Municipal Court
1000 Main St. Rm.115 Cincinnati, Ohio 45202

TO: [REDACTED]

A complaint to evict you has been filed with this court. No person shall be evicted unless his right to possession has ended and no person shall be evicted in retaliation for the exercise of his lawful rights. If you are depositing rent with the clerk of court, continue to deposit such rent until the time of the court hearing. The failure to continue to deposit such rent may result in your eviction. You may request a jury trial. You have the right to seek legal assistance. If you cannot afford a lawyer, you may contact your local legal aid or legal service office. If none is available, you may contact your local bar association.

You are being sued for eviction by the following plaintiff(s):
[REDACTED]

From the premises known as: [REDACTED]

Your court date is scheduled for 02/27/2019 at 09:00 A.M. in Room 121 in the Hamilton County Courthouse, 1000 Main St. Cincinnati, Ohio 45202.

If you do not appear in court at that time to answer the allegations stated in the eviction complaint, you will be evicted based on the plaintiff's evidence.

PLEASE ALLOW SUFFICIENT TIME TO ENTER COURTHOUSE DUE TO SECURITY CHECK. DELAYS POSSIBLE.
2ND CAUSE OF ACTION

The plaintiff's complaint also asks for money damages against you. You must serve your written answer upon the plaintiff's attorney, or upon the plaintiff if the plaintiff has no attorney, within 28 days after the service of this summons is made upon you. In addition, you must file a copy of your answer with the office of the clerk of this court within 3 days after you serve the plaintiff's attorney. Unless you do both of the foregoing, the complaint of the plaintiff will be taken as true, and a default judgment will be rendered against you for the damages demanded in the complaint. Your answer must contain a certification by you of the date you served the answer, how you served it and whom you served. The following, if any, is the name and address of the attorney for the plaintiff.

SHERI E AUTONBERRY
2600 VICTORY PARKWAY
CINCINNATI, OH 45206

AFTAB PUREVAL, Clerk of Municipal Court
Hamilton County, Ohio
Date: 02/06/2019

I received this summons on ___ 20___ at ___ o'clock ___ M
[] Made personal service of it upon _____
[] Made residence service of it upon _____
at their usual place of residence with _____
a person of suitable age and discretion then residing
therein, tendering a copy of the summons, complaint, and
accompanying documents.
[] Made service by posting a copy of the complaint in a
conspicuous place on the premises.
[] I was unable to serve a copy of the summons upon
for the following reason(s): _____

Date _____ Deputy Bailiff / Special Process Server

By: *David Stutz*
Deputy Clerk

SUMMONS RETURNABLE BY: 02/19/2019

N201A

Absence of
logo, symbols,
and other
'official'
signals

Complicated
vocabulary &
sentence
structure, for
info about
lawsuit &
rights

Key action
steps in small
text in middle
of page

Second action
(about what
happens with \$
owed) is
buried in 'dead
zone'. Reader
likely tunes
out.

Key real estate
for "Next
Steps" is taken
up by
signature

Eviction Summons AFTER

Title the Document clearly to explain its purpose on 1st read, and then for reference when the reader is going through stack of papers later

Address reader politely

Clear statement of who is suing who, for what.

Most important Call Out for Hearing When/ Where: the main goal of doc is to prevent default. Make this info primary focus

Call out Action Steps to Get Help in spaced-out bullet points with clear titles, contact points, and possible payoffs. This is 2nd most important info

Include language required by statute. Keep its typical all-caps formatting and 'block of text' to signal that this is the legalese for 'power users'.

Eviction and Money Claim Court Summons
from Hamilton County Municipal Court

Dear Anne Marie Vallone,
Your landlord is suing to evict you from 500 Sycamore Street, Apartment 2B, Fairfield 45202. Your landlord is also suing you for money.

Eviction Lawsuit

| | |
|--------------|--|
| When | March 20, 2019 at 10am. Come at least <u>one hour</u> early. The security lines will be long. If you are late, you may be evicted automatically. |
| Where | Hamilton County Courthouse, Room 121, 1000 Main St. Cincinnati, OH, 45202. |

Money Lawsuit

File an Answer. If you disagree that you owe money, file an Answer. You only have 28 days after you received this Summons. File it in room 115 of the courthouse. After you file, the court will set a second trial date.

Don't ignore this eviction. You could be given 7 days or less to leave your home. If you do not file an Answer, the landlord may win a judgment against you for all of the money they claim you owe. If you don't go to court, your landlord can evict you automatically.

Get Help

- **Speak With a Free Lawyer.**
Call the Help Center at 513-946-5650 to make a free 40 minute appointment with a lawyer. They cannot represent you in court. For more information, visit **room 113 of the Hamilton County Courthouse** or visit www.cincyhelpcenter.org.
- **Find a Lawyer to Represent You in Court.**
Call Legal Aid at 513-241-9400. If you qualify for a free lawyer, Legal Aid could represent you in court.
Hire a private lawyer. Visit www.cincybar.org or call 513-381-8213.
- **Seek Help Paying Rent.**
Call United Way at 211, to see if you qualify.
- **Request a translator or accommodation for a disability.**
Call the court at 513-946-5200.

A COMPLAINT TO EVICT YOU HAS BEEN FILED WITH THIS COURT. NO PERSON SHALL BE EVICTED UNLESS THE PERSON'S RIGHT TO POSSESSION HAS ENDED AND NO PERSON SHALL BE EVICTED IN RETALIATION FOR THE EXERCISE OF THE PERSON'S LAWFUL RIGHTS. IF YOU ARE DEPOSITING RENT WITH THE CLERK OF THIS COURT YOU SHALL CONTINUE TO DEPOSIT SUCH RENT UNTIL THE TIME OF THE COURT HEARING. THE FAILURE TO CONTINUE TO DEPOSIT SUCH RENT MAY RESULT IN YOUR EVICTION. YOU MAY REQUEST A TRIAL BY JURY. YOU HAVE THE RIGHT TO SEEK LEGAL ASSISTANCE. IF YOU CANNOT AFFORD A LAWYER, YOU MAY CONTACT YOUR LOCAL LEGAL AID OR LEGAL SERVICE OFFICE. IF NONE IS AVAILABLE, YOU MAY CONTACT YOUR LOCAL BAR ASSOCIATION.

Hamilton County
STATE OF OHIO

Your Case Number
CV-1602-4000

Case caption
Richard Osborne vs. Anne Marie Vallone

Landlord, Richard Osborne
400 Sycamore Street
Cincinnati, OH 45202

Landlord's attorney, Elizabeth Levinsky
500 Sycamore Street
Cincinnati, OH 45202
513-224-5698

Tenant, Anne Marie Vallone
634 Sycamore Street
Cincinnati, OH 45202

Certified Mail Number
9400 3000 0000 0000 0000 00

Bailiff's Code
12778800995

Date Created
March 15, 2019

Clerk's signature

Hamilton County Courthouse,
1000 Main Street

Get help by **texting HELP** to 513-555-5555
Your code is SUMC-123-123

Court logo to signal this is an important & trustworthy communication

All key information reader may be asked about in one place for reference

Warning Nudge: tap into negative consequences for default.

Visualize desired action of going to the courthouse. Also prevent confusion about which building to line up at.

Provide Clear Next Step, in this case of signing up for text hotline to connect with help

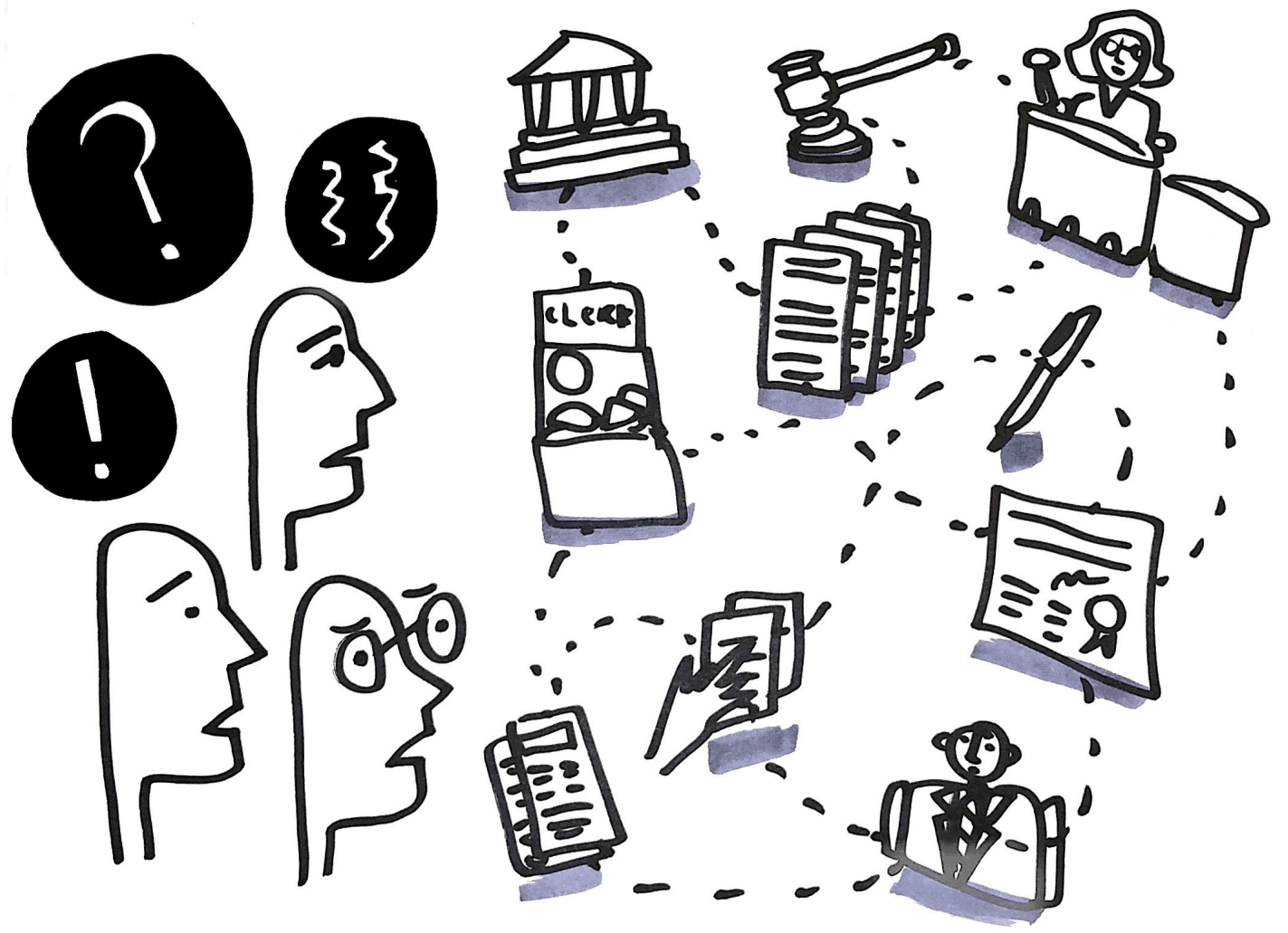
**To make better forms, we
need to see them from
users' perspectives**

CENTER
your work
AROUND
your
USERS



KNOW WHO YOU ARE
WORKING FOR, & MAKE
THEIR NEEDS AND GOALS
YOUR LODESTAR FOR
DECISION MAKING

Who are the form users?



