

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

311

Open communication is essential to a positive renter-property owner relationship, and often they will make repairs needed as soon as they hear about them. Keeping copies or writing down dates of your communications helps keep track of when you requested help.

If the 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.

Rental Housing Liaisons

Rental Housing Liaisons are inspectors who are trained to work with renters and property owners on a variety of complex housing issues. If you live in a unit with code violations and you need additional resources, call 311 to submit a case. Use keywords like "retaliation" or "Rental Housing Liaison."

Department of Civil Rights

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

HOME Line and Legal Aid

HOME Line and Legal Aid assist renters 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.lawhelpmn.org/issues/housing.

Neighborhood organizations

If you live in a neighborhood with an organization, they may be able to connect you with community 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

If you need to find a new rental for any reason, 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.