

CATHOLIC CHARITIES

Migration and Refugee Services

Tenant Training Workshop

**Catholic Charities
215 Old 6th Street
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Rent Terms and Definitions

These terms are commonly used throughout the training and in the renting process.

Affordable Housing: Housing in which the occupant is paying no more than 30% of the gross income for gross housing costs, including utilities.

Application Fee: Money paid to landlords and rental property owners for processing rental application.

Base Rent: The rent charged in a subsidized housing project and computed on the basis of a maximum subsidy.

Before-Tax Income: Gross income minus all expenses except income taxes.

Breach of Lease: When a tenant breaks a rule or otherwise violates a rental agreement. For example, having a dog when the lease says no pets allowed.

Condemnation: An order made by a government agency, usually a local housing or health inspector that declares a property unfit for habitation. It is illegal for a landlord to knowingly rent a condemned apartment.

Covenant of Habitability: The duty of the property manager to keep the apartment in a livable condition, in reasonable repair and in compliance with the state and local health and housing codes. This is a non-waivable duty under Minnesota law.

Covenant of Quiet Enjoyment: A promise by the property management to provide the resident/tenant with a reasonably quiet and peaceful place to live. This includes a promise by the tenant not to disturb the neighbors.

Co-signer: A non-residing joint signer of the lease who agrees to be responsible for the renter's fulfillment of all terms on the lease.

Credit History: A summary of an individual's past financial record.

Credit Rating: A rating or evaluation made by a person or company (such as a credit bureau) based on one's present financial condition and past financial record.

Credit Report: A report usually ordered by a lender from a credit bureau to help determine a borrower's credit rating.

Delinquency: The failure to make a payment when due.

Deposit: Money given as security for the performance of a contract, which is to be forfeited if the depositor fails in the undertaking.

Discrimination: To treat a person differently because of their color, creed, sex, marital status, family status (having or not having children), sexual orientation, religion, disability, nation origin, or receipt of public housing.

Doubling Up: More than one household living in a unit.

Evict or Eviction: A summary court proceeding to remove a tenant/occupant from or otherwise recover possession or real property by the process of law.

Fair Credit Reporting Act: A consumer protection law that sets up a procedure for correction mistakes on one's credit report.

Fixed Term Lease: A rental agreement that has a specific start date and end date, usually for a period of six months or one year.

Gross Income: All income before or after deductions.

Homeless: A person or family lacking a fixed, regular residence and residing in a supervised shelter, doubled up with another household for temporary living accommodations, or within a week of being homeless due to court action and lack of other resources. The definition of "homeless" varies for different federal and state programs.

Inspector: The person charged by the governing body in which a residential building is situated, with the responsibility of enforcing provisions of local law, the breach of which could constitute a violation.

Landlord: An owner of real property, a contract for deed vendee, receiver, executor, trustee, lessee, agent, or other person directly or indirectly in control of rental property.

Late Charge: An additional charge that is required to pay as a penalty for failure to pay a regular installment on time.

Lease: An oral or written agreement for the use of rental property.

Month-to-Month Tenancy/Periodic Term Lease: A tenancy without a specific ending date. The tenancy usually continues from month-to-month until the landlord or tenant gives proper notice.

No Credit: Lack of proof of having purchased goods or services with the pledge to repay the cost timely and routinely in future payments; not to be confused with "poor credit."

Oral Lease: A rental agreement that is not in writing and that usually runs from month-to-month. An oral lease cannot last from more than one year.

Order to Vacate: A notice or sign posted by a government agency on a condemned property that orders tenants to move out by a specified date.

Overcrowding: A unit is considered overcrowded when numbers of occupants exceed occupancy standards or number of occupants exceed the number of people on the lease.

Proper Notice: A written statement given by a landlord or tenant informing the other of lease termination as of a specified date. This statement must be given a certain number of days before the actual ending of the lease, as specified with the lease itself. In the absence of a written lease, proper notice is equal to one rental period plus one day.

Public Housing: Public housing is a federal rental assistance program and is owned and operated by a PHA (Public Housing Authority). Tenants pay 30% of their adjusted gross income for the combination of rent and utilities. Apartment seekers apply for public housing at their local PHA.