Who are the form users?

People trying to get their story & info across:

- Self-represented litigants with a paper form or PDF
- Litigants using a document-assembly website tool by themselves
- Litigants receiving brief services at a clinic or help center
- Litigants with full counsel

Who might have situations like:

- Limited English Proficiency
- 8th Grade Reading Level
- High Stress

Who are the form users?, pt. 2

Advocates helping people get their story across:

- Self Help Center Staff
- Legal Aid lawyers
- Pro Bono lawyers
- Paralegals
- Private lawyers

Who are the form users?, pt. 3

Family & Friends trying to help a litigant do this right

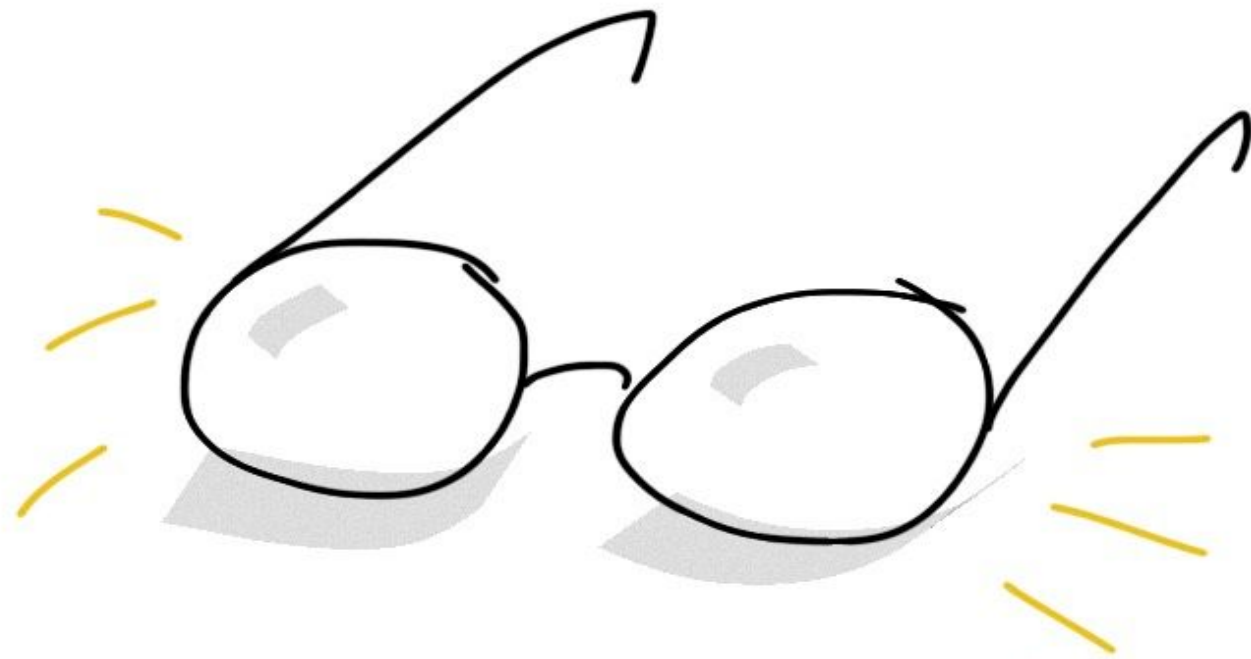
- a child translating for their parent with limited English proficiency
- a friend helping their stressed-out friend to get this done
- a mom helping their kid

Who are the form users? Inside the court

Clerks who must make assess the form entries & get it into the court IT systems

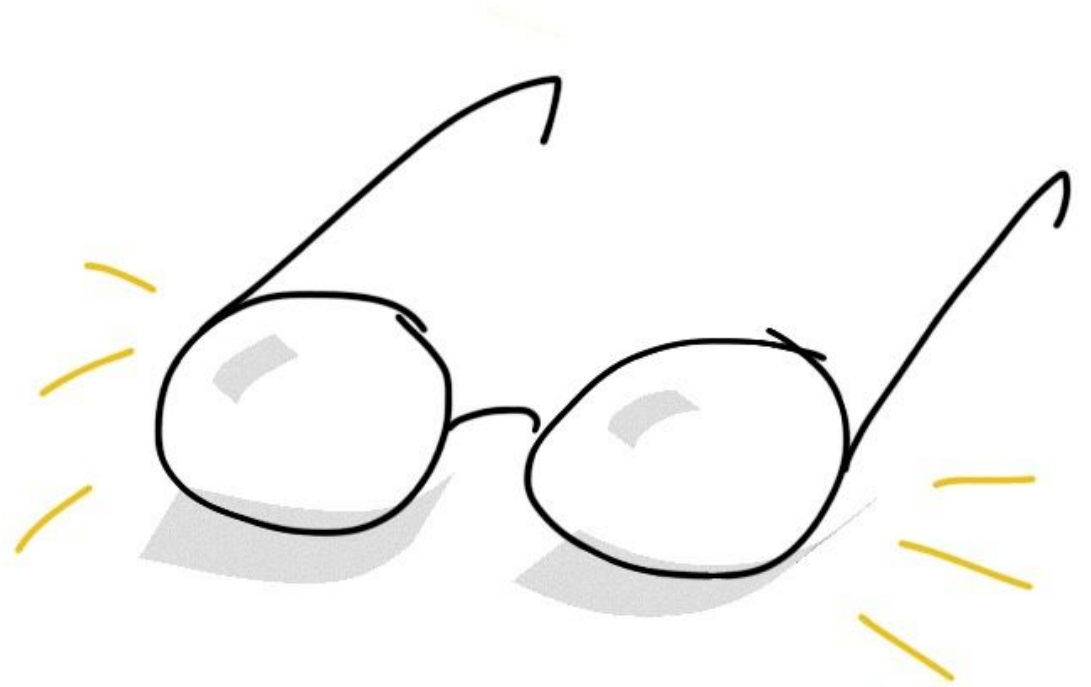
Judge & team who must make sense of the form's information narrative, to prepare for calls, meetings, & hearings

Software systems that must interpret the form info to triage the case to the right place



Design is a ↗
new pair of Glasses.

Is this form
Usable,
Useful, and
Engaging
to its intended users?





Would a litigant be able to **find & use it** easily?

Would they find it **useful**, to get their key info across & prepare for court?

Would it **engage** them, so they want to spend time & resources filling it in?

“I need to figure out whether I can get a guardianship of my 7 year old grandson while his mom is in treatment.”

GC-210 ATTORNEY OR PARTY WITHOUT ATTORNEY STATE BAR NO.: FOR COURT USE ONLY NAME: FIRM NAME: STREET ADDRESS: CITY: STATE: ZIP CODE: TELEPHONE NO.: FAX NO.: E-MAIL ADDRESS: ATTORNEY FOR (name): SUPERIOR COURT OF CALIFORNIA, COUNTY OF STREET ADDRESS: MAILING ADDRESS: CITY AND ZIP CODE: BRANCH NAME: GUARDIANSHIP OF (name): CASE NUMBER: PETITION FOR APPOINTMENT OF GUARDIAN OF MINOR MINORS Person** Estate** HEARING DATE AND TIME: DEPT.:

1. Petitioner (name each): requests that a. (name): (address): (telephone): be appointed guardian of the PERSON of the minor or minors named in item 2 and Letters issue upon qualification. b. (Not applicable to proposed wards 18 years of age and older.) (name): (address): (telephone): be appointed guardian of the ESTATE of the minor or minors named in item 2 and Letters issue upon qualification. c. (1) bond not be required because the petition is for guardian of the person only because the proposed guardian is a corporate fiduciary or an exempt government agency for the reasons stated in Attachment 1c. (2) \$ bond be fixed. It will be furnished by an authorized surety company or as otherwise provided by law. (Specify reasons in Attachment 1c if the amount is different from the minimum required by Prob. Code, § 8482.) (3) \$ in deposits in a blocked account be allowed. Receipts will be filed. (Specify institution and location): d. authorization be granted under Probate Code section 2590 to exercise the powers specified in Attachment 9. e. orders relating to the powers and duties of the proposed guardian of the person under Probate Code sections 2351-2358 be granted (specify orders, facts, and reasons in Attachment 1e). f. an order dispensing with notice to the persons named in Attachment 10 be granted. g. other orders be granted (specify in Attachment 1g). 2. Attached is a copy of Guardianship Petition—Child Information Attachment (form GC-210(CA)) for each minor for whom this petition requests the appointment of a guardian. The full legal name and date of birth of each minor is: a. Name: Date of Birth (month/day/year): b. Name: Date of Birth (month/day/year): c. Name: Date of Birth (month/day/year): d. Name: Date of Birth (month/day/year): The names and dates of birth of additional minors are specified on Attachment 2 to this petition.

