



Right to Counsel: 2024 Ordinance Report

Detroit Right to Counsel (RTC) Ordinance



What is the Right to Counsel Ordinance? In the City of Detroit, there's an ordinance called Right-to-Counsel (RTC) that helps people who rent their homes and are facing eviction. This ordinance gives tenants the right to have a **free** lawyer to help them in court.



The **Office of Eviction Defense (OED)** works with local legal service agencies to make sure that tenants who are in 36th District Court for landlord-tenant cases can get free legal representation to protect their rights.



Types of Cases covered: *Those started in the 36th District Court to recover possession from an occupant/tenant of any residential property or cases which threatens the occupancy of a tenant including, but not limited to, eviction proceedings, mortgage foreclosures, property tax foreclosures, land forfeiture proceedings, and threats to rent subsidies*



Eligibility:

200% of the Federal Poverty Level
Detroit Resident

Right to Counsel Providers



**United
Community
Housing
Coalition:
UHC**



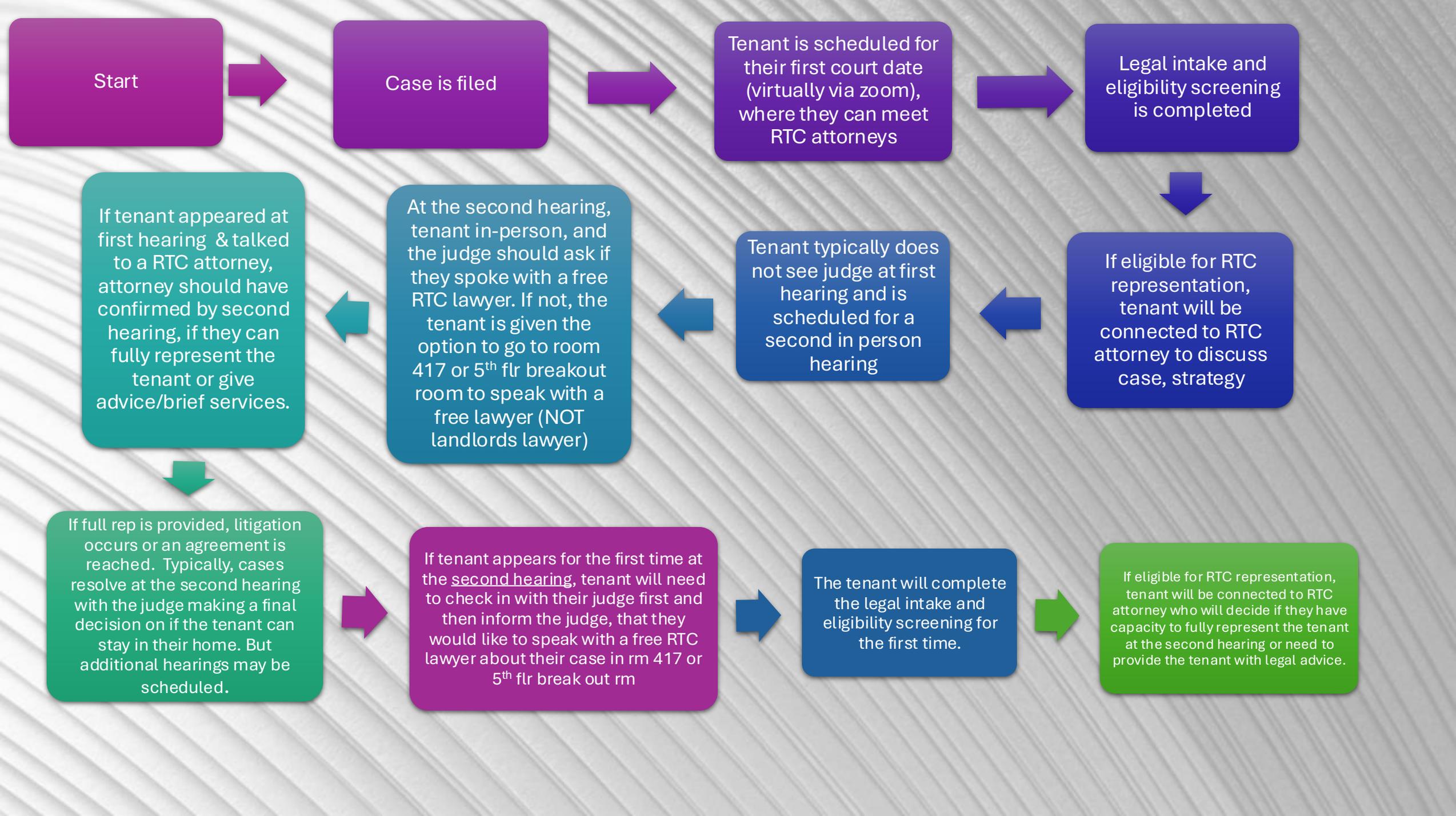
**Michigan Legal Services:
MLS**



Legal Aid & Defender: LADA



Lakeshore Legal Aid: LLA



Start

Case is filed