Public Housing Authority (PHA): The organization that owns and operates public housing and administers Section 8 certificates and voucher programs.

Property Management: The operation of property as business.

Rent: The consideration received from a lessee for the use of the occupied space.

Rent Assistance: Subsidies that helps those who qualify pay their housing expenses.

Renter: An individual or household that rents the housing unit it occupies, including both units rented for cash and unites occupied without cash payment of rent.

Resident Manager: An individual who supervises the care of an apartment property while residing in one of the apartment units.

Section 8: Federal rental assistance program in which participants pay 30% of their adjusted gross income as rent and the remainder of the rent is subsidized. The tenant has the rental assistance as long as they live in the building and remains income eligible. Project bases housing is owned and managed by private parties, either for profit or non-profit.

Section 42: Housing financed with the federal low-income housing tax credits.

Section 236: United States Department of Housing and Urban Program administered by MHFA. Subsidy stays with unit.

Tenant Remedies Act: A court action when a group of tenants take the landlord to court for issues of non-repair.

Tenant: One who is not the owner but occupies real property under consent of the owner and in subordination to the owner's title. The tenant is entitled to exclusive possession, use and enjoyment of the property, usually for a time and price specified in the lease.

Termination: Ending of the lease caused by giving proper notice or the tenant breaking originally agreed upon terms of the lease.

Terms: The conditions and arrangements specified in a contract.

Unlawful Detainer: (As of July 1999 called a **Court Eviction**). Court proceeding to determine if the landlord has the right to force a tenant to move from the unit. Once an unlawful detainer has been filed it remains on the tenant's record regardless of whether the tenant won or lost the action.

Utility Allowance: A deduction from the rent to assist in paying the tenant's utilities. It is used in conjunction with certain subsidized housing programs like Section 8. The allowance is an average utility cost by unit size, which is set by the administering agency.

Very Low Income: A definition based on family income as a percentage of the area's median income.

Vacate: To move out.

Violation: A violation of any state, county or city health, safety, housing, building, fire prevention, or housing maintenance code applicable to the building; a violation of any of the covenants; a violation of an oral or written agreement, lease or contract for the rental of a dwelling in the building.

Voucher: A federal rental assistance program operated by HUD (Housing and Urban Development) through local PHA and HRA's. A voucher holder may rent a unit that is above the fair market rent set by HUD. In this case a PHA or HRA (Housing and Redevelopment Authority) pays the rental property owner than money.

What is a Good Resident/Tenant?

Pays rent on time.

Does not engage in illegal activities.

If you are caught with these illegal items or participating in these illegal activities, you must vacate your apartment within 24 hours.

Possessing or selling drugs.

Possessing or distributing stolen goods.

Possessing or distributing illegal weapons.

Participating in prostitution activities.

Keeps the apartment reasonably clean and orderly.

Is courteous to the neighbors.

Respects the rules of the lease.

Is reasonably quiet in their activities.

Ten Tips Every Resident Needs to Know

- 1) The best way to win over a prospective landlord is to be prepared.**
Bringing the following information when you meet prospective landlords will give you the competitive edge over other applicants: a completed rental application, written references from landlords and employers, friends and colleagues, and a current copy of your credit report.
- 2) Carefully review all the important conditions of the tenancy before you sign.**
Your lease or rental agreement may contain a provision that you find unacceptable- for example, restrictions on guests or pets, design alterations or running a home business.
- 3) To avoid disputes or misunderstanding with your landlord, get it in writing.**
Keep copies of any correspondence and follow up an oral agreement with a letter, setting out your understanding. For example, if you ask your landlord to make repairs, put your request in writing and keep a copy for yourself. If the landlord agrees orally, send a letter confirming this fact.
- 4) Protect your privacy rights.**
Next to disputes over rent or security deposits, one of the most common and emotion-filled misunderstandings arises over a landlord's right to enter a rental unit and a tenant's right to be left alone. If you understand your privacy rights it will be easier to protect them.
- 5) Know your rights to live in a habitable rental unit, and don't give them up.**
Landlords are required to offer their tenants livable premises including adequate weatherproofing, heat, water, electricity and clean, sanitary and structurally safe premises. If your rental unit is not kept in good repair, you have a number of options ranging from withholding a portion of the rent for repairs to calling the building inspector to moving out without liability for your future rent.
- 6) Keep communication open with your landlord.**
If there is a problem talk to the landlord to see if the issue can be resolved.
- 7) Purchase renters' insurance to cover your valuables.**
Your landlord's policy will not cover your losses. Renters' insurance typically costs \$350 a year for a policy that covers loss due to theft or damage caused by other people or natural disasters.
- 8) Make sure the security deposit refund procedures are spelled out.**
To protect yourself and avoid any misunderstanding, make sure your lease or rental agreement is clear on the use and refund of security deposits.