GC-210 GUARDIANSHIP OF (name): CASE NUMBER:

3. Petitioner is a. related to the minor or minors named in item 2, as shown in item 7 of each minor's attached form GC-210(CA). b. the minor named in item 2, who is 12 years of age or older. c. another person on behalf of minor or minors named in item 2, as shown in item 7 of each minor's attached form GC-210(CA). 4. The proposed guardian is (check all that apply): a. a nominee (affix a copy of nomination as Attachment 4a or file Nomination of Guardian (form GC-211, items 2 and 3) with this petition. b. related to the minor or minors named in item 2, as shown in item 3 of each minor's attached form GC-210(CA). c. other, as shown in item 3 of each minor's attached form GC-210(CA). d. a professional fiduciary within the meaning of the Professional Fiduciaries Act. The proposed guardian's license status is shown in item 1 on page 1 of the attached Professional Fiduciary Attachment. (Use form GC-210(A-PF)/GC-310(A-PF) for this attachment.) 5. Petitioner, with intent to adopt, has accepted or intends to accept physical care or custody of the minor. 6. A person other than the proposed guardian has been nominated as the guardian of the minor by will other writing. A copy of the nomination is affixed as Attachment 6. (Specify name and address of nominee in item 2 of minor's attached form GC-210(CA).) 7. Character and estimated value of property of the estate (complete if petition requests appointment of a guardian of the estate or the person and estate): a. Personal property: \$ b. Annual gross income from all sources, including real and personal property, wages, pensions, and public benefits: \$ c. Total: \$ d. Real property: \$ 8. Appointment of a guardian of the person estate of the minor or minors named in item 2 is necessary or convenient for the following reasons: Continued in Attachment 8. Parental custody would be detrimental to the minor or minors named in item 2 (not applicable to proposed wards 18 years of age and older). 9. Granting the proposed guardian of the estate powers to be exercised independently under Probate Code section 2590 would be to the advantage and benefit and in the best interest of the guardianship estate. Reasons for this request and the powers requested are specified in Attachment 9. 10. Notice to the persons named in Attachment 10 should be dispensed with under Probate Code section 1511 because they cannot with reasonable diligence be given notice (specify names and efforts to locate in Attachment 10). giving notice to them would be contrary to the interest of justice (specify names and reasons in Attachment 10).

GC-210 GUARDIANSHIP OF (name): CASE NUMBER:

11. (Complete this item if this petition is filed by a person who is not related to a minor named in item 2 and is not a petition for appointment of a guardian of the estate only.) a. Petitioner is the proposed guardian and will promptly furnish all information requested by any agency referred to in Probate Code section 1543. b. Petitioner is not the proposed guardian. A statement by the proposed guardian that he or she will promptly furnish all information requested by any agency referred to in Probate Code section 1543 is affixed as Attachment 11b. c. The proposed guardian's home is is not a licensed foster family home. d. The proposed guardian has never filed a petition for adoption of the minor except as specified in Attachment 11d. 12. Attached to this petition is a Declaration Under Uniform Child Custody Jurisdiction and Enforcement Act (UCCJEA) (form GC-120) concerning each child under 18 years of age listed in item 2 (guardianship of the person or person and estate only). 13. Filed with this petition are the following (check all that apply): Consent of Proposed Guardian (form GC-211, item 1) Nomination of Guardian (form GC-211, items 2 and 3) Consent to Appointment of Guardian and Waiver of Notice (form GC-211, item 4) Petition for Appointment of Temporary Guardian (form GC-110) Petition for Appointment of Temporary Guardian of the Person (form GC-110(P)) Confidential Guardianship Screening Form (form GC-212) Petition for Special Immigrant Juvenile Findings (form GC-220) Other (specify):

14. All attachments to this form are incorporated by this reference as though placed here in this form. Number of pages attached: Date: (SIGNATURE OF ATTORNEY*) *(All petitioners and the proposed ward—if he or she is at least 18 years of age but not yet 21 and not a petitioner—must also sign.) I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct. Date: (TYPE OR PRINT NAME) (SIGNATURE OF PETITIONER) (TYPE OR PRINT NAME) (SIGNATURE OF PETITIONER) (TYPE OR PRINT NAME) (SIGNATURE OF PETITIONER) I consent to the appointment of the person named in item 1.a as guardian of my person and to his or her performance of the duties of a guardian on my behalf. Date: (TYPE OR PRINT NAME) (SIGNATURE OF PROPOSED WARD)

"My landlord just sued me for eviction. Now what can I do?"

| UD-105 | |
|--------------------------|--------------|
| PLAINTIFF: DEFENDANT: | CASE NUMBER: |

2. b. (2) (d) Defendant has no information or belief that the following statements on the **Mandatory Cover Sheet and Supplemental Allegations—Unlawful Detainer** (form UD-101) are true, so defendant denies them (state paragraph numbers from form UD-101 or explain below or, if more room needed, on form MC-025):

Explanation is on form MC-025, titled as Attachment 2b(2)(d).

3. DEFENSES AND OBJECTIONS (NOTE: For each box checked, you must state brief facts to support it in item 3w (on page 4) or, if more room is needed, on form MC-025. You can learn more about defenses and objections at www.courts.ca.gov/self-help-eviction.htm.)

a. (Nonpayment of rent only) Plaintiff has breached the warranty to provide habitable premises.
b. (Nonpayment of rent only) Defendant made needed repairs and properly deducted the cost from the rent, and plaintiff did not give proper credit.
c. (Nonpayment of rent only) On (date) before the notice to pay or quit expired, defendant offered the rent due but plaintiff would not accept it.
d. Plaintiff waived, changed, or canceled the notice to quit.
e. Plaintiff served defendant with the notice to quit or filed the complaint to retaliate against defendant.
f. By serving defendant with the notice to quit or filing the complaint, plaintiff is arbitrarily discriminating against the defendant in violation of the Constitution or the laws of the United States or California.
g. Plaintiff's demand for possession violates the local rent control or eviction control ordinance of (city or county, title of ordinance, and date of passage): (Also, briefly state in item 3w the facts showing violation of the ordinance.)
h. Plaintiff's demand for possession is subject to the Tenant Protection Act of 2019, Civil Code section 1946.2 or 1947.12, and is not in compliance with the act. (Check all that apply and briefly state in item 3w the facts that support each.)
i. Plaintiff failed to state a just cause for termination of tenancy in the written notice to terminate.
j. Plaintiff failed to provide an opportunity to cure any alleged violations of terms and conditions of the lease (other than payment of rent) as required under Civil Code section 1946.2(d).
k. Plaintiff failed to comply with the relocation assistance requirements of Civil Code section 1946.2(d).
l. Plaintiff has raised the rent more than the amount allowed under Civil Code section 1947.12, and the only unpaid rent is the unauthorized amount.
m. Plaintiff violated the Tenant Protection Act in another manner that defeats the complaint.
n. Plaintiff accepted rent from defendant to cover a period of time after the date the notice to quit expired.
o. Plaintiff seeks to evict defendant based on an act against defendant or a member of defendant's household that constitutes domestic violence, sexual assault, stalking, human trafficking, or abuse of an elder or a dependent adult. (This defense requires one of the following: (1) a temporary restraining order, protective order, or police report that is not more than 180 days old; OR (2) a signed statement from a qualified third party (e.g., a doctor, domestic violence or sexual assault counselor, human trafficking caseworker, or psychologist) concerning the injuries or abuse resulting from these acts).
p. Plaintiff seeks to evict defendant based on defendant or another person calling the police or emergency assistance (e.g., ambulance) by or on behalf of a victim of abuse, a victim of crime, or an individual in an emergency when defendant or the other person believed that assistance was necessary.
q. Plaintiff's demand for possession of a residential property is in retaliation for nonpayment of rent or other financial obligations due between March 1, 2020, and September 30, 2021, even though alleged to be based on other reasons. (Civ. Code, § 1942.0(d); Gov. Code, § 12955.)
r. Plaintiff's demand for possession of a residential property is based on nonpayment of rent or other financial obligations due between March 1, 2020, and September 30, 2021, and (check all that apply):
1. Plaintiff did not serve the general notice or notices of rights under the COVID-19 Tenant Relief Act as required by Code of Civil Procedure section 1179.04.
2. Plaintiff did not serve the required 15-day notice. (Code Civ. Proc., § 1179.03(b) or (c).)
3. Plaintiff failed to provide an unpaid declaration of COVID-19-related financial distress with the 15-day notice. (Code Civ. Proc., § 1179.03(d).)
4. Plaintiff did not provide an unpaid declaration of COVID-19-related financial distress in the language in which the landlord was required to provide a translation of the rental agreement. (Code Civ. Proc., § 1179.03(d).)
5. Plaintiff identified defendant as a "high-income tenant" in the 15-day notice, but plaintiff did not possess proof at the time the notice was served establishing that defendant met the definition of high-income tenant. (Code Civ. Proc., § 1179.02-5(a).)
6. Defendant delivered to plaintiff one or more declarations of COVID-19-related financial distress and, if required as a "high-income tenant," documentation in support. (Code Civ. Proc., §§ 1179.03(f) and 1179.02.5.) (Describe when and how delivered and check all other items below that apply):
a. Plaintiff's demand for payment includes late fees on rent or other financial obligations due between March 1, 2020, and September 30, 2021.
b. Plaintiff's demand for payment includes fees for services that were increased or not previously charged.
c. Defendant, on or before September 30, 2021, paid or offered plaintiff payment of at least 25% of the total rental payments that were due between September 1, 2020, and September 30, 2021, and that were demanded in the termination notices for which defendant delivered the declarations described in (a). (Code Civ. Proc., § 1179.03(g)(2).)
7. Defendant is currently filing or has already filed a declaration of COVID-19-related financial distress with the court. (Code Civ. Proc., § 1179.03(h).)
8. Plaintiff's demand for possession of a residential property is based on nonpayment of rent or other financial obligations due between October 1, 2021, and March 31, 2022, and (check all that apply):
1. Plaintiff's notice to quit was served before April 1, 2022, and:
a. Did not contain the required contact information for the pertinent governmental rental assistance program, or the other contact required by Code of Civil Procedure section 1179.10(a).
b. Did not include a translation of the statutory required notice. (Code Civ. Proc., § 1179.10(a)(2) and Civ. Code, § 1632.)
2. Plaintiff's notice to quit was served between April 1, 2022, and June 30, 2022, and did not contain the required information about the government rental assistance program and possible protections, as required by Code of Civil Procedure section 1179.10(b).
9. For a tenancy initially established before October 1, 2021, plaintiff's demand for possession of a residential property is based on nonpayment of rent or other financial obligations due between March 1, 2020, and March 31, 2022, and (check all that apply):
1. Plaintiff did not complete an application for rental assistance to cover the rental debt demanded in the complaint before filing the complaint in this action.
2. Plaintiff's application for rental assistance was not denied.
3. Plaintiff's application for rental assistance was denied for a reason that does not support issuance of a summons or judgment in an unlawful detainer action (check all that apply):
a. Plaintiff did not fully or properly complete plaintiff's portion of the application. (Code Civ. Proc., § 1179.09(g)(2)(A).)
b. Plaintiff did not apply to the correct rental assistance program. (Code Civ. Proc., § 1179.09(g)(2)(C).)
c. An application for rental assistance was filed before April 1, 2022, and the determination is still pending.
4. Rental assistance has been approved and tenant is separately filing an application to prevent foreclosure (form UD-125).
p. Plaintiff's demand for possession of a residential property is based on nonpayment of rent or other financial obligations and (check all that apply):
1. Plaintiff received or has a pending application for rental assistance from a governmental rental assistance program or some other source relating to the amount claimed in the notice to pay rent or quit. (Health & Saf. Code, §§ 50897.16(c)(2)(B) and 50897.3(a)(2).)
2. Plaintiff received or has a pending application for rental assistance from a governmental rental assistance program or some other source for rent accruing since the notice to pay rent or quit. (Health & Saf. Code, §§ 50897.16(c)(2)(B) and 50897.3(e)(2).)

