

Who to Call when you need housing help?

Strengthening communities by partnering with residents, neighborhoods and businesses to make the city safer, healthier and more inviting for all.

Our rental community is important to us! If you have an issue with your rental unit, let someone know so they can address it as quickly as possible.

Property owner

Open communication is essential to a positive property owner-tenant relationship. Most property owners are responsive and willing to make repairs upon request, so be sure to start by talking to the owner or manager of your building. Keeping copies or writing down dates of your communications helps keep track of when you requested help.

311

If your property owner is unresponsive to your request, or if you have questions about housing code, call **311**. It is important to provide contact information in order to let the inspector follow up with you. You can also make a 311 report and find housing code information on our website at <http://www.minneapolismn.gov/inspections/>.

Urgent help

If conditions in your building are putting you or others in immediate danger, leave the building and call **911**. If there are repairs that need to be addressed immediately, such as loss of heat or water, and the property owner does not respond promptly, call **311**. Life safety issues are prioritized so that an inspector can follow up with you as quickly as possible. If you need to report a loss of heat outside of 311 business hours, call 911 to alert an inspector.

Department of Civil Rights

If a renter, employee, or customer is treated negatively because of his or her race, religion, gender, gender identity, sexual orientation, or national origin (ethnicity), this violates the law. If you believe you have been discriminated against within the city limits of Minneapolis you should contact the Minneapolis Department of Civil Rights by phone at **612-673-3012** online at www.minneapolismn.gov/civilrights or walk-in at **350 S. Fifth St., Room 239 Minneapolis, MN 55415**.

Tenant assistance organizations

Organizations like HOME Line and Legal Aid assist tenants on a variety of legal and general housing issues, such as evictions, repairs, lock-outs, Section 8, security deposits, renter's refunds, pest infestations and discrimination. If you have legal questions, you can call HOME-Line's confidential hotline at **612-728-5767** or visit their website at www.homelinemn.org. You can reach Legal Aid at **612-334-5970** or visit their website at www.mylegalaid.org.

Neighborhood organizations

Many neighborhood and community associations may be able to connect you with helpful resources or other renters dealing with similar issues. You can also let them know if the property owner is doing something great; sharing good ideas benefits everyone. To find more information about your local neighborhood organization, visit www.minneapolismn.gov/ncr, or call **311**.

HousingLink

HousingLink provides an online listing of affordable rental housing vacancies and waiting list openings in Minneapolis, St. Paul, Twin Cities suburbs, and throughout all of Minnesota. Visit HousingLink at www.housinglink.org.



Regulatory Services
Public Service Center
250 S. Fourth St., Room 400
Minneapolis, MN 55415

For reasonable accommodations or alternative formats please call the Regulatory Services Accessibility Line at 612-673-3221, or email RegulatoryServicesADALine@minneapolismn.gov. People who are deaf or hard of hearing can use a relay service to call 311 at 612-673-3000. TTY users can call 612-673-2157 or 612-673-2626. Para asistencia 612-673-2700, Rau kev pab 612-673-2800, Hadii aad Caawimaad u baahantahay 612-673-3500.