Tenant is scheduled for their first court date (virtually via zoom), where they can meet RTC attorneys

Legal intake and eligibility screening is completed

If tenant appeared at first hearing & talked to a RTC attorney, attorney should have confirmed by second hearing, if they can fully represent the tenant or give advice/brief services.

At the second hearing, tenant in-person, and the judge should ask if they spoke with a free RTC lawyer. If not, the tenant is given the option to go to room 417 or 5th flr breakout room to speak with a free lawyer (NOT landlords lawyer)

Tenant typically does not see judge at first hearing and is scheduled for a second in person hearing

If eligible for RTC representation, tenant will be connected to RTC attorney to discuss case, strategy

If full rep is provided, litigation occurs or an agreement is reached. Typically, cases resolve at the second hearing with the judge making a final decision on if the tenant can stay in their home. But additional hearings may be scheduled.

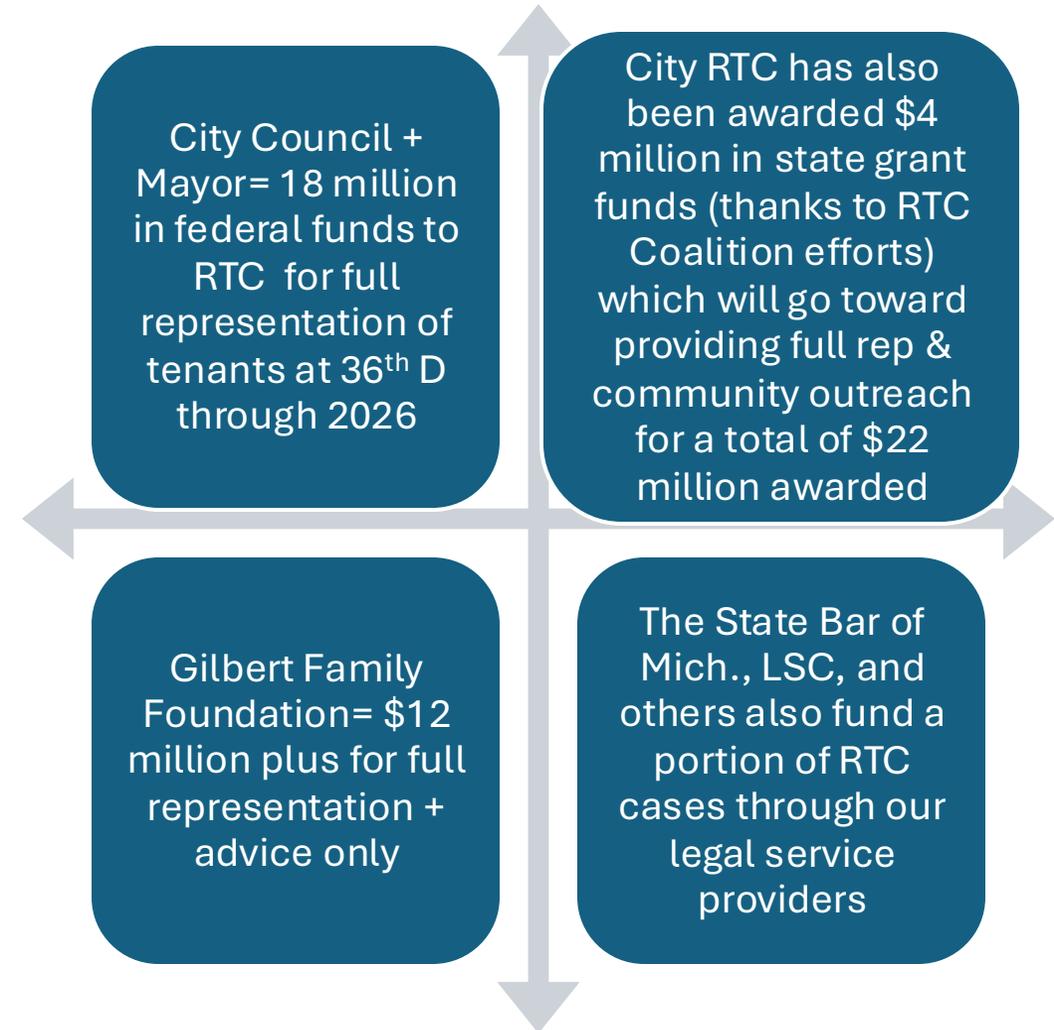
If tenant appears for the first time at the second hearing, tenant will need to check in with their judge first and then inform the judge, that they would like to speak with a free RTC lawyer about their case in rm 417 or 5th flr break out rm

