TENANT RESOURCES

Washington State 2-1-1
Also 206-461-3200, 1-800-621-4636 or 206-461-3610 (TTY/hearing impaired) http://win211.org
Clearinghouse for all community resources, including rental assistance and low-income housing.

Solid Ground
206-694-6767
www.solid-ground.org/Tenant
Local organization that provides help to families and individuals working to maintain permanent and reliable rental housing. You can look over the information available on their website or call their hotline Mondays and Thursdays from 10:30am-1:30pm.

Tenants Union of Washington State
Tenant Rights Hotline: 206-723-0500
www.tenantsunion.org
Tenant counselors offer information and tools to help renters solve housing problems.

City of Auburn Code Compliance Division
253-931-3020 option 4
Email codeenforcement@auburnwa.gov
Regulates healthy housing standards within the City of Auburn.

Attorney General Mobile Home Dispute Resolution
1-866-924-6458
Assistance for owners of mobile homes and manufactured housing to resolve disputes with landlords.

Dispute Resolution Centers
King County: 206-443-9603
Pierce County: 253-572-3657
Trained mediators can assist tenants and landlords in resolving conflicts.

DISCRIMINATION & FAIR HOUSING

Washington State Human Rights Commission
1-800-233-3247
Enforces the law against discrimination and investigates complaints regarding civil rights violations.

Fair Housing Center of Washington
1-888-766-8800
Provides support and education for renters filing discrimination complaints or requesting reasonable accommodations from their landlords.

LEGAL RESOURCES

Washington LawHelp
www.washingtonlawhelp.org
Online self-help legal information for renters, including detailed packets on repairs, deposits, Small Claims Court, and the eviction process.

King County Housing Justice Project
206-267-7090
Walk-in legal information and assistance. Priority service for renters facing evictions. Open M-F, 8-10:30am in the King County Courthouse in Seattle and Kent Regional Justice Center. Seattle location also open M, 4-5pm.

Tenant Law Center
206-324-6890
Legal advice for King County renters with low incomes facing eviction, repair problems, deposit loss, subsidy termination, lockouts and other issues.

Northwest Justice Project
206-464-1519
Legal help for tenants in public housing/Section 8 voucher holders facing subsidy termination or eviction.

King County Neighborhood Legal Clinics
206-267-7070
Located across King County, their attorneys can provide a free half hour of legal advice to renters, regardless of income. Intake hours: T-Th, 9am-noon.

Tacoma-Pierce County Housing Justice Project
253-572-5134
Provides legal advice, representation, negotiations and mediation for low-income tenants in Pierce County facing eviction or experiencing other landlord-tenant issues.

CLEAR Line Legal Help
1-888-201-1014
www.nwjustice.org/getlegal-help
Free legal assistance for Washington state residents with low incomes. Open M-F, 9:15am-12:15pm.

CLEAR Senior Legal Help
1-888-387-7111
Free legal help and assistance for persons over 60 years of age of all income levels. Message line opens at 9:15am and closes when full.
Financing Assistance

The City of Auburn provides funding to the following agencies to make financial assistance available directly to Auburn residents. Availability of funding varies based on program capacity and remaining annual funds:

**YMCA**
206-751-7130  
https://www.seattleymca.org/blog/rent-help-auburn-residents  
Email: renthelp@seattleymca.org  
Provides emergency rental assistance.

**Multi-Service Center**
https://mschelps.org/gethelp/rentalemergencyassistance/applicationauburn  
Provides emergency rental assistance, utilities and limited vouchers. Hotline also available, 1st Tuesday of month 9am-12pm at 253-893-0024.

**The Auburn Food Bank**
253-833-8925  
Provides rent, utility assistance, emergency gas and hotel vouchers

**Solid Ground Housing Stability Project**
Call 2-1-1 to receive a referral to this program. Provides rent and diversion assistance.

**Finance Assistance Tips**

- Contact your landlord as soon as you realize you may not be able to pay your rent. Clear communication is important as you navigate this process.

- Do not wait to call once you have agency information. You may need to call a number more than once – or call back at a specific date and time – to get an answer.

- Be clear about what help you need when calling agencies for assistance. Explain what happened that put you at risk of losing your housing. For example: “I lost my job last month, but I’m starting a new job in a week. I need help with this month’s rent.” Most rental assistance programs will expect you to have income to pay rent. If you do not, 2-1-1 will help you find resources to assist you.

- Many agencies that provide emergency funding will run out at some point during the month. It may be helpful to call at different times of the day or during the month to check availability of resources.

- Try to stay calm & patient. The process can be frustrating. Be organized and politely persistent to find the help you need.

- Be prepared if you are given an appointment with an agency to apply for rental assistance. Bring paperwork documenting what you owe, income verification, your lease and your landlord’s contact information. Some programs will have you create a budget or set goals to help you stabilize your housing.

**Notes:** Use this to keep track of agencies you’ve contacted, any appointments scheduled, or documentation needed for rent assistance applications.