

Renters Resource Packet



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Renters Resources



Renter Resources

Apartments and Houses:

- Zillow.com
- Apartments.com
- Trulia.com
- Affordablehousing.com (previously gosection8.com)
- PadMapper.com
- Hotpads.com
- Zumper.com
- Facebook Market
- Craigslist
- Grocery store bulletin boards*
- Library bulletin boards*

Rooms-for-Rent:

- Facebook Market
- Craigslist
- Roomster.com
- Roomies.com
- PadMapper.com
- Roomiematch.com
- Grocery store bulletin boards*

*Check your local grocery store and library for a bulletin board/Community information board. Some private landlords or individuals looking to sublet will post listings there.

Apartment Search List



Apartment Search Notes

Address _____

Rent Amount _____

Move in costs (*application fee, security deposit, move in/move out fees*)

Utilities Responsible for _____

Landlord Name/ Phone Number _____

Showing Set up / Date and Time _____

Address _____

Rent Amount _____

Move in costs (*application fee, security deposit, move in/move out fees*)

Utilities Responsible for _____

Landlord Name/ Phone Number _____

Showing Set up / Date and Time _____

Address _____

Rent Amount _____

Move in costs (*application fee, security deposit, move in/move out fees*)

Utilities Responsible for _____

Landlord Name/ Phone Number _____

Showing Set up / Date and Time _____

Phone Script for Calling Landlords



Phone Script for Calling Landlords

Phone Call-

Hi, I was calling about your unit for rent at _____. Is it still available?

➤ If the unit is not available, ask them if they have any others that are / would be available soon.
And just to confirm the rent you had listed online is _____?

And what utilities would I be responsible for?

What is the total cost of moving in? *Such as, application fee, security deposit, move in fees, move out fees, pet deposits (if applicable)*

If the unit is available and you are interested in setting up a showing...

With Housing Voucher: "I have a housing voucher with _____ Housing Authority." Follow with telling them about yourself and be honest

Some Examples of how to talk about yourself and being honest

- *Do you have a job? Do you have income?*
- *Community supports*
- *Do you keep your spaces clean?*
- *Past evictions?*
- *Rental history*
- *Prior or current convictions? If from long ago...mention that*
- *Credit score/what you're doing to improve your credit score*

It is important to be honest with the Landlord from the beginning. The Landlord will find out most of this information from the application process but being upfront may work towards your advantage.

Don't forget to mention your **strengths**! Think about what a landlord would want to hear from a potential tenant.

If they're open to setting up a showing.... Get a few times that work for them and you. If they're NOT, that's okay too. Thank them for their time and hang up.

Unit Inspection Checklist (For Personal Use)



Unit Inspection Checklist

Address of Unit _____

It can be helpful to take pictures of unit/damages upon move in

Living Room **Yes** **No** **Comments**

Electricity			
Ceiling Condition			
Window Condition			
Wall Condition			
Floor Condition			

Kitchen **Yes** **No** **Comments**

Electricity			
Ceiling Condition			
Window Condition			
Wall Condition			
Floor Condition			
Stove, Oven with window or vent			
Refrigerator			
Sink with no water spots under sink & hot water			
Space for storage and food prep			

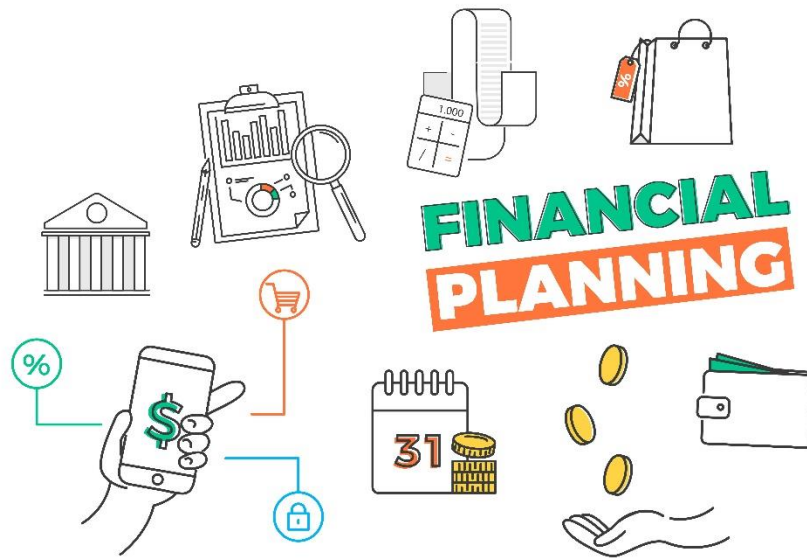
Bathroom **Yes** **No** **Comments**

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General Health and Safety **Yes** **No** **Comments**

Safe Access to Unit			
Fire Exits			
Evidence of Infestation			
Garbage and Debris			
Refuse Disposal			
Interior Stairs and Common Halls			
Elevators			
Site and Neighborhood Conditions			

Credit and Budget Counseling Resources



Credit and Budgeting Counseling Resources

Great Lakes Credit Union (800-982-7850) offers a free Credit Counseling Course for individuals looking to improve their credit score.