The tenant will complete the legal intake and eligibility screening for the first time.

If eligible for RTC representation, tenant will be connected to RTC attorney who will decide if they have capacity to fully represent the tenant at the second hearing or need to provide the tenant with legal advice.

City of Detroit + Partners Fund Right to Counsel

Right to Counsel Primary Funding Streams



Right to Counsel Program Overview (under all funding sources)

Representation of Right to Counsel Cases Under ALL Funding Sources	Estimated # of Covered Individuals for 2023	Estimated # of Covered Individuals for 2024
Number of Land-Lord Tenant Cases Filed at 36 th District Court	20,989 *Neil Steinkamp (of Stout), who does impact studies in this arena, estimates that 20% of the tenants will not qualify for RTC due to being over income	20,593 *Neil Steinkamp (of Stout), who does impact studies in this arena, estimates that 20% of the tenants will not qualify for RTC due to being over income
Estimate of those eligible for full representation under RTC including default tenants	16,792	16,474
Estimate of tenants who appeared in court, were eligible, and received (RTC) legal services (does not include default)	11,057	10,881
Eligible and received full representation	6,541 tenants (out of 11,057 tenants)	8,387 (out of 10,881 tenants)
Eligible and received brief legal services	4,516 tenants (out of 11,057 tenants)	2,494 (out of 10,881 tenants)
Percentage of tenants who appeared, were eligible, and received full representation	59%	77% *In 2022, however, there was a 4% representation rate for tenants prior to RTC

Right to Counsel Costs

Representation of Right to Counsel Cases for 2024

Total Cost for 2024

Total number of cases closed by City RTC program alone

6,085

Total cost of cases covered in 2024 under City RTC program

\$5,179,552.00

Total number of tenants who appeared in court & eligible for full rep under RTC

10,881

Total cost of providing full rep to all eligible tenants who arrived at court (does not include cost to cover default population)

\$9,261,907.20

Total number of tenants who we believe were eligible for RTC services this year (including default population)

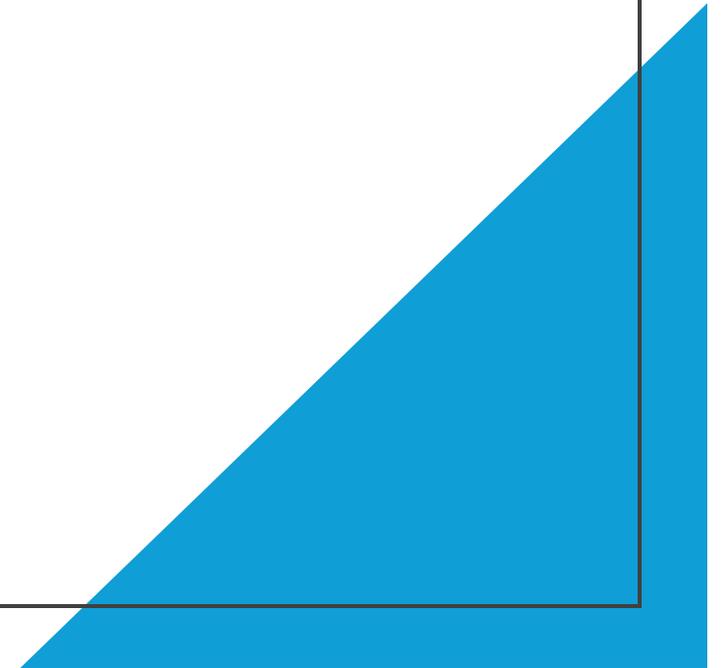
16,474

Total cost of providing full rep to all eligible tenants including default if they arrived at court

