

## October through December 2010

### Tenant Hotline

- HOME Line presented at the December CURA forum the results of our partnership with the University of Minnesota for a doctoral candidate to conduct the statistical analysis of our hotline work. We learned that HOME Line has been underreporting the results of our work. The new data analysis found that since 1992, HOME Line's Tenant Services work has resulted in the recovery of \$5.4 million in security deposits, \$10 million in rent abatements, and 8,700 prevented evictions.
- For the 5<sup>th</sup> straight year, the tenant hotline took a record number of calls. Calls have increased steadily since we took 4,708 calls to an impressive 11,688 in 2011. This is possible, in large part, because of HOME Line's ability to recruit quality volunteers, who provided over 3,200 hours for the hotline in 2010 alone.
- The top four caller issues were: repairs, evictions, security deposits and foreclosures. Foreclosures continue to affect renters, accounting for over 9.2% of all calls.
- These numbers continue to show the growing use of technology to help tenants get information.
  - 6,911 people visited our website this quarter. 3,969 accessed legal forms, (up 27%).
  - 193 people emailed our attorneys for legal advice, a 53% increase from last quarter.
  - 327 callers this quarter found our services from the website.
  - 265 people used email to receive tenant landlord advice from a HOME Line attorney.

### Policy Advocacy

- HOME Line is surveying people who participate in our programs about what we should address in the coming legislative session. The "Minnesota Tenant Bill of Rights Poll" was included in our newsletter to 10,000 renter households, brought to every tenant-landlord law training we held, is available online, and is frequently reported on HOME Line's Public Policy Blog. Over 500 surveys have come in from 87% of the Minnesota Senate and 70% of the Minnesota House. We have also collected over 400 photos and statements from renters on why they support tenant rights.
- We shared 5 news stories about noteworthy rental situations on our Landlords in the News blog. HOME Line's Public Policy Blog, <http://homelinemn.org/blog/>, provides timely state and federal policy updates to housing advocates and other interested parties. The blog also includes common sense language to describe (often confusing) housing law and programs. In the fourth quarter of 2010, there were 6,384 page-views of the blog.

### **Tenant Organizing**

- Organizers assisted tenants via organizing, doorknocking, or other advocacy efforts in 5 project based Section 8 buildings and 2 USDA Rural Development complexes representing 314 units of affordable housing.
- HOME Line staff delivered training as part of a tenant forum in the City of Champlin.