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.

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/.

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.

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.

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.

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 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.