To schedule a free appointment and to download the credit counseling intake form go to: <https://www.glcu.org/education-and-housing-counseling/credit/>

[Credit.org](https://www.credit.org) (800-431-8157)

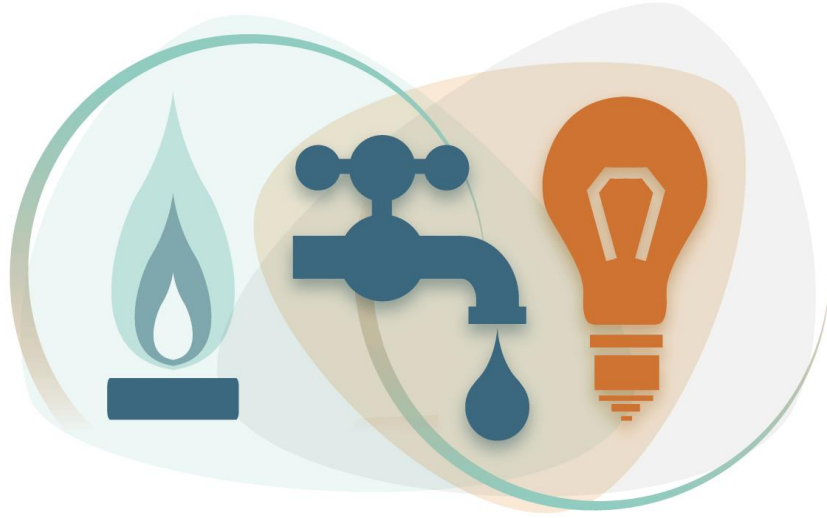
Lake County Housing Authority offers free Budget, Banking, and Credit Counseling for any Lake County resident (this service can be accessed by all, including individuals with no voucher).

To speak to a housing counselor call 847-223-1170 x 2060 or visit LCHA website at <https://www.lakecountyha.org/upages.php?id=101> for more information.

Monthly Spending Plan

INCOME	Monthly	WEEKLY	WEEKLY	WEEKLY	WEEKLY	WEEKLY	TOTAL
Work							
Disability							
Other							
Other							
TOTAL Income							
<hr/>							
HAVE TO's	Monthly						TOTAL
Rent							
Food							
Medicine Co-Pay							
Utilities							
Total HAVE TO's							
What's Left?							
<hr/>							
WANT TO's	Monthly						TOTAL
Telephone							
Cable							
Cigarettes							
Clothes							
Household							
Savings/Cushion							
Special							
Total WANT TO's							
What's Left?							
<hr/>							
PERSONAL Spending	Monthly	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	TOTAL

Utility Set –Up



Utility Set -Up

Gas:

- North Shore Gas - 1 866-556-6004 (for most of Lake County)
- Nicor Gas - 1 888 – 642- 6748 (for some if Lake County and some of Cook)

Electric:

- Com Ed - 1 - 800 - 334-7661

Water/ Sewage:

- Ask Landlord
- Contact City in which unit is located
 - City of Waukegan Water Department 847-360-0535

If you need utility assistance, contact Community Action Partnership for the Low Income Home Energy Assistance Program (LIHEAP) at **847-249-4330 x1 x1**.

*****IMPORTANT: Save account numbers that are provided during calls/set up for personal reference and future access to account.**

Reference next page

Address: _____

North Shore Gas - 1 866-556-6004

Account #: _____

Account Opened as of the date of:

Account Activation Fee of: _____

Com Ed - 1 - 800 - 334-7661

Account #: _____

Account Opened as of the date of:

Account Activation Fee of: _____

Water Company -

Account #: _____

Account Opened as of the date of:

Account Activation Fee of: _____

Sewer Company –

Account #: _____

Account Opened as of the date of:

Account Activation Fee of: _____

Legal Aid Services



Legal Aid Services

For Eviction Assistance Call:

North Suburban Legal Aid Clinic (847) 737-4042. You can also schedule a consultation at:
<https://nslegalaid.org/get-help/schedule-a-consultation/>

3500 Western Avenue
 Suite 2A
 Highland Park, IL 60035

Prairie State Legal Services Waukegan Office at (847) 662-6925 located at

325 West Washington Street
 Suite 100
 Waukegan, IL. 60085

Services Offered by Prairie State Legal:

Housing:

- Subsidized housing (public housing, Section 8 and other rental assistance) evictions, termination of assistance, rent calculations, and admissions issues
- Discrimination and disability accommodation
- Eviction from mobile home parks
- Evictions by private landlords
- Housing protection for seniors, veterans, people living with HIV/AIDS
- Foreclosure, property tax and other homeownership issues
- We receive special funding to conduct Fair Housing enforcement, testing, and education in several communities across our service area.