9) Find out if your building and neighborhood are safe.

Get copies of any state or local laws that require safety devices such as deadbolts and window locks, check out the property's vulnerability to intrusion by a criminal, and learn whether criminal incidents have already occurred. If a crime is highly likely, your landlord may be obligated to take some steps to protect you.

10) Know when to fight an eviction notice, and when to move.

Unless you have the law and provable facts on your side, fighting and eviction notice is usually short-sighted. If you lose an eviction lawsuit, you may end up in debt and face a negative credit rating.

Topics Found in Leases

Appliance Maintenance
Change in Ownership of Building
Garbage Removal
Guests
Late Fees
Lifestyle Restrictions
Notice to Enter
Parking Rules
Partial Payment of Rent
Pets
Rent Due Date
Rent Increases
Repairs and Repair Procedures
Right of Re-entry
Security Deposits
Snow Shoveling and Lawn Care
Utilities

Renter's Resume

To: Landlord

My name is Fadumo Hirsi. I am in need of a three bedroom apartment for myself and my five children, two girls (ages 5, 10) and three boys (ages 1,2,4).

1990-1997 I lived in Mogadishu, Somalia in a house with my husband and children. We owned our home and were very content.

1997-1998 The war broke out in Somalia and our home was destroyed. My husband was lost when we were fleeing to the refugee camp in Nairobi, Kenya. My children and I made it to the refugee camp.

1998-2000 We lived in the Kakuma refugee camp in Nairobi, Kenya while we waited for our paperwork to be approved, so we could join our family members in the United States.

2000-Present We have been in the Twin Cities since May and have been living with family members since we are unable to find an apartment. I am not yet working, but I am taking ESL classes. My eldest daughter speaks English quite well. A family member will help with the starting expenses of the apartment.

I am looking for someone to give me the opportunity to receive affordable housing for myself and my children. I am willing to vendor my rent payment.

Client's Signature _____

Date _____

My name is Erin Gillis, Catholic Charities Migration and Refugee Case Manager. I have been working with Fadumo for about three months. She has attended our tenant training courses and she has been working with me to try and secure housing for her and her children. If you have questions, please call me at 651-222-3001.

Case Manager's
Signature _____

Date _____

What Money Is Needed To Rent An Apartment?

Pre-lease deposit

Application Fee

Damage Deposit

Security Deposit

First Month's Rent

Last Month's Rent

Utility Costs

Monthly Household Budget Worksheet

Expenses

Housing Expenses

Rent/Mortgage \$ _____
 Property Tax/
 Insurance \$ _____
 Home Maintenance \$ _____
 Electricity \$ _____
 Gas/Oil \$ _____
 Water \$ _____
 Other \$ _____

Non-Housing Expenses

Food \$ _____
 Clothing \$ _____
 Day Care/Tuition \$ _____
 Car Loan(s) \$ _____
 Car Insurance/Tax \$ _____
 Gas and Oil \$ _____
 Car Repairs \$ _____
 Health Care NOT
 Covered by Insurance \$ _____
 Bus Tickets \$ _____
 Travel Loans \$ _____
 Entertainment \$ _____
 Telephone \$ _____
 Cable \$ _____
 Insurance \$ _____
 Savings \$ _____
 Other \$ _____
TOTAL EXPENSES \$ _____

Income

Net (take-home) pay \$ _____
 Net Overtime \$ _____
 Pension/Social Security \$ _____
 Public Assistance \$ _____
 Other Income \$ _____

Net Income \$ _____

-Total Expenses \$ _____

=Total Income \$ _____

Reasons Your Application might be Denied

False or incorrect information on the application

Negative or unverifiable references

Prior eviction

History of problems with prior owners, managers, and/or residents

Lease violations, (for example, too many people on the application)

Behavior problems

Noise complaints

Property damage

Improper notice given to vacate

Late rent payments

Suits, liens or judgments

Insufficient income

Insufficient funds paid for the application fees and/or security deposit

Negative bank account reference

NSF checks

Checking overdrafts

Past due credit obligations

Heavy credit obligations

Unable to verify source of income

Unable to verify residence, (for example, no rental history in the U.S.)