| UD-105 | |
|--------------------------|--------------|
| PLAINTIFF: DEFENDANT: | CASE NUMBER: |

ANSWER—UNLAWFUL DETAINER

1. Defendant (all defendants for whom this answer is filed must be named and must sign this answer unless their attorney signs):

answers the complaint as follows:

2. DENIALS (Check ONLY ONE of the next two boxes.)
a. General Denial (Do not check this box if the complaint demands more than \$1,000.)
Defendant generally denies each statement of the complaint and of the **Mandatory Cover Sheet and Supplemental Allegations—Unlawful Detainer** (form UD-101).
b. Specific Denials (Check this box and complete (1) and (2) below if complaint demands more than \$1,000.)
Defendant admits that all of the statements of the complaint and of the **Mandatory Cover Sheet and Supplemental Allegations—Unlawful Detainer** (form UD-101) are true EXCEPT:
(1) Denial of Allegations in Complaint (Form UD-100 or Other Complaint for Unlawful Detainer)
a. Defendant claims the following statements of the complaint are false (state paragraph numbers from the complaint or explain below or, if more room needed, on form MC-025):
 Explanation is on form MC-025, titled as Attachment 2b(1)(a).
b. Defendant has no information or belief that the following statements of the complaint are true, so defendant denies them (state paragraph numbers from the complaint or explain below or, if more room needed, on form MC-025):
 Explanation is on form MC-025, titled as Attachment 2b(1)(b).
(2) Denial of Allegations in **Mandatory Cover Sheet and Supplemental Allegations—Unlawful Detainer** (form UD-101)
a. Defendant did not receive plaintiff's **Mandatory Cover Sheet and Supplemental Allegations** (form UD-101). (If not checked, complete (b) and (c), as appropriate.)
b. Defendant claims the statements in the **Verification required for issuance of summons—residential**, item 3 of plaintiff's **Mandatory Cover Sheet and Supplemental Allegations** (form UD-101), are false.
c. Defendant claims the following statements on the **Mandatory Cover Sheet and Supplemental Allegations—Unlawful Detainer** (form UD-101) are false (state paragraph numbers from form UD-101 or explain below or, if more room needed, on form MC-025): Explanation is on form MC-025, titled as Attachment 2b(2)(c).
Page 1 of 2
Form Approved for Optional Use
Adopted October 2020
UD-105 (Rev. April 14, 2022)

| UD-105 | |
|--------------------------|--------------|
| PLAINTIFF: DEFENDANT: | CASE NUMBER: |

ANSWER—UNLAWFUL DETAINER

ANSWER—UNLAWFUL DETAINER

| UD-105 | |
|--------------------------|--------------|
| PLAINTIFF: DEFENDANT: | CASE NUMBER: |

ANSWER—UNLAWFUL DETAINER

ANSWER—UNLAWFUL DETAINER

| UD-105 | |
|--------------------------|--------------|
| PLAINTIFF: DEFENDANT: | CASE NUMBER: |

ANSWER—UNLAWFUL DETAINER

ANSWER—UNLAWFUL DETAINER

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Form Approved for Optional Use
Adopted October 2020
UD-105 (Rev. April 14, 2022)

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Form Approved for Optional Use
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Form Approved for Optional Use
Adopted October 2020
UD-105 (Rev. April 14, 2022)

PLAINTIFF:
DEFENDANT:

5. e. Other (specify below or on form MC-025):
 All other requests are stated on form MC-025, titled as Attachment 5e.

6. Number of pages attached: _____

UNLAWFUL DETAINER ASSISTANT (Bus. & Prof. Code, §§ 6400–6415)
7. (Must be completed in all cases.) An unlawful detainer assistant did not did for compensation give advice or assistance with this form. (If defendant has received any help or advice for pay from an unlawful detainer assistant, state: a. Assistant's name: _____ b. Telephone number: _____ c. Street address, city, and zip code: _____ d. County of registration: _____ e. Registration number: _____ f. Expiration date: _____)

(Each defendant for whom this answer is filed must be named in item 1 and must sign this answer unless defendant's attorney signs.)

(TYPE OR PRINT NAME) (SIGNATURE OF DEFENDANT OR ATTORNEY)

(TYPE OR PRINT NAME) (SIGNATURE OF DEFENDANT OR ATTORNEY)

(TYPE OR PRINT NAME) (SIGNATURE OF DEFENDANT OR ATTORNEY)

VERIFICATION
(Use a different verification form if the verification is by an attorney or for a corporation or partnership.)
I am the defendant in this proceeding and have read this answer. I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Date: _____
(TYPE OR PRINT NAME) (SIGNATURE OF DEFENDANT)

Date: _____
(TYPE OR PRINT NAME) (SIGNATURE OF DEFENDANT)

Date: _____
(TYPE OR PRINT NAME) (SIGNATURE OF DEFENDANT)

ANSWER—UNLAWFUL DETAINER

For your protection and privacy, please press the Clear This Form button after you have printed the form.

A Successful Form would...

- **Engage** the person -- so they'd actually fill it out
 - **Be confident & strategic** in how they fill it out
 - **Fill it out with lowest cost** & resources possible
(low administrative burden)
 - Feel that the court is **respectful & fair**
-
- Reduce amount of **calls and visits** to court staff
 - Reduce amount of **mistakes** clerks must deal with
 - Get **correct & comprehensive info**, in clear & accessible presentation, to clerks and judges

How do we make it
more likely that litigants will
engage with these forms,
use them easily & correctly,
and find value in filling them out?

*

Today we'll talk about **forms as the way to get info into courts.**

But we should also be moving beyond forms to:

- Document assembly tools to gather the info
- Data fields sent in directly to court system (no more pdfs!)



2

Visual Design Principles

Forms should follow the best practices for visual design to make them engaging, useful, and usable.

General

Visual design principles

Key visual design rules

- + **Support the User Journey:** by making it easy for a person to navigate the document, and guiding them through a 'story'.
- + **Hierarchy:** prioritize the info & tasks, with clear navigation.
- + **Standard, Clear Layout:** all aligned, with single visual language -- and with distinct zones for the person to explore.
- + **White Space:** let the eye breathe, make people calm, and give space to the most important info.
- + **Selective Pops:** use limited amounts of special fonts or colors to draw attention to high-priority info.

**Use visual
design to
emphasize key
info & tasks.**

Establish a
visual
HIERARCHY
among your
info, using

font, **size** & color

COMPOSE
from the top left,
for highest priority

follow the
reader's
eye over

then
scanning
down &
right

and down
the left
edge

bottom
right for
the least
important

**Put the key info in
the right location.**

Use a grid

to ensure
content is

clean

aligned

balanced

**Standardize with a
'grid plan'.**

Divide the page into
consistent zones,
consider columns.

Always align!

More
White Space.

Don't overstuff.

Always more White Space.

2 FONT MAXIMUM

If you must use two,
use two that contrast:

serif & non-serif
script & standard

**Have a standard,
simple font
language.
Prioritize legibility!**

**Avoid fonts with
lots of baggage.
'Fun' fonts often
read 'inauthentic'.**

Never use
Comic Sans.

Even if you are
making comics.

Don't do it.
Ever.

Use **color**
sparingly,

take
baby steps.

**Have a standard,
simple color
language.**

Documents like this have often evolved over time, with new information added from time to time – for example, when the regulations change, or to cope with an operational problem.

- **Everything competes for our attention**, using bold type, capital letters, and black backgrounds – including some things that are not very important, such as some of the headings highlighted in the payment slip.
- **The 'story' is hidden.** What has happened? What happens next?
- The language uses **technical jargon**, taken directly from the relevant government regulations:
'The council will serve a charge certificate...'
'You can make representations...'
'The alleged contravention'
- It includes a number of features known to detract from **legibility**: long line lengths, extended passages in capital letters, white type on black, small print.

BURTON_2012_10/18/08/03/12/0308/Nov/1/01

BOROUGH OF MANTON

PENALTY CHARGE NOTICE

Bus Lane Contraventions (Penalty Charges, Adjudication and Enforcement) (England) Regulations 2005

Date of Detection: 24/11/2008

TO:
[Barcode]

Vehicle Registration Number: **RG80506710**
Penalty Charge Notice: **RG80506710**
Date of this Notice: 03 Dec 2008

DO NOT IGNORE THIS NOTICE

Manton Borough Council believes that a Penalty Charge is payable with respect to the above vehicle, for the following alleged contravention:
Being in a Bus Lane (as defined in S.144(5) Transport Act 2000).
The vehicle was seen in (Place) **STATION APPROACH (WEST TO EAST)** on **24/11/2008** at **11:19:22**. The alleged contravention was noted at the time by Camera Operator **RG175** who was observing real time pictures from the roadside camera at the time stated above. This alleged contravention is supported by video evidence.