Safety:

- Orders of Protection for people experiencing domestic violence
- Divorce, custody, or child support in cases involving domestic violence or child endangerment

- Elder abuse, including financial exploitation
- Other court orders to stop abuse, harassment, or stalking
- Immigration issues faced by survivors of domestic violence and trafficking
- Guardianships of minors and adults to ensure safety and stability

Health:

- Medical assistance denials, terminations, spend down issues (Medicaid, Medicare)
- SSI/SSD applications for people living with HIV-AIDS
- Nursing home discharges
- Home care services
- Guardianships of adults to ensure access to healthcare
- Powers of attorney and other advance directives

Stability:

- Seeking expungements and sealing criminal records, restoring driver's licenses, and removing other barriers to employment, education, and housing
- SNAP (Food Stamp) and TANF (cash) denials, calculations, overpayments, and sanctions
- Medical assistance denials, terminations, spend down issues (Medicaid, Medicare)
- SSI and Social Security denials, cessations, terminations, overpayments, and garnishments
- Special education, school discipline, and school enrollment issues
- Community Care Program and Home Services Program issues
- Tax disputes with IRS, including innocent spouse relief, identity theft, and collections

[Home - Prairie State Legal Services \(pslegal.org\)](http://pslegal.org)

HOUSING LEGAL SERVICES

Evictions

Landlord-tenant disputes

Conditions/repairs

Breaking a lease

Rental assistance

Illegal lockouts

Security deposits

Termination from subsidy

Reasonable accommodations

Tenants (private or subsidized)

Below 250% of federal poverty level

Lake or North Suburban Cook County

Can be undocumented

Evictions at Skokie/Waukegan

/Rolling Meadows courthouse

HELP:



CONTACT US:

Phone: 847-737-4042

info@nslegalaid.org

www.nslegalaid.org

SE HABLA ESPAÑOL

SERVICIOS LEGALES DE VIVIENDA

Desalojos

Disputas entre propietarios e inquilinos

Condiciones/repificaciones

Romper un contrato de arrendamiento

Cambios ilegales de cerraduras

Depósitos de seguridad

Terminación del subsidio

Adaptaciones razonables

Inquilinos (privado o subsidiado)

A QUIEN Por debajo del 250% del nivel de pobreza federal

AYUDAMOS: Condados de Lake o los Suburbios norte del Cook

Puede ser indocumentado

Desalojos en la Corte de Skokie/Waukegan/Rolling

Meadows



CONTACTENOS:

Phone: 847-737-4042

info@nslegalaid.org

www.nslegalaid.org

SE HABLA ESPAÑOL

Landlord and Tenant Rights and Responsibilities



Overview of Landlord and Tenant Rights and Responsibilities

Tenant Rights

- Request lease in writing
- Access the premises unless a legal eviction is enforced (no illegal lockouts)
- Get their security deposit back
- End a lease/rental agreement because of domestic violence or the threat of domestic violence under the Illinois Safe Homes Act
- Equal treatment by their current or prospective landlord, regardless of race, color, religion, sex, national origin, ancestry, age, order of protection status, marital status, physical or mental disability, military status, sexual orientation, pregnancy, or unfavorable discharge from military service in connection with financial transaction, access to financial credit, the availability of public accommodations, and immigration status

Tenant Responsibilities

- Pay rent on time
- Keep the rental clean and undamaged
- Dispose of trash in designated areas
- Pay for damages beyond normal wear and tear
- Pay the utility bill if the lease says so
- Seek approval from landlord to make changes to the rental unit
- Comply with the lease

Landlord Rights

- Set the amount of rent and security deposit
 - If there is only an oral lease, the landlord has the right to change the rent month-to-month
 - If there is a written lease, then the rent the tenant owes is as specified in the lease
- Charge tenants a reasonable fee for late payments
- Make reasonable rules and regulation

Landlord Responsibilities

- Keep rentals fit to live in
- Make all necessary repairs
- Keep the rental in compliance with state and local codes