Derogatory credit file

No credit history in the U.S.

Criminal history

Your Apartment, Tenant screening, Understanding How You Rate.

By: Leta Herman, Distributed by Inman News Features

To be a successful apartment finder, you need to understand your landlord or manager.

“You have to put yourself in you landlord’s shoes,” says Robin Leonard, author of *Money Troubles: Legal Strategies to Cope with Your Debts*, a Nolo Press book. “The landlord is looking as (renting to you) as a business transaction.”

We have a hard time understanding a landlord’s business-based perspective when we’re apartment hunting, since we are looking for one of the most personal parts of our lives, our next home.

From a pure business perspective, a landlord wants to base each rental decision on concrete facts about the renter. We, on the other hand, rely heavily on our intuition and our personal taste to select out apartment. Yet, we have a better chance to make a good impression if we learn to put aside our emotional investment in our apartment search and begin to think like a landlord.

The Tenant Screening Process

Every landlord has a different set of criteria for screening applicants. Some landlords, especially those who have difficulty renting their apartments, are more lenient while others, such as those who own large numbers of rental properties, investigate prospective tenants more thoroughly.

Landlords can legally screen tenants as long as the screening criteria are based on legitimate business concerns, such as ability to pay the rent, and not on personal traits, such as race or religious beliefs. If you ever feel that you’ve been discriminated against in a screening process, contact a local fair housing group or the Department of Housing and Urban Development (HUD), the office that oversees enforcement of the Fair Housing Act. HUD’s national information number is 800-343-3442.

What Landlords Look For

Here are a few of the criteria landlords commonly use to screen tenants.

Meeting basic qualifications over the phone.

Be conscious of the fact that screening begins with your first phone conversation with the landlord. Some landlords use the phone to weed out those who don’t qualify for the apartment, which also saves you from wasting your time looking at a unit you can’t afford or won’t like.

This part of the screening process is especially tricky for people who don’t perfectly match the landlord’s requirements, but still want to try to get the

apartment. It's always a good strategy to meet the landlord first and make a good impression before revealing a short-coming, such as your pet or wanting to have more occupants that is normal. The danger is when the landlord begins to barrage you with questions over the phone. To avoid revealing too much about yourself, try to quickly set up a meeting.

A neat and complete application.

An incomplete application is most likely going to be a rejected application. Some landlords will cut you some slack, but most won't. If you don't know the answer to a question on an application, ask the person showing you the apartment if you can drop it by later, or fax it. Then, go find out the missing information as soon as possible.

If you turn in a wrinkled, torn application with lots of mistakes and stuff written in the margins, what kind of impression will that make? Probably a landlord won't reject you based on neatness alone, but it could easily be a mark against you.

Good references from previous landlords.

A smart landlord will call your landlord references to confirm the dates of your tenancy and to ask whether you paid your rent on time, were considerate of your neighbors, and left the apartment in good condition.

Most applications only require your current landlord and your previous landlord, so there's no need to mention the name of that landlord you sued in small claims court three apartments ago.

If you had a falling out with a landlord that you have to put on your application, you might want to consider explaining the situation to the prospective landlord, especially if you think that landlord was at fault for some reason. You can also provide additional landlord references from other previous tenancies as well as personal references to compensate for the one negative reference.

Sufficient and reliable income.

Your landlord will most likely call your present employer to verify that your salary is adequate and your job is steady (you've worked at the same job for over a year).

An active bank account.

Tenants who don't have a bank account may have a history of bouncing checks or an illegal source of income.

No prior eviction, bankruptcies or criminal history.

The landlords who can afford to pay for more extensive background checks will have a credit reporting agency check on evictions, bankruptcies and any past convictions. If a landlord wishes to perform a more extensive background check,

called an investigative report, you might want to learn more about the Federal Fair Credit Reporting Act, which provides strict guidelines for these types of reports.