\$14,022,668.80



Demographics of Tenants receiving Full Representation under City Right to Counsel



Number of Covered Individuals who received Full Representation by City Right to Counsel in 2024

- **City Right to Counsel Provided Full Representation for:**

- 6,085 Tenants/families in 2024

- **Other Funding Partners Provided Full Representation for:**

- 2,302 tenants/families in 2024 (totaling 8,387 full rep cases covered in as shown in last slide)

Total number of Attorneys in 2024:

- 69

Total number of Legal Assistants in 2024:

- 36



Number of Detroit residents that received full representation in their landlord-tenant case by Postal Code

Full Representation for Detroit Residents by postal codes and council district

- The table displays all postal codes for which the City’s RTC program provided full representation for Detroit residents in 2024.
- Those highlighted in yellow identify the top five postal codes with the highest number of residents who were served by RTC
- Postal code 48228 showed the highest rate of 584 residents who received City RTC representation

Detroit Zip codes	Number of Resident who received full representation under City Right to Counsel in 2024	Zip Code By District
48168	1	Identified in ROA
48201	298	5,6
48202	230	5
48203	158	2,3,5
48204	218	6,7
48205	327	3,4
48206	134	5
48207	340	5
48208	95	5,6
48209	60	6
48210	60	6
48211	26	3,5
48212	82	3,5
48213	152	3,4,5
48214	261	4,5
48215	115	4
48216	56	6
48217	35	6
48219	447	1
48221	240	2
48223	203	1
48224	435	4
48225	8	Identified in ROA
48226	79	5,6
48227	424	1,7
48228	584	7
48233	1	6
48234	283	3
48235	404	1,2
48236	6	4
48237	3	Identified in ROA
48238	292	2,7
48239	13	7
48240	3	1
48277	2	Zip code not assigned
48285	1	Zip code not assigned

Age of Head of Household

Age of Head of Household Demographic:

- In 2023, RTC served **27%** of young families with a head of household in their 30s. In 2024 this age bracket continued to be most impacted and was reflected in **35.1%** of cases handled.
- From March 2023 to December 2024 seniors were present in **27.7%** of tenant cases represented by the City RTC.



Age Bracket	Head of Household for 2024
18-19	12
20-29	992
30-39	2137
40-49	1278
50-59	878
60-69	578
70-79	182
80-89	18
90-99	1
Not Specified	9

Household Size

Household Size Demographic Details:

- Between 2023 and 2024, **32.7%** of all cases represented under the City RTC were for a person living alone.
- Children were present in approximately 609 households in 2023 and 3,588 households in 2024, reflecting a total of **54.9%** of all City RTC cases having children present in the household.
- Disabled individuals were present in roughly 344 households in 2023 and 1,481 households in 2024, reflecting a total of **23.8%** of all City RTC cases including disabled individuals in the household.
- Veterans were present in roughly 45 households in 2023 and approximately 146 households in 2024, reflecting a total of **2.5%** of all City RTC cases including veterans in the household.

* The notable combinations of these demographics, highlight diverse household needs amongst families who are receiving assistance under the Right to Counsel.

Total # in Household	# of Full Rep Cases per household size for 2024
1	1799
2	1353
3	1166
4	838
5	489
6	244
7	116
8	46
9	31
10	2
13	1

Estimated Length at Residency

Estimated Length at Residency Demographic Details:

- Between 2023 and 2024, tenants living in their homes from 1-5 yrs, made up **42.6%** of cases represented by the City RTC.
- This reflects the challenge that thousands of residents in the City are facing with keeping stable long-term housing which is likely leading to instability with children's school, household employment and income, etc.



Estimated Length at Residency	Total # of resident/families for 2024
Less than a year	1863
1-5 yrs	2719
5-10 yrs	936
10-15 yrs	277
15-20 yrs	99
20+ yrs	96
Not Specified	95



Income Bracket	Total # of Tenants for 2024
0-10,000	1587
10,000-19,999	1730
20,000-29,999	1287
30,000-39,999	920
40,000-49,999	372
50,000-59,999	110
60,000-69,999	55
70,000-79,999	19
80,000-89,999	5
90,000-100,000	0

Approximate Household Income

Approximate Household Income Demographic Details:

- In both 2023 and 2024 the highest rate of tenants served by the City's RTC program earned between \$10,000 – \$20,000 annually compared to other income brackets.
- In 2023, tenant earnings between \$10,000 - \$20,000 annually made up **27.7%** of tenant cases. In 2024, tenants within this income bracket made up **28.4%** of tenants served by the City's RTC program.
- In 2024 **90.8%** of tenants served by the City's RTC program earned less than \$40,000 annually.