Landlords cannot:

- Enter tenants' units without their permission
- Evict tenants without good cause:

Reasonable Cause for an Eviction:

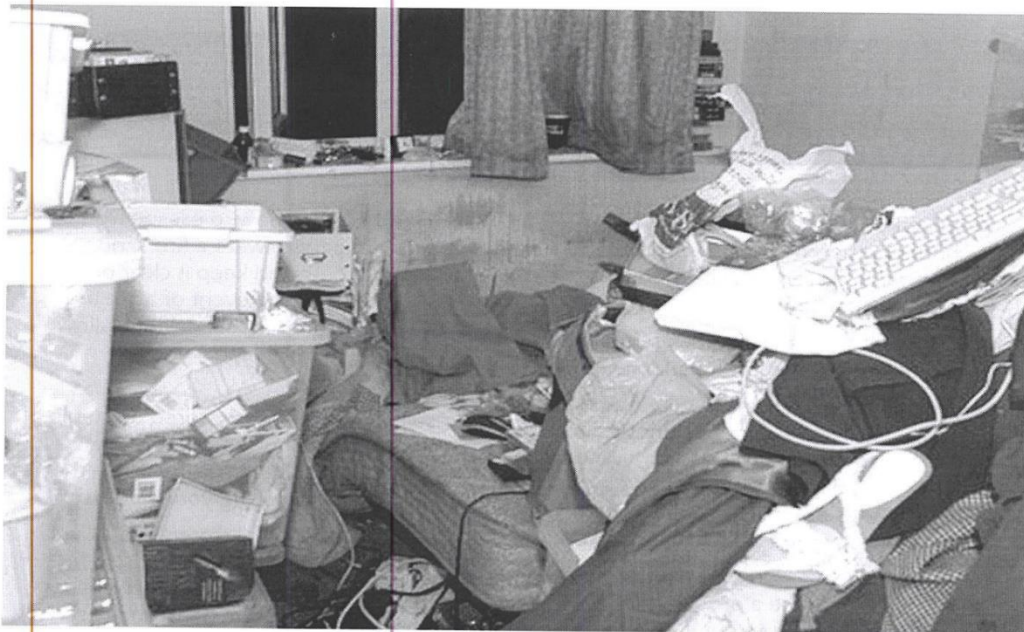
- Nonpayment of rent
- Lease violation
- Severe damage to the building
- Illegal activities

Searching for Resources? Call 211



Hoarding Safety Tips





Hoarding – safety tips

If you store large amounts of possessions in and around your home, you can help keep yourself safe from fire by following the advice overleaf. Our 'top tips' are small, simple steps that can easily be included in your regular weekly/daily clearance sessions.



Helping hoarders reduce the risk of fire – top tips

- Whether you use a traditional oven/hob, or other methods of cooking like a portable stove, make it a priority to keep the cooking area clear.
- Do not place items on, or close to heaters, lamps or other electrical equipment.
- Do not store cylinders in your home as they are a serious hazard during a fire. If you have a medical need for cylinders, they should be kept upright and outdoors where possible – never store cylinders in basements, under stairs or in cupboards with electric meters/equipment.
- If you smoke, use a proper ashtray that won't burn and put it on a flat, stable surface so that it can't tip over easily. Don't leave your lit cigarettes unattended.
- Put candles/tea lights in heat resistant holders that hold the candle/tea light firmly and ensure it is placed on a flat, stable, heat resistant surface. Keep candles/tea lights away from anything that can catch fire, and never leave them unattended.
- Make sure you have a working smoke alarm and test it as part of your regular clearance sessions. You can contact your local fire and rescue service for advice.
- Plan and practise how to escape from your home if there were a fire. Choose an escape route and keep it clear of possessions – in the event of a fire this will help you to escape quickly or allow firefighters to reach you if you are unable to escape.
- Ensure possessions are stored on stable surfaces and do not stack items to a height that they become unstable – they could fall over blocking your escape.
- Newspapers and mail stored in bulk are highly combustible and will cause a fire to spread rapidly. Sort mail and newspapers on the day you receive them and recycle them on a regular basis.
- In the event of a fire, do not attempt to put it out yourself – leave your home straight away and call the fire brigade once you are safely outside. Do not stop on your way out to collect possessions and do not go back inside once you have escaped.
- If you feel that you need some help or assistance with the above, there are many organisations that will support you through the process free of charge – for details, go to www.helpforhoarders.co.uk/resources/

For more help contact

London Fire Brigade
169 Union Street, London, SE1 0LL
T 020 8555 1200
www.london-fire.gov.uk