You must either pay the Penalty Charge Notice or make representations to the Council by **07/01/2009**.
Pay the Penalty Charge of **£60** by **07/01/2009** IF PAYMENT OF THE PENALTY CHARGE IS RECEIVED BY THE COUNCIL WITHIN 14 DAYS OF THE SERVICE OF THIS NOTICE A REDUCED AMOUNT OF **£30** IS PAYABLE.
Or,
If you believe you have valid reasons, you can make representations against paying the Penalty Charge. The Grounds on which you can make representations are set out overleaf. Any representations made outside this 28 day period may be disregarded by the Council.

IF YOU DO NEITHER OF THESE THINGS WITHIN 28 DAYS FROM THE DATE OF SERVICE OF THIS NOTICE, THE COUNCIL WILL SERVE A CHARGE CERTIFICATE INCREASING THE PENALTY BY 50% TO £90. AT THAT STAGE IT WOULD BE TOO LATE TO MAKE REPRESENTATIONS.

BOROUGH OF MANTON

PAYMENT SLIP

PENALTY CHARGE NOTICE NUMBER: **RG80506710**
DATE OF NOTICE: **03 Dec 2008**
VEHICLE REGISTRATION NUMBER: **RG80506710**

RETURN ADDRESS

TO: **Manton Borough Council BL**
PO Box 4649
Worthing
BN11 9FB

Please debit my MasterCard/Visa/Switch/Delta Card (Delete as appropriate)

Card Number

Amount £

Issue Date Expiry Date

Issue Number Name of Cardholder

Cardholders Address Postcode

Signature of Cardholder

If payment is made by post please detach this slip, complete the details above and return it with your payment to the address shown.
 If you require a receipt please tick the box. A stamped SAE must be enclosed.

The Before

From Simplification Centre UK

<https://www.simplificationcentre.org.uk/simple-actions/simple-action-reports>

- A **clear title** says what it is, and includes the context ('bus lane'). We thought about changing the title to 'traffic fine', but we decided that 'penalty charge' is now fairly familiar as a term.
- The left hand column **tells a story in headline form**.
 'Your car was photographed...'
 'The penalty'
 Then a choice of two actions: Appeal or Pay.
- The **penalties and deadlines are given clearly, in equivalent terms** (amount and deadline) and in terms meaningful to the recipient.
- **Actual dates** are given, not '14 days from service of this notice' (what does that mean? When it was sent or when it was received?)
- The **photographic evidence** is included, making a more convincing case and potentially reducing appeals and queries. Also reduces sense of injustice for people who were unaware of their error.
- The **payment slip** includes all the different ways to pay.
- The box around the return address is a **visual cue** that the payment slip can be used in a window envelope.



BOROUGH OF MANTON

Bus Lane Penalty Charge Notice

This is an important notice. Do not ignore it. You must either pay the penalty charge or challenge it by 05 September 2013.

The Penalty Charge Notice is issued under the Bus Lane Contraventions (Penalty Charges, Adjudication & Enforcement) (England) Regulations 2005

Notice date: **06 August 2013**
 Reference: **MN1 234567**

Your car was photographed in a bus lane

Date of photo: **02 August 2013**
 Time: **12:33**
 Vehicle: **AB51HTY**
 Place: **Station Approach**
 Evidence: **Video (operator MN175)**
 You are entitled to view this. Write to us at the address below or phone us on 01234 000 0000.



| | | | |
|--------------------|---|--|---------------------------------|
| The penalty | £30 if you pay by 22 Aug 2013 | £60 if you pay by 05 Sept 2013 | £90 if you pay later. |
|--------------------|---|--|---------------------------------|

How to challenge

If you wish to challenge, see the back of this form for instructions. You must contact us by 17:30 (5:30pm) on **05 September 2013**. You will not have to pay the penalty while we consider your appeal. If we refuse your challenge we will give you a new date by which you will need to pay the penalty.

How to pay

Notice date: **06 August 2013**
 Reference: **MN1 234567**

| | | |
|--|---|--|
| <p>By phone Call 0845 1234567 with your credit or debit card details.</p> | <p>In person You can pay by cash, cheque or card at the Civic Offices, Mon-Fri 9.30-5.30, Sat 9.30-1.00.</p> | <p>Online https://secure.manton.gov.uk/parking/</p> |
|--|---|--|

Manton Borough Council
 PO Box 2323
 Worthing
 BN11 9XY

By post
Send this slip with a cheque paid to Manton Borough Council, or enter your card details here. Send a stamped address envelope if you need a receipt.

| | |
|-------------------------|-------|
| Name on card | _____ |
| Card number | _____ |
| Start date | _____ |
| Expiry date | _____ |
| Issue number | _____ |
| Address | _____ |
| Signature of cardholder | _____ |



The After

From Simplification Centre UK

<https://www.simplificationcentre.org.uk/simple-actions/simple-action-reports>

Specific

Court Form design principles

What's in a court form?

Let's make sure we know the key, usual components that are in a form document.

What is on a court form?

- **Credentials** that signal the form is official for a jdx
- **Title and purpose**, what the form is & what it's about
- **Instruction info for the user**, so they know what to do overall, and then in each section
- **Questions and tasks**, asking the user for key information and posing choices to them
- **Entry fields** for the user to put information into
- **Insider fields** for the court staff to mark notes, enter info
- **Links** to more help and associated documents

How do litigants use a form?

This helps us figure out specific principles that can help increase engagement, usability, and usefulness.

How people use forms

- + **They scan them over quickly.** What should I expect? How long is this going to take? Can I even do this? Am I up for this challenge?
- + **They do work in bursts.** They may have 1 burst when they first engage. But they'll likely pause & disengage after they get tired. Hopefully they'll re-engage with later bursts!
- + **They might get distracted or discouraged** when they can't understand or feel overwhelmed. Can you help make sure this doesn't lead to disengagement? Instead, support them there.
- + **They want to be 'normal' and strategic.** The form should amplify their sense of legal capability -- not make them feel lonely or dumb.

How can we make design principles work in this 'court form' context?

Let's get more specific than our general principles!

Court Form Design principles

- + **Have a clear navigation scheme & glance-able structure.** Can a person 'get' the key zones of info & tasks within a 1-minute glance-over?
- + **Be calm & readable. Don't overcrowd with info and tasks.** Does it make the person feel more capable or less? Does it have distinct zones of work?
- + **Support stressed-out users.** Does it have off-ramps to info, examples, & assistance -- especially near the hardest tasks?
- + **Be easy to fill in.** Have consistent, ample space to fill info in. Make it clear through spacing, boxes, lines about what is 'right' and 'normal' to put in.
- + **Don't prioritize 'insider' tasks & info over the user's.** Are user tasks in high-priority places? Are insider tasks put in discrete, low-importance places?



3

Walk Through a Form Redesign

Let's apply
the design
principles

JusticeInnov
javascript:(function(a,b,c,d)%7Bfunction e(a,c...

UD-105

| | | |
|---|---|---------------------------|
| ATTORNEY OR PARTY WITHOUT ATTORNEY NAME: FIRM NAME: STREET ADDRESS: CITY: TELEPHONE NO.: EMAIL ADDRESS: ATTORNEY FOR (name): | STATE BAR NUMBER: STATE: ZIP CODE: FAX NO.: | FOR COURT USE ONLY |
| SUPERIOR COURT OF CALIFORNIA, COUNTY OF STREET ADDRESS: MAILING ADDRESS: CITY AND ZIP CODE: BRANCH NAME: | | |
| PLAINTIFF: DEFENDANT: | | |
| ANSWER—UNLAWFUL DETAINER | | CASE NUMBER: |

1. Defendant (all defendants for whom this answer is filed must be named and must sign this answer unless their attorney signs):

answers the complaint as follows:

2. **DENIALS (Check ONLY ONE of the next two boxes.)**

a. **General Denial** (Do not check this box if the complaint demands more than \$1,000.)
Defendant generally denies each statement of the complaint and of the Mandatory Cover Sheet and Supplemental Allegations—Unlawful Detainer (form UD-101).

b. **Specific Denials** (Check this box and complete (1) and (2) below if complaint demands more than \$1,000.)
Defendant admits that all of the statements of the complaint and of the Mandatory Cover Sheet and Supplemental Allegations—Unlawful Detainer (form UD-101) are true EXCEPT:

(1) **Denial of Allegations in Complaint (Form UD-100 or Other Complaint for Unlawful Detainer)**

(a) Defendant claims the following statements of the complaint are false (state paragraph numbers from the complaint or explain below or, if more room needed, on form MC-025):

Explanation is on form MC-025, titled as Attachment 2b(1)(a).

(b) Defendant has no information or belief that the following statements of the complaint are true, so defendant denies them (state paragraph numbers from the complaint or explain below or, if more room needed, on form MC-025):

Explanation is on form MC-025, titled as Attachment 2b(1)(b).

(2) **Denial of Allegations in Mandatory Cover Sheet and Supplemental Allegations—Unlawful Detainer (form UD-101)**

(a) Defendant did not receive plaintiff's Mandatory Cover Sheet and Supplemental Allegations (form UD-101). (If not checked, complete (b) and (c), as appropriate.)

(b) Defendant claims the statements in the Verification required for issuance of summons—residential, item 3 of plaintiff's Mandatory Cover Sheet and Supplemental Allegations (form UD-101), are false.

(c) Defendant claims the following statements on the Mandatory Cover Sheet and Supplemental Allegations—Unlawful Detainer (form UD-101) are false (state paragraph numbers from form UD-101 or explain below or, if more room needed, on form MC-025): Explanation is on form MC-025, titled as Attachment 2b(2)(c).

Page 1 of 5

Scenario

A tenant has just been sued for eviction.