A history of paying bills on time.

Many landlords will conduct a credit check to find out about your credit history. If you have some marks against you, discuss the problems and how you are getting back on track with the prospective landlord. Consider finding a co-signer to alleviate any fears the prospective landlord might have.

A manageable amount of debt.

Typically your debt plus your rent should be no more than 40 percent of your income.

“Total debt is very important,” says Leonard. “If you’re just barely making it by with your student loans and car loans, landlords wonder if there’s going to be any money left to pay the rent. Also if you have a lot of potential credit (open lines of credit on your credit cards), they will worry.”

If you have a large amount of debt, a co-signer may help you get an apartment.

Following Up on Rejections

If you are denied the apartment based on your credit report, the landlord is required by law to provide with the information about how you can receive a free copy of the report from the credit reporting agency that the landlord used. It’s worth the trouble to understand why you were screened out so that you can make sure you come out ahead on your next application.

Seven Steps to Protect Your Rental Record

If you believe a landlord is denying you housing because of information in your tenant screening file, there are seven steps for you to take to protect yourself.

1. Ask the landlord who denied you housing for the name and address of the screening agency who provided you rental history.
2. Either visit or write the screening agency to ask for a copy of your report. There is no charge if you request it within 30 days of being turned down for an apartment.
3. Present identification when you request a copy of the report. If you are questioning a copy by mail, include a copy of your identification card with your request.
4. Law requires the agency to respond promptly to your request. If you visit the office during business hours, the agency must provide you with a copy of the report at the time. If you request a copy by mail, the agency must mail it to you within five business days. The agency can also give you the report over the telephone if you first send a written request. With the copy of your identification and asking that the information be given to you by telephone on a particular date.
5. Review the report carefully once you receive it. If there are items in the report you believe to be incorrect, write to the agency and request an investigation of the inaccuracies. The law requires the agency to investigate any disputed items.
6. If the agency finds the information to be inaccurate or can't verify it, the agency must delete the information from your record. Ask the agency to notify everyone who received copies of your report within the past six months of the corrections.
7. You have the right to include a 100-word explanation to any unlawful detainer (eviction) information in your tenant file. Send this explanation to the agency that gave you the report. Also, they must include your explanation in the tenant report.

Prepared by:
LSS Housing Resource Center 2/7/00

How To Create Nontraditional Credit History

Get a checking account and use it wisely.

Keep copies of bills you pay, including your rent, telephone, electricity, cable television, gas and insurance.

Keep copies of the canceled checks used to pay your bills.

Ask your landlord, the telephone company, and the gas and electric company to write you a letter. Ask them to include how long you have been a customer and how well you have paid your bills each month.

Show your bills, payments and letters to landlords to prove that you pay your bills on time every month. A record that shows at least two years of regular payments is ideal.

Letter Requesting Apartment Repairs

Month Date, Year

Dear (Landlord's Name),

Please make the following repairs in my apartment at (your address). The repairs are:

Bathroom toilet leaks.

Sink faucet drips warm water.

Smoke alarm fell from ceiling.

Bedroom window has a screen missing.

Thank you.

Sincerely,

Your Name (Sign your name)

Your Name (Print your name)

If Fire Breaks Out...

Smoke detectors greatly increase the likelihood you'll survive a fire. Place at least one on each floor or your home and outside each sleeping area. Install detectors inside bedrooms for added protection. Mount detectors on the ceiling, at least 4 inches away from the wall. Test detectors monthly and replace batteries once a year. To help you remember, plan to install new batteries on an annual event, such as the Fourth of July. Replace smoke detectors after 10 years.

If a fire does break out, take immediate action. Smoke and flames spread rapidly. Get out of the house right away, then call the fire department from a neighbor's house or a cellular phone. Fumes overcome most victims long before flames reach them. Use your safest exit. If you must escape through smoke, get down and crawl low under the smoke, keeping your head about 12-24 inches off the floor.

