



PO Box 35305 Charlotte, NC 28235

tel 704.334.8722 tollfree 877.428.8844 fax 704.334.0779

español 877.428.8844

## HomeLocatorRI.net

### For Tenants

#### Services for Tenants

- *Basic, advanced* and *accessible* searches help locate housing to meet individual needs – all searching is **free** and anonymous
- Use a mapping feature to find housing in specific neighborhoods with desired facilities and amenities
- A proximity search feature can locate properties within a selected distance from work, school or a family member's house
- An accessibility search helps locate housing with various accommodations for persons with disabilities
- Resources available to make moving easier, such as a median income calculator, rent affordability calculator and links to local housing related resources
- A searchable agency resource page makes it easy to locate local programs and services for assistance with application and eligibility procedures
- Tenants can dial a toll-free number for bilingual call center assistance with property searches; access to support is also available by mail, fax and email

#### Toll-Free, Bilingual Call Center Services

- Friendly, knowledgeable call center representatives can assist tenants with housing searches and locating available resources
- No phone trees and no time limit on calls – representatives will take as long as needed to assist callers
- Available Monday - Friday, 9 a.m. to 8 p.m. Eastern Time
- Assistance available in English and Spanish
- Call center staff also monitor listings to help ensure that they are accurate, clear and up to date

#### What Is HomeLocatorRI.net?

- A fully customizable, web-based service available online 24/7 fully supported by the HomeLocatorRI.net toll-free, bilingual call center
- Available through funding from partnerships with state and local housing agencies
- One-stop shop for people in need of housing and related resources
- Powered by Socialserve.com, a national 501(c)(3) organization and leading provider of housing locator services, currently serving over half of the U.S. population