They've searched online & found a pdf of this form at the California courts' webpage. <https://www.courts.ca.gov/documents/ud105.pdf>

How can we make it usable, useful, and engaging to this litigant?

| | | |
|---|------------------|--------------------|
| JusticeNow (javascript: function(a,b,c,d){%7Bfunction e(a,...) { | STATE BAR NUMBER | UD-105 |
| NAME | | FOR COURT USE ONLY |
| ATTORNEY OR PARTY WITHOUT ATTORNEY | | |
| FIRMA NAME | | |
| STREET ADDRESS | | |
| CITY | STATE | ZIP CODE |
| TELEPHONE NO. | FAX NO. | |
| EMAIL ADDRESS | | |
| ATTORNEY FOR (name) | | |
| SUPERIOR COURT OF CALIFORNIA, COUNTY OF | | |
| STREET ADDRESS | | |
| MAILING ADDRESS | | |
| CITY AND ZIP CODE | | |
| BRANCH NAME | | |
| PLAINTIFF: | | |
| DEFENDANT: | | |
| ANSWER—UNLAWFUL DETAINER | CASE NUMBER | |

1. Defendant (all defendants for whom this answer is filed must be named and must sign this answer unless their attorney signs):

answers the complaint as follows:

2. DENIALS (Check ONLY ONE of the next two boxes.)

a. **General Denial** (Do not check this box if the complaint demands more than \$1,000.) Defendant generally denies each statement of the complaint and of the Mandatory Cover Sheet and Supplemental Allegations—Unlawful Detainer (form UD-101).

b. **Specific Denial** (Check this box and complete (1) and (2) below if complaint demands more than \$1,000.) Defendant admits that all of the statements of the complaint and of the Mandatory Cover Sheet and Supplemental Allegations—Unlawful Detainer (form UD-101) are true EXCEPT:

(1) Denial of Allegations in Complaint (Form UD-100 or Other Complaint for Unlawful Detainer)

(a) Defendant claims the following statements of the complaint are false (state paragraph numbers from the complaint or explain below or, if more room needed, on form MC-025):
 Explanation is on form MC-025, titled as Attachment 2b(1)(a).

(b) Defendant has no information or belief that the following statements of the complaint are true, so defendant denies them (state paragraph numbers from the complaint or explain below or, if more room needed, on form MC-025):
 Explanation is on form MC-025, titled as Attachment 2b(1)(b).

(2) Denial of Allegations in Mandatory Cover Sheet and Supplemental Allegations—Unlawful Detainer (form UD-101)

(a) Defendant did not receive plaintiff's Mandatory Cover Sheet and Supplemental Allegations (form UD-101), (if not checked, complete (b) and (c), as appropriate.)

(b) Defendant claims the statements in the Verification required for issuance of summonses—residential, item 3 of plaintiff's Mandatory Cover Sheet and Supplemental Allegations (form UD-101), are false.

(c) Defendant claims the following statements on the Mandatory Cover Sheet and Supplemental Allegations—Unlawful Detainer (form UD-101) are false (state paragraph numbers from form UD-101 or explain below or, if more room needed, on form MC-025):
 Explanation is on form MC-025, titled as Attachment 2b(2)(c).

Page 1 of 2
Civil Code, § 1709.1(a)(1);
Family Code, § 491.2;
UD-105 (Rev. April 14, 2022)

ANSWER—UNLAWFUL DETAINER

| | | |
|------------|--------------|--------|
| PLAINTIFF: | CASE NUMBER: | UD-105 |
| DEFENDANT: | | |

2. b. (2) (d) Defendant has no information or belief that the following statements on the Mandatory Cover Sheet and Supplemental Allegations—Unlawful Detainer (form UD-101) are true, so defendant denies them (state paragraph numbers from form UD-101 or explain below or, if more room needed, on form MC-025):
 Explanation is on form MC-025, titled as Attachment 2b(2)(d).

3. DEFENSES AND OBJECTIONS (NOTE: For each box checked, you must state brief facts to support it in item 3w (on page 4) or, if more room is needed, on form MC-025. You can learn more about defenses and objections at www.courts.ca.gov/selfhelp/eviction.htm)

a. (Nonpayment of rent only) Plaintiff has breached the warranty to provide habitable premises.

b. (Nonpayment of rent only) Defendant made needed repairs and properly deducted the cost from the rent, and plaintiff did not give proper credit.

c. (Nonpayment of rent only) On (date): before the notice to pay or quit expired, defendant offered the rent due but plaintiff would not accept it.

d. Plaintiff waived, changed, or canceled the notice to quit.

e. Plaintiff served defendant with the notice to quit or filed the complaint to retaliate against defendant.

f. By serving defendant with the notice to quit or filing the complaint, plaintiff is arbitrarily discriminating against the defendant in violation of the Constitution or the laws of the United States or California.

g. Plaintiff's demand for possession violates the local rent control or eviction control ordinance of (city or county, title of ordinance, and date of passage):
(Also, briefly state in item 3w the facts showing violation of the ordinance.)

h. Plaintiff's demand for possession is subject to the Tenant Protection Act of 2019, Civil Code section 1946.2 or 1947.12, and is not in compliance with the act. (Check all that apply and briefly state in item 3w the facts that support each.)

(1) Plaintiff failed to state a just cause for termination of tenancy in the written notice to terminate.

(2) Plaintiff failed to provide an opportunity to cure any alleged violations of terms and conditions of the lease (other than the payment of rent) as required under Civil Code section 1946.2(c).

(3) Plaintiff failed to comply with the relocation assistance requirements of Civil Code section 1946.2(d).

(4) Plaintiff has raised the rent more than the amount allowed under Civil Code section 1947.12, and the only unpaid rent is the unauthorized amount.

(5) Plaintiff violated the Tenant Protection Act in another manner that defeats the complaint.

i. Plaintiff accepted rent from defendant to cover a period of time after the date the notice to quit expired.

j. Plaintiff seeks to evict defendant based on an act against defendant or a member of defendant's household that constitutes domestic violence, sexual assault, stalking, human trafficking, or abuse of an elder or a dependent adult. (This defense requires one of the following: (1) a temporary restraining order, protective order, or police report that is not more than 180 days old; OR (2) a signed statement from a qualified third party (e.g., a doctor, domestic violence or sexual assault counselor, human trafficking caseworker, or psychologist) concerning the injuries or abuse resulting from these acts.)

k. Plaintiff seeks to evict defendant based on defendant or another person calling the police or emergency assistance (e.g., ambulance) by or on behalf of a victim of abuse, a victim of crime, or an individual in an emergency when defendant or the other person believed that assistance was necessary.

l. Plaintiff's demand for possession of a residential property is subject to the Tenant Protection Act of 2019, Civil Code sections 1946.2, 1946.3, 1946.4, 1946.5, 1946.6, 1946.7, 1946.8, 1946.9, 1946.10, 1946.11, 1946.12, 1946.13, 1946.14, 1946.15, 1946.16, 1946.17, 1946.18, 1946.19, 1946.20, and 1946.21, and is not in compliance with the act. (Check all that apply.)

m. Plaintiff's demand for possession of a residential property is based on nonpayment of rent or other financial obligations due between March 1, 2020, and September 30, 2021, and (check all that apply):

(1) Plaintiff did not serve the general notice or notices of rents under the COVID-19 Tenant Relief Act as required by Civil Code section 1179.04.

(2) Plaintiff did not serve the required 15-day notice. (Civil Code, §§ 1179.03(b) or (c).)

Page 1 of 2
Civil Code, § 1709.1(a)(1);
Family Code, § 491.2;
UD-105 (Rev. April 14, 2022)

ANSWER—UNLAWFUL DETAINER

| | | |
|------------|--------------|--------|
| PLAINTIFF: | CASE NUMBER: | UD-105 |
| DEFENDANT: | | |

3. m. (3) (d) Plaintiff did not provide an unsigned declaration of COVID-19-related financial distress with the 15-day notice. (Code Civ. Proc., § 1179.03(f).)

(4) Plaintiff did not provide an unsigned declaration of COVID-19-related financial distress in the language in which the landlord was required to provide a translation of the rental agreement. (Code Civ. Proc., § 1179.03(d).)

(5) Plaintiff identified defendant as a "high-income tenant" in the 15-day notice, but plaintiff did not possess proof at the time the notice was served establishing that defendant met the definition of high-income tenant. (Code Civ. Proc., § 1179.02.2(b).)

(6) Defendant delivered to plaintiff one or more declarations of COVID-19-related financial distress and, if required as a "high-income tenant," documentation in support. (Code Civ. Proc., §§ 1179.03(f) and 1179.02.5.) (Describe when and how delivered and check all other items below that apply):

(a) Plaintiff's demand for payment includes late fees on rent or other financial obligations due between March 1, 2020, and September 30, 2021.

(b) Plaintiff's demand for payment includes fees for services that were increased or not previously charged.

(c) Defendant, on or before September 30, 2021, paid or offered plaintiff payment of at least 25% of the total rental payments that were due between September 1, 2020, and September 30, 2021, and that were demanded in the termination notices for which defendant delivered the declarations described in (a). (Code Civ. Proc., § 1179.03(d)(2).)

(7) Defendant is currently filing or has already filed a declaration of COVID-19-related financial distress with the court. (Code Civ. Proc., § 1179.03(j).)

n. Plaintiff's demand for possession of a residential property is based on nonpayment of rent or other financial obligations due between October 1, 2021, and March 31, 2022, and (check all that apply):

(1) Plaintiff's notice to state was served before April 1, 2022, and

(a) Did not contain the required contact information for the pertinent governmental rental assistance program, or the other contact required by Code of Civil Procedure section 1179.10(a).

(b) Did not include a translation of the statutorily required notice. (Code Civ. Proc., § 1179.10(a)(2) and Civ. Code, § 1632.)

(2) Plaintiff's notice to quit was served between April 1, 2022, and June 30, 2022, and did not contain the required information about the governmental rental assistance program and possible protections, as required by Code of Civil Procedure section 1179.10(b).

o. For a tenancy initially established before October 1, 2021, plaintiff's demand for possession of a residential property is based on nonpayment of rent or other financial obligations due between March 1, 2020, and March 31, 2022, and (check all that apply):

(1) Plaintiff did not complete an application for rental assistance to cover the rental debt demanded in the complaint before filing the complaint in this action.

