

# Who to Call

## when you need rental housing help



Renters are an important part of our community. If you have an issue with your unit, let someone know so they can address it as quickly as possible.

### Property owner or manager

Your property owner/manager is generally the first person you should call. It's your role to tell them when you have maintenance or repair issues, so that they can make repairs. Keep copies of communications and write down the dates of when you asked for help.

311

Call 311 if you have questions about the housing code or have not heard from your property owner when you have repairs, such as no heat or water, that must be addressed immediately. We'll ask for your contact information so an inspector can follow up with you as quickly as possible. You can submit a report by either calling 311 or visiting: [minneapolismn.gov/contact-us/](http://minneapolismn.gov/contact-us/)

911

If building conditions put you or others in immediate danger, leave the building and call 911.

### Housing Liaisons

Housing Liaisons work with renters, rental property owners, and homeowners on a variety of complex housing issues. If you live in a home or apartment with code violations and need additional help, contact 311, and mention the housing liaisons, renter rights, or retaliation. You can also email the team at: [HousingLiaisons@minneapolismn.gov](mailto:HousingLiaisons@minneapolismn.gov)

### HOME Line and Legal Aid

HOME Line and Legal Aid help renters with legal and general housing issues, such as evictions, repairs, lockouts, Section 8, security deposits, renters' refunds, pest infestations and discrimination. If you have legal questions, call HOME Line's confidential hotline at 612-728-5767 or visit their website at [www.homelinemn.org](http://www.homelinemn.org). You can reach Legal Aid at 612-334-5970 or visit their website at [www.mylegalaid.org](http://www.mylegalaid.org). For more information about legal help, visit [www.lawhelpmn.org](http://www.lawhelpmn.org).

### Department of Civil Rights

Call our Department of Civil Rights at 612-673-3012 if you believe you have been discriminated against within the city of Minneapolis.

### Neighborhood organizations

Neighborhood organizations may be able to connect you with community resources. Find your neighborhood organization by visiting [www.minneapolismn.gov/ncr](http://www.minneapolismn.gov/ncr).

### HousingLink

If you need to find a new rental, HousingLink provides an online listing of affordable rental housing vacancies and wait list openings in the Twin Cities metro and greater Minnesota. Visit [www.housinglink.org](http://www.housinglink.org) for more information.