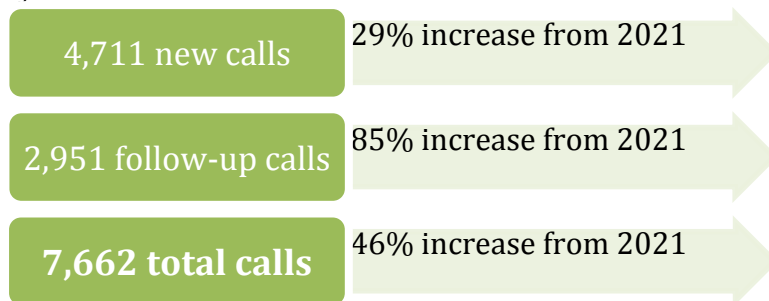


By any measure, HOME Line's tenant hotline had its busiest quarter ever in its 31-year history.

By the numbers:



The previous high for new calls in a quarter was set in 2014 (4,424); this quarter was 6% higher.

Where are all these calls coming from?

Here are the top 10 reasons why tenants called us this quarter, and the percentage increase from the same quarter in 2021.









- | | |
|--------------------------------|--------|
| 1. Repairs | ↑ 28% |
| 2. Evictions | ↑ 86% |
| 3. Landlord Notice to Vacate | ↑ 107% |
| 4. Financial Aid Questions | ↑ 287% |
| 5. Security Deposits | ↓ 1% |
| 6. Break Lease Questions | ↓ 2% |
| 7. Lease Review/Questions | ↑ 34% |
| 8. Fees | ↑ 61% |
| 9. Neighbor Problems | ↑ 2% |
| 10. Privacy/Landlord Intrusion | ↓ 12% |

The eviction moratorium winding down coupled with RenthelpMN ending (which led to a **287% increase** in questions about financial assistance) all contributed to this record number of tenants looking for answers to their landlord/tenant law questions. **There was a 94% increase in landlord-driven displacement calls** (combination of "Evictions" and "Landlord Notice to Vacate").

Questions about fees are also substantially increased over last year's first quarter (up 61%), and we fully expect these numbers to climb even higher as we wade into the warm weather months in Minnesota, aka 'leasing season'.

HOME Line is seeing a rash of fees popping up in leases that didn't exist until very recently. Examples of fees that we see are: administrative fees (one-time or monthly), lease-signing fees, automatic cleaning fees, lease-renewal fees, in some cases fees due for paying rent ... there seems to be a new fee that we haven't encountered before at least every month.

Are these fees legal? The short answer---maybe. There is legislation that is winding its way through the MN House of Representatives that would limit these types of fees. One of the real problems with most of these fees is that they aren't really advertised when tenants are shopping for a rental unit and many times aren't known until after the tenant has already applied and committed time, money and some hope into finding their next home.

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