* Please note that those with a higher household income have a large household size.



Types of public assistance tenants identified as receiving at the time legal services were Initiated in 2024

Social Security Benefits: 326 residents/Households

Social Security Disability Benefits: 738 residents/Households

Supplemental Security Income: 494 residents/Households

Social Security Retirement: 130 residents/Households

Social Security veterans Benefits: 20 residents/Households

Social Security Survivors: 22 residents/Households

Food Assistance: 624 residents/Households

Unemployment Benefits: 139 residents/Households

Child Support: 113 residents/Households

Cash Assistance: 74 residents/Households

Receipt of any Public Assistance at the Time Legal Services were Initiated

- In 2023 **36.8%** of tenant cases served by the RTC program reported receiving some form of public assistance.
- In 2024, **44%** reported receiving some form of public assistance at the time the legal services were initiated.

Racial & Gender Demographics

Gender Distribution:

- Female: 4,488 cases= 73.7%
- Male: 1,575cases= 25.8%
- Non-binary/Gender Non Conforming 5 cases= 0.08%
- Not Specified 2 cases= 0.03%
- Other (tenant selection) 5 cases= 0.08%
- Prefer not to say 7 cases= 0.12%
- Transgender Male 2 case= 0.03%
- Transgender Female 1 case = 0.01%

*Just as reflected last year, **African American women as head of household made up 92.6% of tenant cases** represented in 2024 and continue to be the demographic in the City most impacted by eviction filings and most in need of Right to Counsel advocacy.



Race	Households Identifying in 2024
African-American/Black	5636
Another Ethnicity Not Listed	16
Asian	4
East Indian	1
Hispanic	24
Indian	1
Middle Eastern/Arabic	21
Multiracial	97
Native American	8
Not Specified	119
White/Caucasian	158

Whether a rental unit was Subsidized or Unsubsidized

Subsidy cases taken:

- From March 23-Dec 24, City RTC represented tenants in **1,742** subsidized housing units, with subsidizing cases making up **23%** of all City RTC cases taken.

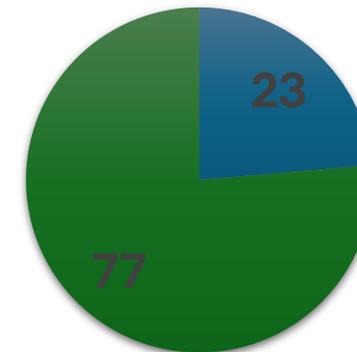
Private Landlord-Tenant Cases taken:

- From March 23-Dec 24, City RTC represented tenants in **5,909** unsubsidized/private housing units, with unsubsidized cases making up **77%** of the City's RTC cases taken



Subsidized or Unsubsidized/Private 2024

■ Subsidized ■ Unsubsidized/Private



Types of cases filed at 36th District Court & number of each type of case

Types of Eviction Cases filed at 36th District Court:

- There were a total of 20,593 eviction cases filed at 36th District court in 2024. The City’s RTC program handled 6,085 or **29.5%** of the eviction filings.
- Eviction for nonpayment of rent was the highest case type filed in 2024. There were 12,903 nonpayment of rent cases filed. RTC handled 3,687 or **28.6%** on the nonpayment of rent filings.
- Termination of tenancy was the second highest case type filed in 2024. There were 6,103 ToT cases, RTC handled 2,005 or **32.9%** on ToT filings.

* Please note again that a significant portion of cases filed and represented at 36th District are paid for by other sources such as Gilbert Family, State Bar, etc

Complete Count of types of cases filed at 36th District Court in 2024

Non-Payment of Rent	12,903
Termination of Tenancy	6,103
Money Judgement	1,046
Land Forfeiture	414
Health Hazard/Injury	120
Other	7

Number of 36 District Cases City Right to Counsel program Represented in 2024

Non-Payment of Rent	3687
Termination of Tenancy	2005
Money Judgement	270
Land Forfeiture	92
Health Hazard/Injury	24
Other	7

Outcomes for City of Detroit Right to Counsel Cases in 2024

* These outcomes are the result of tenant cases at final judgement.

