

July through September 2011

Tenant Hotline

The Tenant Hotline hit record numbers of callers this quarter. This is also reflected in the web usage for our tenant hotline services.

In August, the tenant hotline took 1,230 calls, the most in any single month since opening nearly 20 years ago. The previous record was 1,192 calls in July of 2010.

These numbers continue to show the growing use of technology to help tenants get information.

- 12,217 people visited our website this quarter. 3,474 accessed legal forms.
- 362 callers this quarter found our services from the website.
- 293 people used email to receive tenant landlord advice from a HOME Line attorney.

Organizing

- Organizers assisted tenants via organizing, doorknocking, or other advocacy efforts in 5 HUD subsidized buildings and 1 market rate building, representing 327 units of affordable and lower rent housing.
- Currently monitoring at-risk subsidized housing projects for preservation purposes in the following communities: Granite Falls (39 HUD), Worthington (48 RD), Albert Lea (48 RD), Alexandria (30 RD), Miltona (10 RD), Monticello (28 RD). In total, this affects 39 HUD Section 8 units and 164 USDA Rural Development units.