If you haven't gotten around to conducting a family fire drill, now is the time to do it. And visit your local hardware store or home center to invest in a few fire extinguishers. Extinguishers are classified according to the types of fire they will put out, and you'll find the classification displayed on an extinguisher. A Class ABC extinguisher is multi-purpose and works well against any small self-contained fire. Keep one in the kitchen, extras in the basement or garage. Contact your fire department to ask about training. Don't attempt to fight a fire unless you know you have the right extinguisher to handle that type of fire, and be sure to keep your back to a safe exit.

Fire Safety Checklist

Take this short quiz to help you assess your family's fire safety plan:

___ Do you follow fire prevention practices? Pay special attention to safety tips on cooking, smoking, use of heating equipment, proper storage of flammables and precautions regarding children and matches.

___ Are your smoke detectors working? There should be at least one on every floor of your home. Test each detector monthly, and replace batteries annually.

___ Do you hold regular fire drills? Several times a year, have your family practice exiting your home safely and quickly in the event of an emergency. Designate a meeting place for all family members to gather once they are out of the house.

___ Have you taught your children to "stop, drop and roll"? In the event their clothing catches fire, kids (and adults) should stop, drop to the floor, cover their faces and roll over and over or back and forth to put out the fire. Keep rolling until the fire goes out.

___ Have you planned an alternate escape route? It's important to have at least two escape routes from each room in your home, often a door or window. Practice using them now to be sure you could get out in an emergency.

___ Can you safely exit from the second floor? A chain ladder or other easily accessible ladder can help you escape from the upper stories of your home in the event of a fire.

___ Do you know how to use your fire extinguishers? Know where your fire extinguishers are kept, and read the instructions for use before you need them.

___ Do you know the phone number for your local fire department and the location of the nearest phone outside your house? In case of fire, always evacuate your home first, then call for help from a cellular or other phone.

Immigration Referrals: Who Can Help

Centro Legal, Inc.

2575 University Avenue West #135
St. Paul, MN 55114
Telephone Number: 651-642-189
Fax Number: 651-642-1875

Centro Legal, Inc. provides free or sliding-fee legal representation for eligible low-income Hispanics. Areas of law include, domestic abuse, family, citizenship, immigration, consumer, housing, employment and representation for children who are abused or neglected.

Legal Aid Society of Minneapolis

300 Kickernick Building
430 1st Avenue North
Minneapolis, MN 55401
Telephone Number: 612-332-1441
Fax Number: 612-334-5970

The Legal Aid Society of Minneapolis provides free civil law legal help to eligible low-income, elderly or disabled persons. Interpreters are available upon request. They provide basic legal services in the areas of: family, housing, youth, public benefits and legal assistance for older Americans.

Legal Services Advocacy Project

Midtown Commons, Suite 100
2324 University Avenue
St. Paul, MN 55114
Telephone Number: 651-222-3749
Fax Number: 651-603-2750
Contact: Maureen O'Connell, Managing Attorney. Ext. 104

The Legal Services Advocacy Project (LSAP) is a statewide project of Mid-Minnesota Legal Assistance. LSAP represents the interests of the poor before legislative and administrative bodies. LSAP does not provide legal representation on cases.

Minnesota Advocates for Human Rights, Refugee and Asylum Project

310 4th Avenue South #1000
Minneapolis, MN 55415
Telephone Number: 612-341-9845
Fax Number: 612-341-2971

Minnesota Advocates for Human Rights, Refugee and Asylum Project represents individuals who are seeking asylum in this country due to a well-founded fear of persecution in their country of origin.

The Immigrant Law Center of Minnesota (Oficina Legal)

179 East Robie Street
St. Paul, MN 55107
Telephone Number: 651-291-0110
Fax Number: 651-291-2549

The Immigrant Law Center of Minnesota offers legal services on immigration-related matters such as citizenship, permanent residency, family petitions, waivers, representation in deportation proceedings, and asylum. The Immigrant Law Center of Minnesota represents individuals of any nationality and primarily represents individuals who live in Ramsey County and southern Minnesota. Representation with citizenship and Violence Against Women Act (VAWA) cases is provided state wide. To become a client, call the number above and ask for an appointment; for information on community education and training, ask to speak with Karen Ellingson.