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Case Dispositions allowing occupants to Retain Possession

City Right to Counsel has represented 7,651 households/ tenants since the start of the program in March 23-Dec 24

Occupants Who Retained Possession

- **3,546 cases out of the 7,651 cases** represented by the City RTC resulted in tenants retaining possession of their homes between March 2023 through December 2024.
 - **46.3%** of tenants who received full rep under City RTC retained possession of their home.
 - This percentage has improved slightly from the **45.7%** reported for tenants staying in their homes and retaining tenancy in 2023.



Case Dispositions Requiring
Occupants to vacate the premises
in any period longer than the
Statutory Minimum

Case Dispositions with Signed
Order of Evictions

&

Orders of Evictions Bailiff Executed

Obtained Extended Relocation Period for Client:

- **4,105 cases out of the 7,651 cases represented** or **53.7%** of the cases resulted in the tenants needing to relocate between March 2023 and December 2024.
- RTC attorneys were able **to advocate beyond the statutory minimum of 10 days for 94.1% of relocating tenants, with those tenants receiving at least 30-60 days** to vacate.

Signed Order of Evictions:

- Approximately **248** tenant cases that we are aware of resulted in a writ signed between March 2023 through December 2024.
- For most tenant cases where a writ or order of eviction was issued in 2024, RTC attorneys were still able to achieve outcomes so that the tenant was allowed to **stay in their home after the writ issued, arrived at an agreement to prevent the eviction, the writ was denied or quashed, or the tenant received more than the statutory minimum of 10 days to vacate.**

Bailiff Executed Evictions:

- Of the tenant cases requiring relocation, approximately 24 cases that we are aware of **or 0.6%** resulted in a bailiff executed eviction between March 2023 through December 2024.

* 100% of tenants served by the RTC program also received external or internal referrals to increase access to supportive services

Instances where the attorney providing full representation was discharged or withdrew



Attorney Withdrawal or Discharge

- There were 92 instances where the attorney providing full representation was discharged or withdrew from the legal case between 2023 and 2024.
 - To improve fairness within the justice system for low-income residents of Detroit, RTC's goal is to ensure instances of an attorney being discharged or withdrawing occur in less than 5% of the legal cases handled for the duration of the program.
 - Since the start of the program **1.2%** of cases resulted in an attorney being discharged or withdrawing.
 - Some reasons for a discharge or withdrawal could be the tenant decides not to move forward with representation, there is a disagreement in the way a tenant case should be handled etc.



Whether homeownership was retained or created for homeowner occupancy

Land Forfeiture/Contract Types	Totals for 2024
Preserved right to possession in land contract cases/Homeownership Retained	24
Avoided Foreclosure	13
Settlement Purchase	1
Obtained Deed to Property	2
Property tax assistance	7
Given more than the statutory time to vacate	25

Homeowner Occupancy for Land Forfeiture/Contract Cases:

- In 2023 there were 16 land forfeiture/contract cases represented. 9 or **56.3%** of those cases resulted in the client retaining ownership by the conclusion of the legal case. 7 who were unable to retain ownership, were give more than the statutory time to vacate.
- In 2024 there were a total of 91 land forfeiture contract cases. 47 or **52%** of those cases resulted in the client retaining ownership by the conclusion of the legal case. In 15 of the cases, clients were not able to retain home ownership, but RTC attorneys negotiated agreements between the landlord and client, allowing the client to rent the home and avoid eviction
- 29 of the 91 clients needed to vacate but were give more than the statutory time to vacate.

Whether the amount of rent an eligible tenant was ordered to pay was reduced at the time of trial or final hearing