(2) Plaintiff's application for rental assistance was not denied.

(3) Plaintiff's application for rental assistance was denied for a reason that does not support issuance of a summons or judgment in an unlawful detainer action (check all that apply):

(a) Plaintiff did not fully or properly complete plaintiff's portion of the application. (Code Civ. Proc., § 1179.09(a)(2)(A).)

(b) Plaintiff did not apply to the correct rental assistance program. (Code Civ. Proc., § 1179.09(a)(2)(C).)

(c) An application for rental assistance was filed before April 1, 2022, and the determination is still pending.

(4) Rental assistance has been approved and tenant is separately filing an application to prevent forfeiture (form UD-125).

p. Plaintiff's demand for possession of a residential property is based on nonpayment of rent or other financial obligations and (check all that apply):

(1) Plaintiff received or has a pending application for rental assistance from a governmental rental assistance program or some other source relating to the amount claimed in the notice to pay rent or quit. (Health & Saf. Code, §§ 50087.1(d)(2)(B) and 50087.3(a)(2).)

(2) Plaintiff received or has a pending application for rental assistance from a governmental rental assistance program or some other source for rent accruing since the notice to pay rent or quit. (Health & Saf. Code, §§ 50087.1(d)(2)(B) and 50087.3(a)(2).)

Page 1 of 2
Civil Code, § 1709.1(a)(1);
Family Code, § 491.2;
UD-105 (Rev. April 14, 2022)

ANSWER—UNLAWFUL DETAINER

| | | |
|------------|--------------|--------|
| PLAINTIFF: | CASE NUMBER: | UD-105 |
| DEFENDANT: | | |

5. e. Other (specify below or on form MC-025, titled as Attachment 5e.
 All other requests are stated on form MC-025, titled as Attachment 5e.

6. Number of pages attached: _____

7. (Must be completed in all cases.) An unlawful detainer assistant did not did for compensation give advice or assistance with this form. (If defendant has received any help or advice for pay from an unlawful detainer assistant, state):

a. Assistant's name: _____ b. Telephone number: _____

c. Street address, city, and zip code: _____

d. County of registration: _____ e. Registration number: _____ f. Expiration date: _____

(Each defendant for whom this answer is filed must be named in item 1 and must sign this answer unless defendant's attorney signs.)

(TYPE OR PRINT NAME) SIGNATURE OF DEFENDANT OR ATTORNEY

(TYPE OR PRINT NAME) SIGNATURE OF DEFENDANT OR ATTORNEY

(TYPE OR PRINT NAME) SIGNATURE OF DEFENDANT OR ATTORNEY

STATEMENTS

Defendant vacated the premises on (date): _____

The fair rental value of the premises alleged in the complaint is excessive (explain below or, if more room needed, on form MC-025):
Explanation is on form MC-025, titled as Attachment 4b.

Other (specify below or, if more room needed, on form MC-025):
 Other statements are on form MC-025, titled as Attachment 4c.

JANT REQUESTS

plaintiff take nothing requested in the complaint. I incurred in this proceeding. _____

reasonable attorney fees.

I that plaintiff be ordered to (1) make repairs and correct the conditions that constitute a breach of the warranty to provide habitable premises and (2) reduce the monthly rent to a reasonable rental value until the conditions are corrected.

(TYPE OR PRINT NAME) SIGNATURE OF DEFENDANT

(TYPE OR PRINT NAME) SIGNATURE OF DEFENDANT

(TYPE OR PRINT NAME) SIGNATURE OF DEFENDANT

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Civil Code, § 1709.1(a)(1);
Family Code, § 491.2;
UD-105 (Rev. April 14, 2022)

ANSWER—UNLAWFUL DETAINER

| | | |
|------------|--------------|--------|
| PLAINTIFF: | CASE NUMBER: | UD-105 |
| DEFENDANT: | | |

5. e. Other (specify below or on form MC-025, titled as Attachment 5e.
 All other requests are stated on form MC-025, titled as Attachment 5e.

6. Number of pages attached: _____

7. (Must be completed in all cases.) An unlawful detainer assistant did not did for compensation give advice or assistance with this form. (If defendant has received any help or advice for pay from an unlawful detainer assistant, state):

a. Assistant's name: _____ b. Telephone number: _____

c. Street address, city, and zip code: _____

d. County of registration: _____ e. Registration number: _____ f. Expiration date: _____

(Each defendant for whom this answer is filed must be named in item 1 and must sign this answer unless defendant's attorney signs.)

(TYPE OR PRINT NAME) SIGNATURE OF DEFENDANT OR ATTORNEY

(TYPE OR PRINT NAME) SIGNATURE OF DEFENDANT OR ATTORNEY

(TYPE OR PRINT NAME) SIGNATURE OF DEFENDANT OR ATTORNEY

VERIFICATION

(Use a different verification form if the verification is by an attorney or for a corporation or partnership.)

I am the defendant in this proceeding and have read this answer. I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Date: _____

(TYPE OR PRINT NAME) SIGNATURE OF DEFENDANT

Date: _____

(TYPE OR PRINT NAME) SIGNATURE OF DEFENDANT

Date: _____

(TYPE OR PRINT NAME) SIGNATURE OF DEFENDANT

Page 5 of 5
Civil Code, § 1709.1(a)(1);
Family Code, § 491.2;
UD-105 (Rev. April 14, 2022)

ANSWER—UNLAWFUL DETAINER

User Journey Review of your form

If a person sat down with this form, could they navigate it?

- **At the start**, does the document establish a clear, trustworthy relationship between the court & the user?
- **Do the tasks** follow a logical, clear order?
 - Are they grouped into clear 'zones' that make sense to a user?
 - Are the zones labeled with clear Section Headings?
 - Are there instructions/guidance about sections?
- **Are there 'Offramp' links for info & more help** in the right place -- in context where the person might be looking for them?
- **At the end**, does it make the person confident about next steps?

Hierarchy Review of your form

Do you have a clear hierarchy of information & tasks?

- **Your strategic ranking:** Have you reviewed everything you want to convey & get from the user? What is most important? What is middle? What is least?
- **Giving the right treatment:** For the most important things, have you put them:
 - In the prime locations
 - With bigger fonts
 - With 'pop' of color, font, or bold
- **Strong headings:** Have you put strong, clear headings for the distinct 'zones'?

Clear, Standard Layout review

Do you have standard ways you're laying out groups of info?

- Are things **consistently in the same place on the page**, in the same font/sizing/alignment:
 - Instructions
 - Questions
 - Entry boxes
 - More info & links
 - Court/clerk
- Are they **grouped in clear & distinct zones** for a user to navigate?
 - Different tasks/topics are clearly delineated from each other
 - So a person can 'take a break' in between zones

Legibility & Capability-building review

Are the zones, text, and layout all accessible & enhancing legal capability -- instead of overwhelming the person?

- Is there **plain language** or legal jargon, code references, etc?
- Is the text presented in a **large enough font, with enough line spacing**, for it to be easy to read?
- Does the text go **all the way across the page** (too long)?
- Are the **different zones of tasks cluttered together on page?** Or is there breathing, white space at margins and between zones?



4

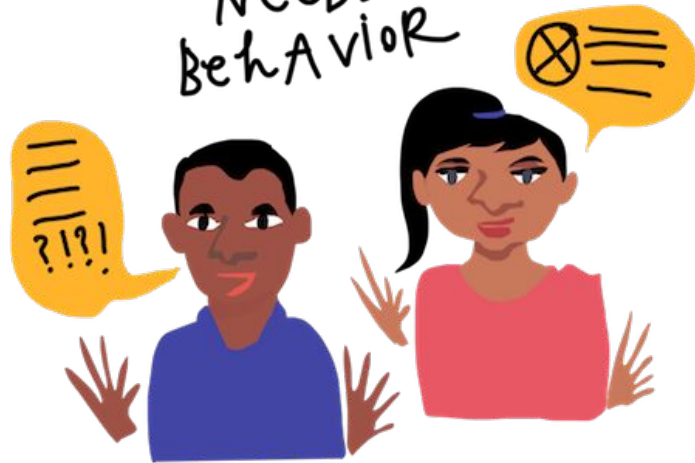
The Design Process

The Process to Make 'Rough Designs'

Generate sketchy form prototypes to user-test, and then formalize with professional designers & legal experts

A DESIGN APPROACH to LEGAL SERVICES INNOVATION

Follow
the
COMMUNITY'S
Needs +
Behavior



CRAFT SOLUTIONS
ALONGSIDE +
with critical feedback
from stakeholders

EXPeriment,
Test,
Improve,
Test again



DESIGN PROCESS: how to generate new solutions

1

DISCOVER



What is the landscape?
Understand the challenge's situation & the stakeholders.

2

SYNTHESIZE



What is your mission?
Define & map the users and problem statement you'll be designing for.

3

BUILD



What ideas may work?
Generate possible solutions for the problem, and prototype them.

4

TEST



Are the ideas worthwhile?
Test promising prototypes with your users & in live situations.

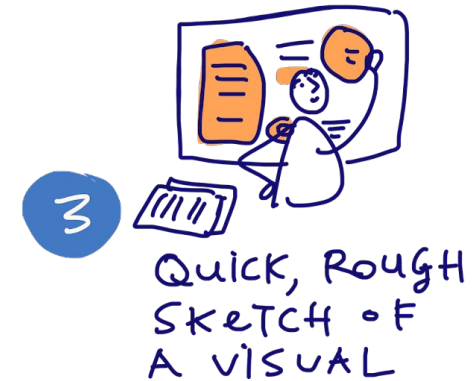
5

EVOLVE



How to move forward?
Process the feedback, edit your prototypes, & vet them.

