

TIP SHEET FOR CBO'S*

Working Together for the Sake of Our Clients':
What can YOU do when your client has a housing problem?

Housing Rights, Inc. and similar organizations that address fair housing and tenant/landlord issues can help your client with the following problems:

- Having trouble renting or buying a home due to potential discriminatory practices by landlords, property managers and real estate agents.
- Unfair treatment by landlords, managers and agents
- Understanding evictions, repairs, deposits, leases, rent, harassment, roommate conflicts and other questions about tenant (and Landlord) rights and responsibilities
- Mediation services
- Problems in subsidized housing including Section 8

When you do have a client in a housing crisis, we recommend the following steps:

- Take action immediately. The sooner you get help, the better.
- Collect all available documentation (leases, notices, letters).
- Ask your client to start and keep an ongoing written diary of events. Your clients may need help with this process.
- Identify witnesses.
- Call a fair housing or tenant/landlord counseling agency to get additional information and develop a plan.

Housing Rights, Inc. provides free, confidential and accessible services. We have interpretation services for over thirty-five languages. We serve all of Contra Costa County (except for the City of Pittsburg) and northern Alameda County. Call us to find out more about our services. We conduct workshops and provide technical assistance in addition to our work with individuals. Our Info-Line number (for our clients) is 1800-261-2298. See back for more info.

* Community-Based Organization.

Many Community Based Organizations (CBOs) develop comprehensive, long-term and trusting relationships with their clients. Housing Rights, Inc. on the other hand, provides a very specific service. Our organization investigates housing discrimination complaints and attempts to resolve tenant/landlord conflicts. Because Housing Rights, Inc. is limited to these specific but necessary services, we honor the relationship our clients have with other Community Based Organizations. By working closely with CBOs we are able to provide better services and more effective referrals.

Housing Rights, Inc. recognizes that clients may feel more comfortable working with the CBO they trust and know. We also understand that many people, including immigrants, refugees and other traditionally underserved populations find it difficult to stand up and fight back. This is especially true if they don't know what their rights are. Housing Rights, Inc. believes that taking proactive steps to educate people before a problem occurs is key. We would be happy to give a workshop to your staff or clients.

We recommend that service providers find out which agencies provide these services in their geographic area, and get to know them. A close working relationship will help streamline the referral process. If you don't know which organization serves your particular jurisdiction, call Housing Rights, Inc. If we're not the right agency, we can help you find the agency that can help you.

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