Types of fees/debt obligation prevented, waived or reduced

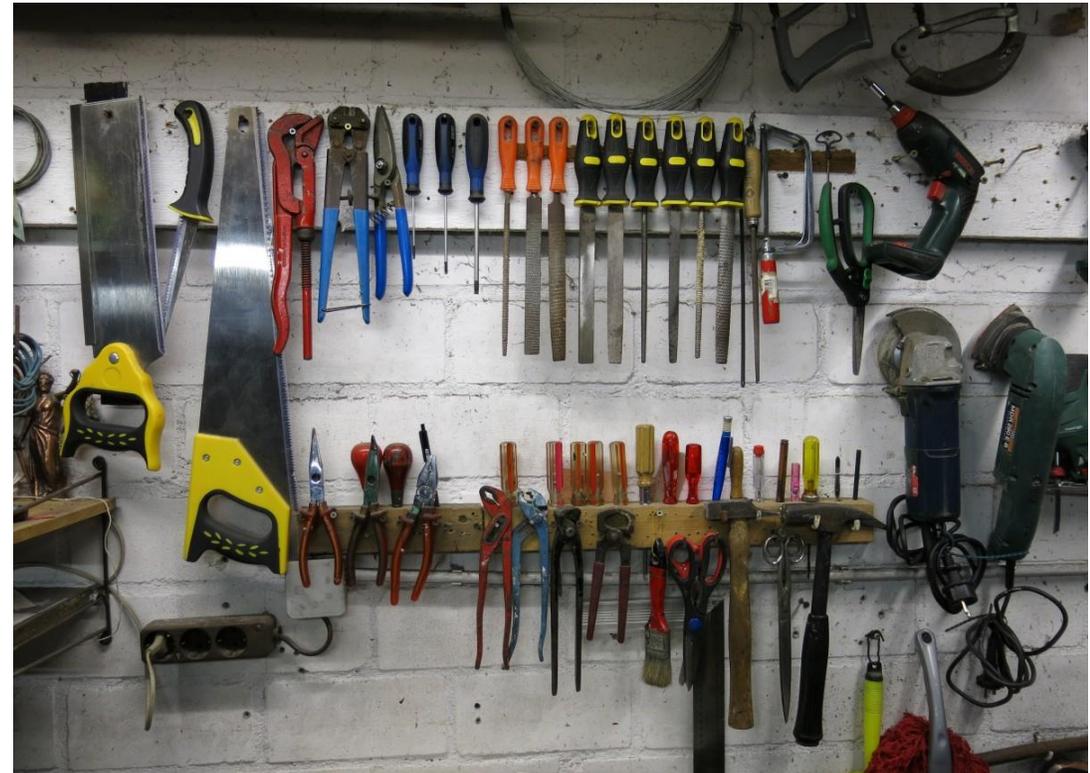
- In 2023, there were 159 cases where fees/debt obligations were prevented, waived or reduced.
- In 2024, there were 955 cases where fees/debt obligations were prevented, waived or reduced.

Types of Fees/Debt Obligation Prevented, Waived or Reduced	Total cases for 2024
Change in Amount Owed	161
Late Fees Waived	123
Rental Arrears Waived	58
Money Judgement Denied	214
Court Fees Waived	42
Abatement in rent owed for repair issues	35
Rent Abated or Reduced	262
Attorney Fees Waived	19
Reduced/Waived Arrearages	12
Stopped/reduced debt collection	5
Correction made to reduce amount of tenant ledger	3
Recovery Amount	21

Whether repairs were ordered in the judgment or obtained through agreement of the parties

Repairs through Judgement or Agreement:

- Attorneys supporting the RTC program secured legal enforcement of repair obligations in 739 tenant cases in 2024
- This is **27%** of the 2,733 cases identified as having issues with repairs in their units.



Whether the judgment contained a settlement agreement to dismiss the case or if there was a conditional dismissal entered

Types of settlement agreements in 2024

- **Dismissal w/out Prejudice:** 808 cases
 - **Contested Dismissal:** 193 cases
 - **Dismissal w/ Prejudice:** 8 cases
 - **Conditional Dismissal:** 1959 cases
 - **Dismiss if pays Timely:** 305 cases
 - **Dismiss if Vacates Timely:** 244 cases
 - **Named Defendant Dismissed:** 1,410 cases (In these cases, a judgment still entered but the judgment was not entered in the tenants/occupant's name. The judgment was entered under the name “all occupants” in hopes of saving the tenant from having a landlord-tenant judgment in their name and this preventing them from finding new housing.)
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Whether eligible tenant's subsidy was retained in matters involving subsidized housing

Subsidy cases taken and preserved:

- From March 2023-Dec 2024, RTC represented tenants in **1,742** subsidized cases, with subsidies including sec 8, public housing, etc.
- Of the above subsidy cases, tenant subsidies were preserved in 1,566 of the cases or in **90%** of the subsidy cases represented by RTC.