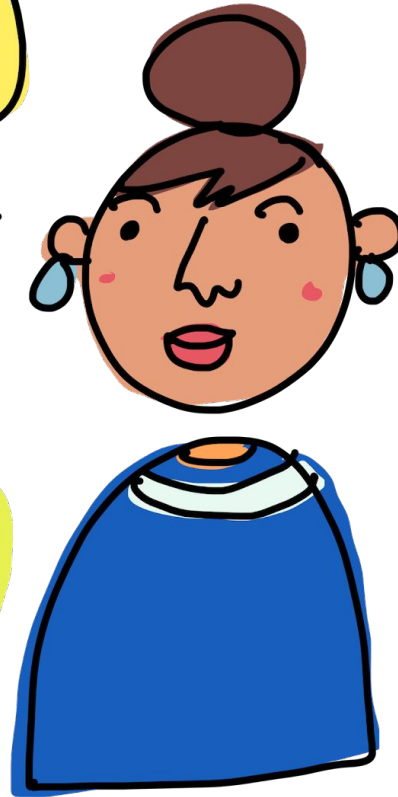
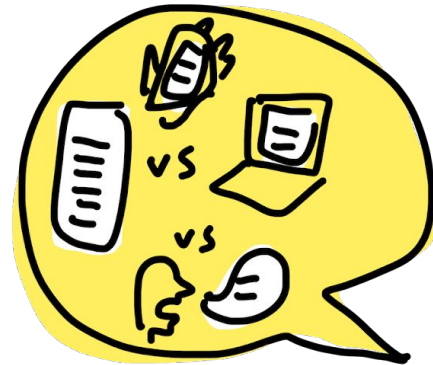
The Legal VISUAL Design Process



Now Test these Sketches!
Involve design professionals
to make them formal

The Mindsets to Wear During this Process

TUNE INTO YOUR AUDIENCE

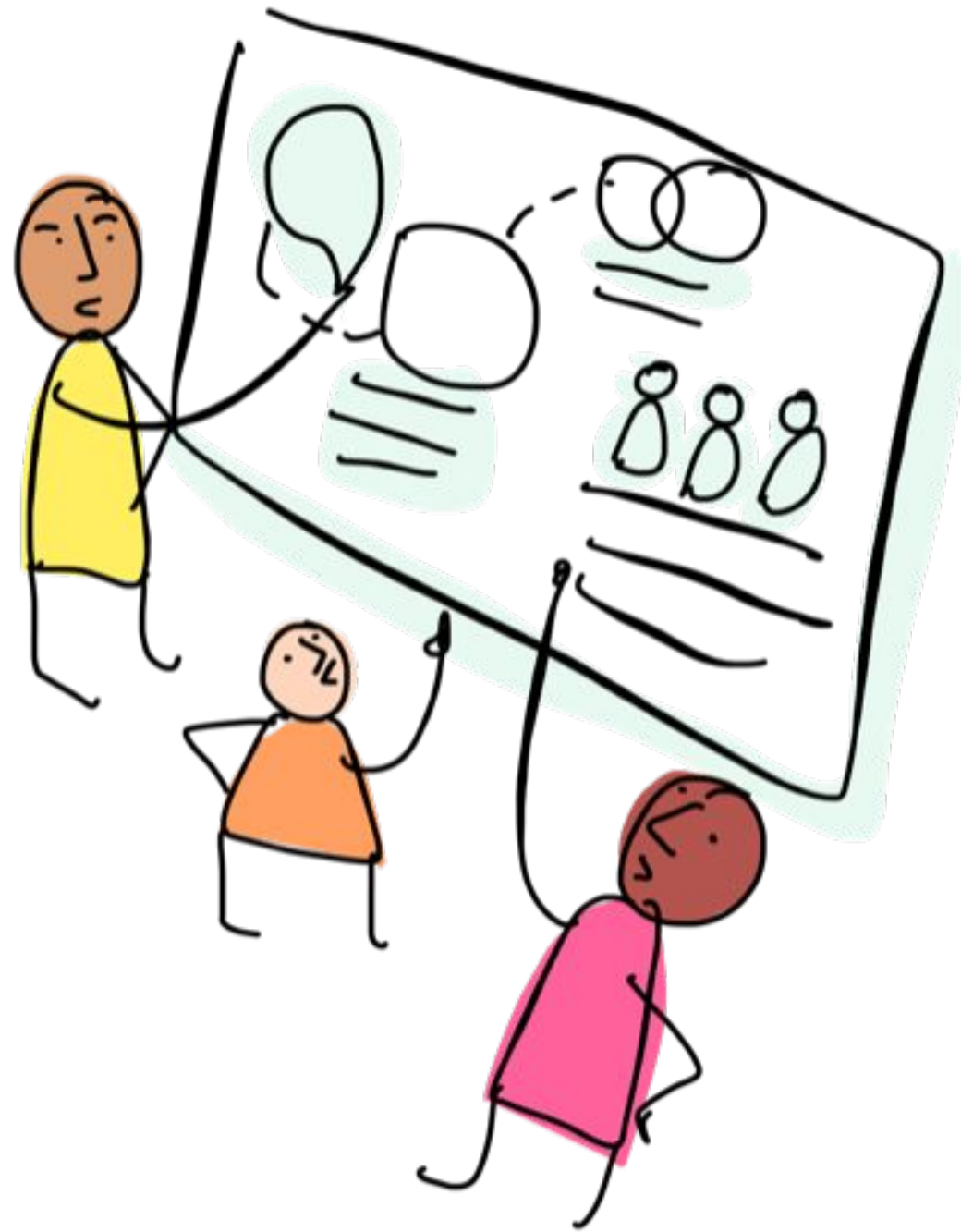




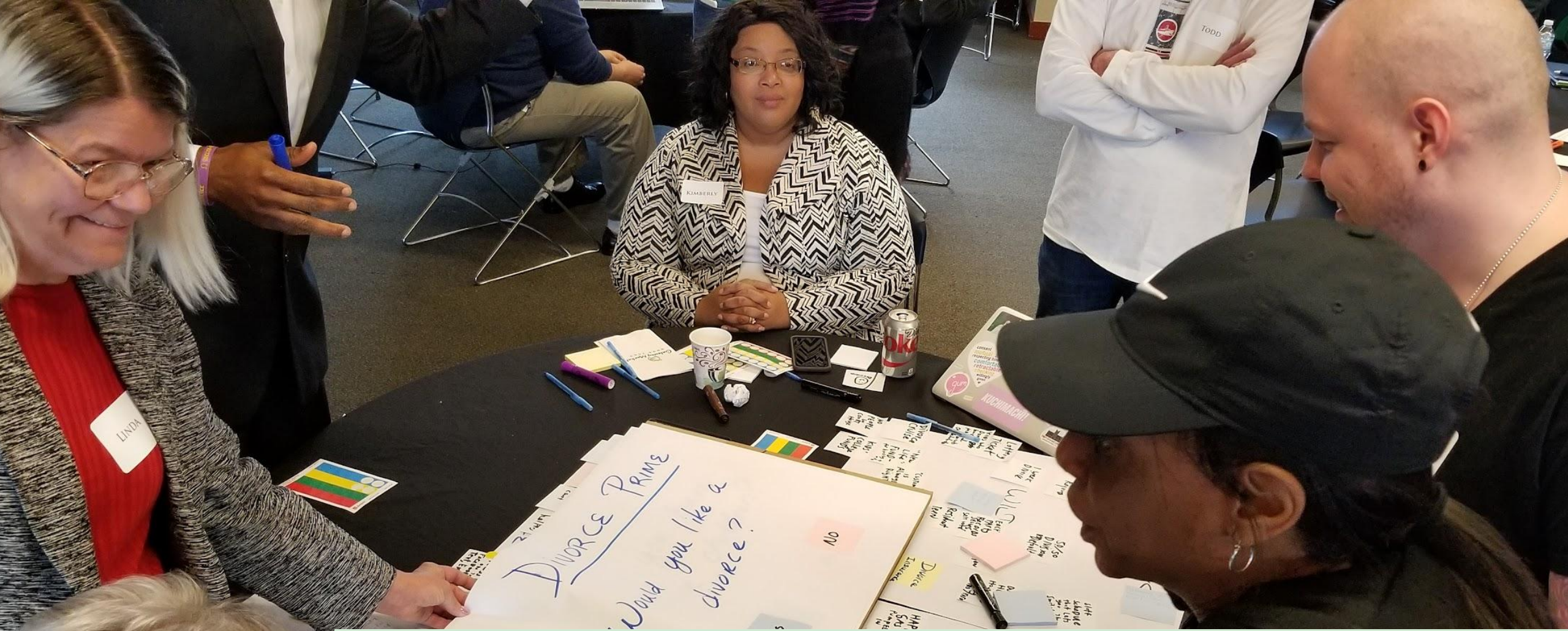
Everything IS A PROTOTYPE

Bias Towards creating Rough,
NON-Precious versions of your
CONCEPTS, THEN BE READY TO
SCRAP & CHANGE THEM

SKETCH
TO
THINK



**Can you hold workshops to
jumpstart this work?**



Workshop 1: Users Talk through how they used the past form what went wrong & well. They review proposed new form sketches and propose ‘user requirements’.

Workshop 2: Users & Experts do a 'design review' of current form. They collaborate with designers to draft new ones.



Workshop 3: Professional Designers review existing forms & user research. They propose better form designs & produce prototypes to test



Workshop 4: Users Test new proposed forms. The team asks structured feedback questions to rank proposals against each other -- and measure the forms' performance on key metrics.





5

Q&A: how can you
make this work?

Can you make your forms better designed?

P.S. You can also use similar processes to redesign other form 'interfaces'.

Can you make sure document assembly & online form-filling is also user-friendly?



Filing Fairness Project

The Filing Fairness Project is an **ambitious, multi-jurisdictional effort to simplify court filing processes** and improve **access to and the administration of justice** by leveraging **readily available technology**.

Plain-language interview systems to gather information and generate complex forms exist for tax filings, mortgage applications, and benefits administration. Court filings have lagged behind these applications because of institutional history, inertia, and fragmentation, which makes individual-jurisdiction solutions cost-prohibitive. This is a solvable problem.

By partnering with several state court systems, the Project aims to establish the conditions necessary to encourage the **development of sustainable, multistate online solutions**. These solutions will provide **user-driven, accessible efilings options** for litigants navigating the legal system and, by extension, help improve the accuracy and relevance of court filings and increase access to justice. To

<https://law.stanford.edu/filing-fairness-project/>

Want to work
on forms
research &
design?

Be in touch!

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legaltechdesign.com/