

# 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](http://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](http://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](mailto: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](http://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](http://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.

# TENANT RESOURCES

## FINANCIAL ASSISTANCE

### Washington State 2-1-1

Also 206-461-3200, 1-800-621-4636 or 206-461-3610 (TTY/hearing impaired) <http://win211.org>

Provides the most up to date information on agencies providing rent assistance. You'll be asked to explain your situation and give your address and zip code for referrals to agencies serving the area where you live

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:

### Catholic Community Services

<https://ccsww.org/get-help/>

Provides emergency funding. Also available at the hotline for Auburn residents, Fridays from 10am-12pm at 253-850-2523.

### St. Vincent De Paul

253-833-2546

Provides emergency assistance.

### Multi-Service Center

<https://mschelps.org/gethelp/rentalemergencyassistance/covid19rent/>

Provides emergency assistance to those who have been impacted by COVID-19.

### The Auburn Food Bank

253-833-8925

Provides rent and utility assistance.

### Solid Ground Housing Stability Project

Call 2-1-1 to receive a referral to this program.

Provides rent 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.

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