

CITY OF MINNEAPOLIS

HOME Line Contract

Progress Report

HOME Line – Mid Year Status Report

- 2015 budget allocated \$100,000 for HOME Line to provide legal assistance for Minneapolis Renters
- Contract specifics HOME Line will
 - Provide free education and legal advice through Hotline
 - Share data regularly
 - Provide additional information about trends and common Minneapolis renters issues



What is HOME Line?



- HOME Line is a statewide organization providing free legal, educational, organizing and advocacy services to Minnesota renters; Advised over 185,000 renter households since started in 1992
- Primary program is a free and confidential legal hotline answered by attorneys or law students
- Provides landlord training and partners with neighborhoods on renters rights and responsibility forums
- Statewide - Staff of 15 including 6 attorneys, 2 Spanish-language advocates, and a Somali-language advocate

Cost of HOME Line's tenant hotline (2015)

- HOME Line budget statewide is \$703,477
 - Includes Funding for Hotline, Education/Training, Organizing, Advocacy
 - Funding for HOME Line comes from variety of sources including State, municipal and county contracts, foundations, individual contributions
 - Statewide cost of Tenant Hotline in 2015 is \$590,000
 - Average \$39.28 per call
- 

Cost of HOME Line in Minneapolis (2015)

- High percentage of foreign language calls
- Thirty percent non-English speaking callers require additional consultation (lease review, letter writing, collective work)
- 2015 Minneapolis Hotline - approximately \$150,000
- HOME Line augments cost for service to Minneapolis with other Sources



How are people helped/referred?

- Coordination with 311, Regulatory Services, Legal Aid, Volunteers Lawyers Network, Attorney General
- Renters call **612-728-5767** or email an attorney from our website homelinemn.org/email
- Also offer consultations in-person at the office, or at apartment buildings where multiple neighbors have reached out to hotline



HOME Line in Minneapolis Mid Year Numbers

- First Six Months:
 - 1,586 Minneapolis renter households contacted HOME Line
 - 89% contacted via phone or in-person
 - 11% via email
- Average of half hour spent with each client



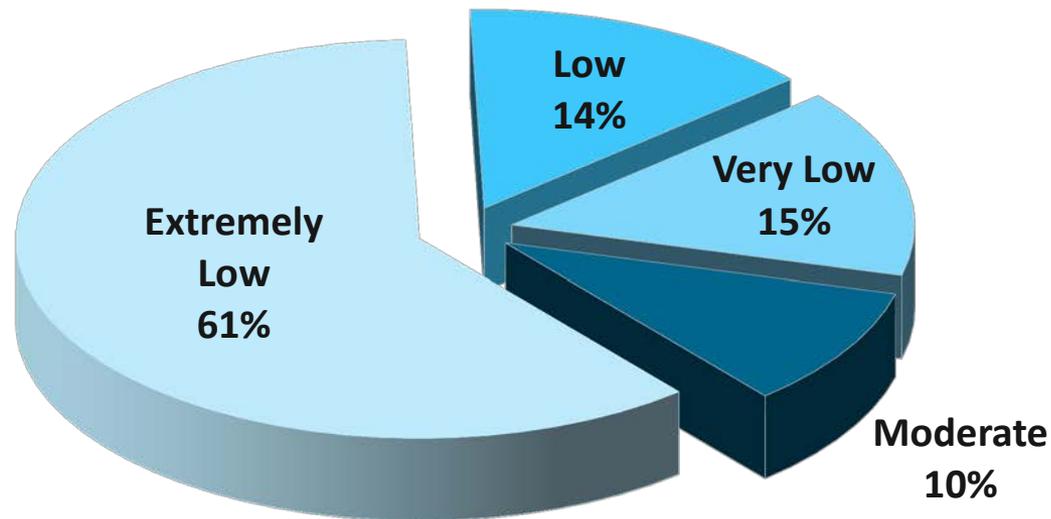
HOME Line in Minneapolis Mid Year Numbers

- From January through June, HOME Line helped renters from Minneapolis:
 - Recover and/or save an estimated \$192,034 in damage deposits and rent abatements.
 - Prevent an estimated 116 evictions.
- One in three clients (especially those speaking other languages) require more in-depth services