Southern Minnesota Regional Legal Services, Inc. (SMRLS)

300 Minnesota Building
46 East 4th Street
St. Paul, MN 55101
Telephone Number: 651-222-5863
Fax Number: 651-297-6457
Contacts: Martha Eaves, Ken Gilchrist, Laura Melnick

Southern Minnesota Regional Legal Services is a nonprofit organization specializing in problems that affect low-income people. They provide free legal services to eligible low-income people in the areas of public benefits, tenants' rights, foreclosures, family, civil rights, consumer law and immigration. Interpreters are available upon request.

Prepared by:

The B.I.A.S. Project (Building Immigrant Awareness and Support) of Minnesota
Advocates for Human Rights, September 1999.

Telephone Number: 612-341-3302

Phone Numbers for Housing Authorities

Metro Housing & Redevelopment Authority (HRA)	651-602-1626
St. Paul Public Housing Authority (PHA)	651-298-5089
Minneapolis PHA	612-342-1210
Bloomington HRA	952-948-8942
South St. Paul HRA	651-451-1838
Plymouth HRA	763-509-5414
St. Louis Park HRA	952-924-2578
Richfield HRA	612-861-9768
Columbia Heights EDA	1800-627-3529
Dakota County HRA	651-423-8136
Washington County HRA	651-458-6564
Scott County HRA	952-402-9022
St. Cloud HRA	320-252-0880

Some Helpful Resources

Agency	Phone	Contact
<u>Community Organizations</u>		
Horn of Africa Community in North America	612-879-8022	Hassan Mohamoud Ardo Yusuf
Sahan Resource Project	612-379-0776	Osman Mahamud
Somali Resource Center	612-338-0172	Abdi Fatah Mohamud
Confederation of Somali Community in MN	612-338-5282	Said Fahia
Somali Relief and Rehabilitation	612-630-1070	Mohammad Noor
African Community Services	612-721-9984	Abdillahi Nur
Somali American Association Friendship Director	612-381-9894	Faysal Mohamed Omar
KFAI Radio	612-338-0172	Hussein Samatar
KFAI Radio	612-341-3144	Somali Voices
Somali Community of MN	612-871-6786	Osman Shaherdeed
Community Relief & Rehabilitation	612-630-1070	Ahamed M. Warfa
Community University Health Care Center	612-627-6888	Ahmed Yusuf
Somalian Women's Association	612-870-7001	Amal Yusuf
Longfellow Nokomis Family and Muslim Student Association	612-729-9900 612-624-5656	Tsehai Wodajo Diana Aziz
Richfield Community Center	952-883-0044	Iqbal Jaffer
Lutheran Social Services	612-871-0221	Moxamund Abdaahal
Pillsbury Social Services	612-870-0647	Mohamed Ali
United Somali Community	612-338-2433	Mohamud Issa
Summit Academy OIC Association	612-337-0150	Amal Abdalla
<u>Religious Organizations</u>		
Masjid Al-Noor	612-521-1749	Arlene Al-Amin
Masjid Dar Al-Hijrah	612-332-9250	Abdul Salaam
Masjid Al-Salaam	651-748-1688	Amin Abdul Kadri
Masjid Dar Al-Farooq	612-331-1234	Arafat Al-Bakri
Masjid Al-Taqwaa	651-292-9675	
Islamic Center of Rochester	507-289-8236	Tanzeer Zubair
Islamic Center of Minnesota	612-571-5604	
<u>Government Organizations</u>		
Hennepin County Economic Assistance	612-879-3499	Gloria Jorgenson

MN office of Refugee Services

651-297-3210

Quy Dam

Minneapolis Public Housing

612-342-1475

Minneapolis Public Schools

612-627-2010

Hennepin Co. Community Health Dept.

612-348-3000

Catholic Charities Refugee Tenant Training Program

	Not at all satisfied			Extremely Satisfied		
Topics Covered	0	1	2	3	4	5
Trainers	0	1	2	3	4	5
Interpreter	0	1	2	3	4	5
Written Materials	0	1	2	3	4	5
Visual Materials	0	1	2	3	4	5
Date & Time of Training	0	1	2	3	4	5
Location of Training	0	1	2	3	4	5
Overall Value of Training	0	1	2	3	4	5
Topics Covered	0	1	2	3	4	5

Was Information Too Advanced Too Basic Just Right

Was Information Presented Too Fast Too Slow Just Right

What was most useful about the training?

I would improve the training by doing the following:

Mahad Sinad!