

## Information & Referral

We're looking out for you

Is this for me?

We help tenants, landlords and property managers who need solid information to help with:

- confusing or difficult housing issues
- interpersonal issues related to housing.
- legal guides
- useful web sites or resources
- locating funds or human service referrals
- tips on communicating in a difficult situation

This is a FREE service

Your Next Step

Call (617) 494-0444 Ext. 317 or Contact Us

When you are in a difficult housing situation, you often need good information, fast. We have learned what information and services are out there and we are constantly on the look-out for answers to the questions that you are probably looking for right now.

Good Reasons to Call MFR

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Get to the right information fast

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Advice on how to access services or benefits that you did not know about or thought were not for you

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Get legal resources to help you prepare your case

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Learn what steps are involved in the legal process

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Save money on legal or other professional fees

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Get advice on how to dress and act in court

#### Note about Legal Issues

We can help you learn about your rights and save you some or all legal costs. However, we are not lawyers and WE NOT PRACTICE LAW. The legal information or links we share are never a substitute for the services of a lawyer, particularly in complex legal situations. In cases where legal counsel is clearly advisable, we encourage people to hire a lawyer, suggest free legal aid resources or provide a referral to someone on our roster of affordable attorneys.

#### Resources

Please check out our Tips and Resources for useful information

What to expect when you contact us

We will &hellip;

- Listen to understand your situation and provide quick information
- When appropriate, we will address the origins of your situation, your feelings and what is getting in the way of resolving the problem
- Offer an appropriate response if you are experiencing a crisis or another emergency housing situation. In an Emergency, Call 911, especially if there is risk of any physical danger
- Work with you to help you understand and solve your own problems.
- Help you build an action plan

- Help you identify resources that can meet your needs
- Contact others on your behalf, if you need extra support to access services
- Follow-up in cases where it is appropriate

COST: This service is FREE to everyone