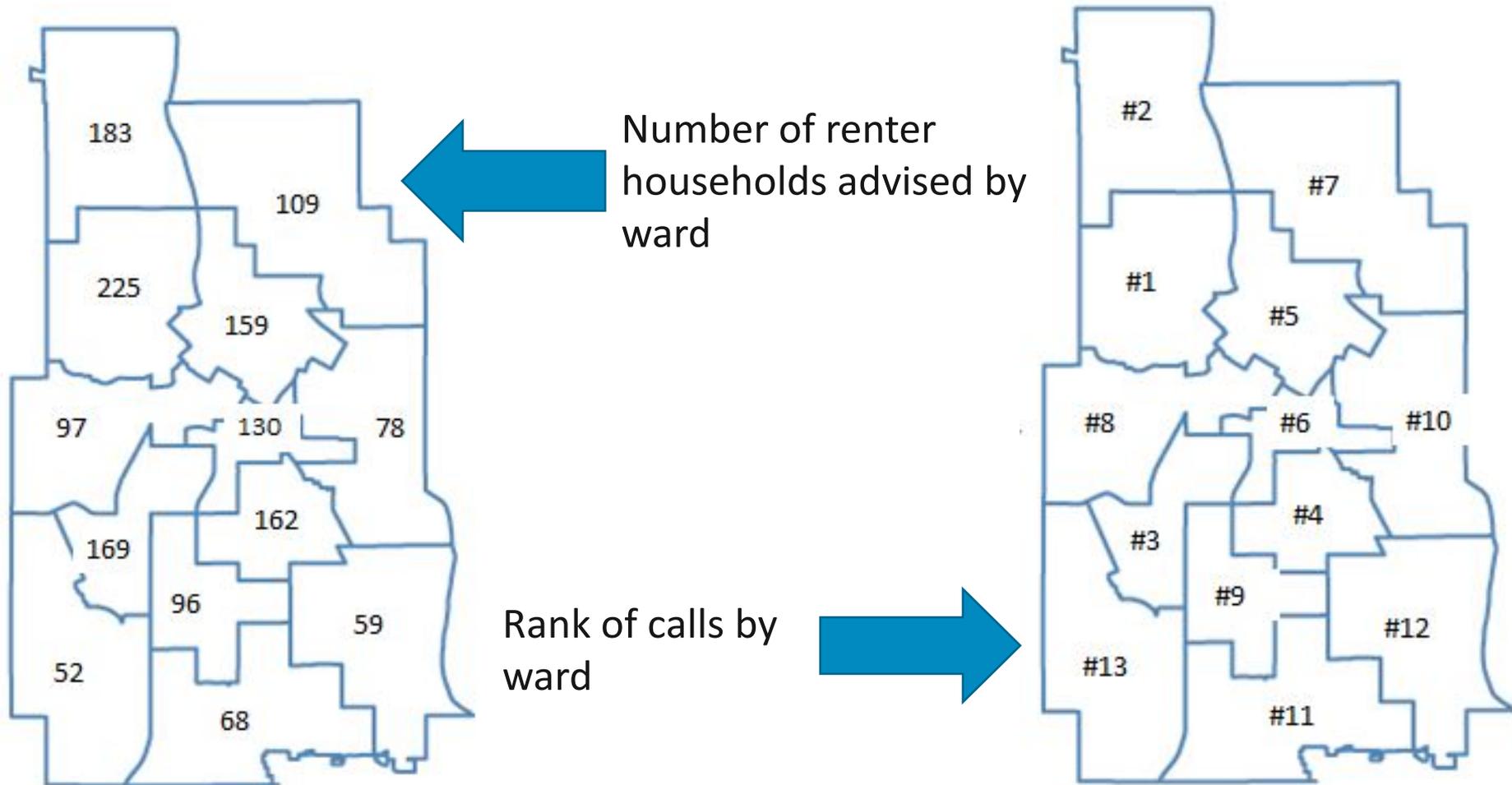


Which renters are calling HOME Line?

The vast majority (90%) of Minneapolis renters advised by HOME Line are at or below low-income levels as defined by HUD.



Geographic distribution of renters calling HOME Line



Main reasons Minneapolis renters call HOME Line

Reason for call	Number of calls
1. Repairs	325
2. Eviction	174
3. Security deposit	144
4. Notice to vacate	139
5. Break lease	134
6. Infestation/bed bugs	85
7. Roommate	78
8. Privacy intrusion	74
9. Neighbors	63
10. Rental license	60

Questions?

