

HOME Line's Tenant Hotline in Minneapolis:

January 1 – December 31, 2016

OVERVIEW

In 2016, 3,382 Minneapolis renter households called HOME Line's Tenant Hotline for legal advice to solve their rental problems.

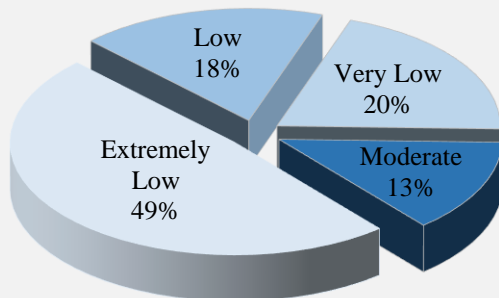
HIGHLIGHTS

In 2016, HOME Line helped renters from Minneapolis:

- Recover and/or save an estimated \$413,839 which includes damage deposits returned and rent abatements.¹
- Prevent an estimated 233 evictions.

Which renters are calling HOME Line?

The vast majority (87%) of Minneapolis callers are at or below low-income as defined by H.U.D.



GENDER BREAKDOWN

66% Female
34% Male

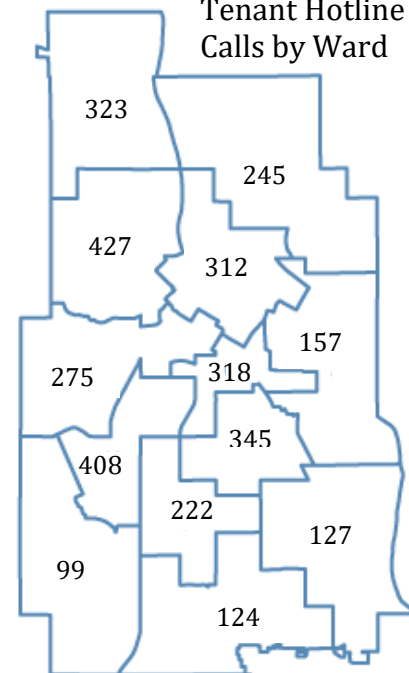
RACIAL BREAKDOWN

53% Caucasian
32% African American
8% Hispanic
3% Other
2% Asian Pacific Islander
2% Native American

Top Ten Reasons For Calls

1. Repairs	734
2. Security Deposit	431
3. Eviction	334
4. Notice to Vacate	290
5. Break Lease	261
6. Bed Bugs/Infestation	209
7. Privacy/Intrusion	199
8. Roommate	133
9. Leases	121
10. Rental License	96

Tenant Hotline Calls by Ward



¹ Based on research completed by a University of Minnesota School of Statistics Ph.D. Candidate.