National Right to Counsel Statistics

25 Localities including Detroit across the United States with a Right to Counsel program

CITIES

New York City (2017) San Francisco (2018) Newark (2018) Cleveland (2019) Philadelphia (2019) Boulder (2020) Baltimore (2020) Toledo (2021) Minneapolis (2021) Seattle (2021) Kansas City (2021) Louisville (2021) Denver (2021) New Orleans (2022) **Detroit (2023)** Jersey City (2023) St. Louis (2023) Columbus OH (2024)

COUNTIES

Westchester County (2023) Los Angeles County (2024)

STATES

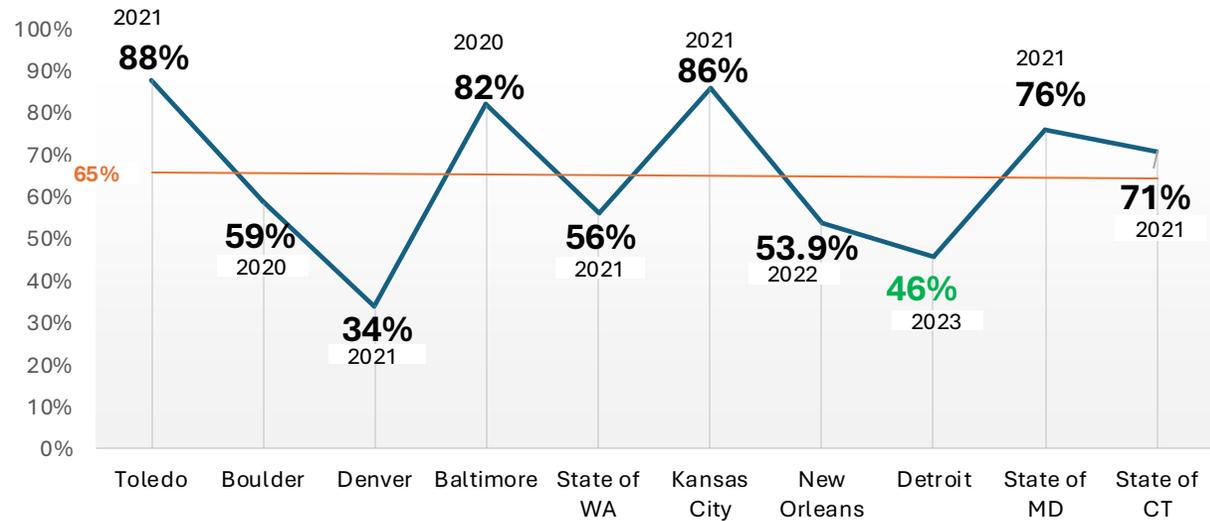
Washington (2021) Maryland (2021) Connecticut (2021) Minnesota (2023) Nebraska (2024)



The National Average for Right to Counsel Keeping Tenants in Their Homes

City of Detroit Average = 46%

RTC National Average for Home Retention



- There are 25 localities where RTC programs are advocating for low-income tenants to retain possession of their homes. Only 15 have reported data outlining their programs impact thus far. (National Coalition for a Civil Right to Counsel)
- Only 10 of the 15 localities started after the pandemic and track data similarly to Detroit’s Right to Counsel program.
- The national average for tenants that retained possession of their homes for those 10 localities, as shown on the chart to the left, is **65.2%**. Our program is 2 years old and has a rate of **46%** of tenants retaining possession. However, we note that our RTC program started 2-3 years later than majority of the reporting localities listed. We are hopeful that as the program continues and we learn from other RTC programs, we will continue to increase our home retention rate also.

Dispositions requiring payment of rent arrears in money judgments

Money Judgments

- RTC represented a total of 270 tenant cases where a money judgment was filed in 2024.
- RTC attorneys were able to resolve 214 or **79.3%** of those cases, resulting in the money judgment being denied.
- There were a total of 56 tenant cases requiring payment of rent arrears by money judgment in 2024.



Dispositions where payment arrangements were reached

Cases where payment arrangements were reached:

- RTC attorneys were able to negotiate payment arrangements for 1,836 or **24%** of tenant cases in 2024.



Certificate of Compliance and Rental Registration

Certificate of Compliance in 2024

- In 2024, RTC legal staff were able to identify **72.5%** of RTC legal cases that did not have an active CoC.
- Of the 72.5%, **48.3%** of tenants reported having repair issues at the residence.
- **11.6 %** of the tenants who identified their residence as being without an active CoC and having repairs issues, also reported these issues to BSEED prior to the start of the legal case.

Rental Registration Compliance in 2024

- In 2024 RTC legal staff were able to identify **44.6%** of RTC legal cases that did not have an active rental registration.
- Of the 44.6%, **46.8%** of tenants reported having repair issues.
- **11.7%** of the tenants who identified their residence as being without an active rental registration and having repairs issues, also reported these issues to BSEED prior to the start of the legal case.

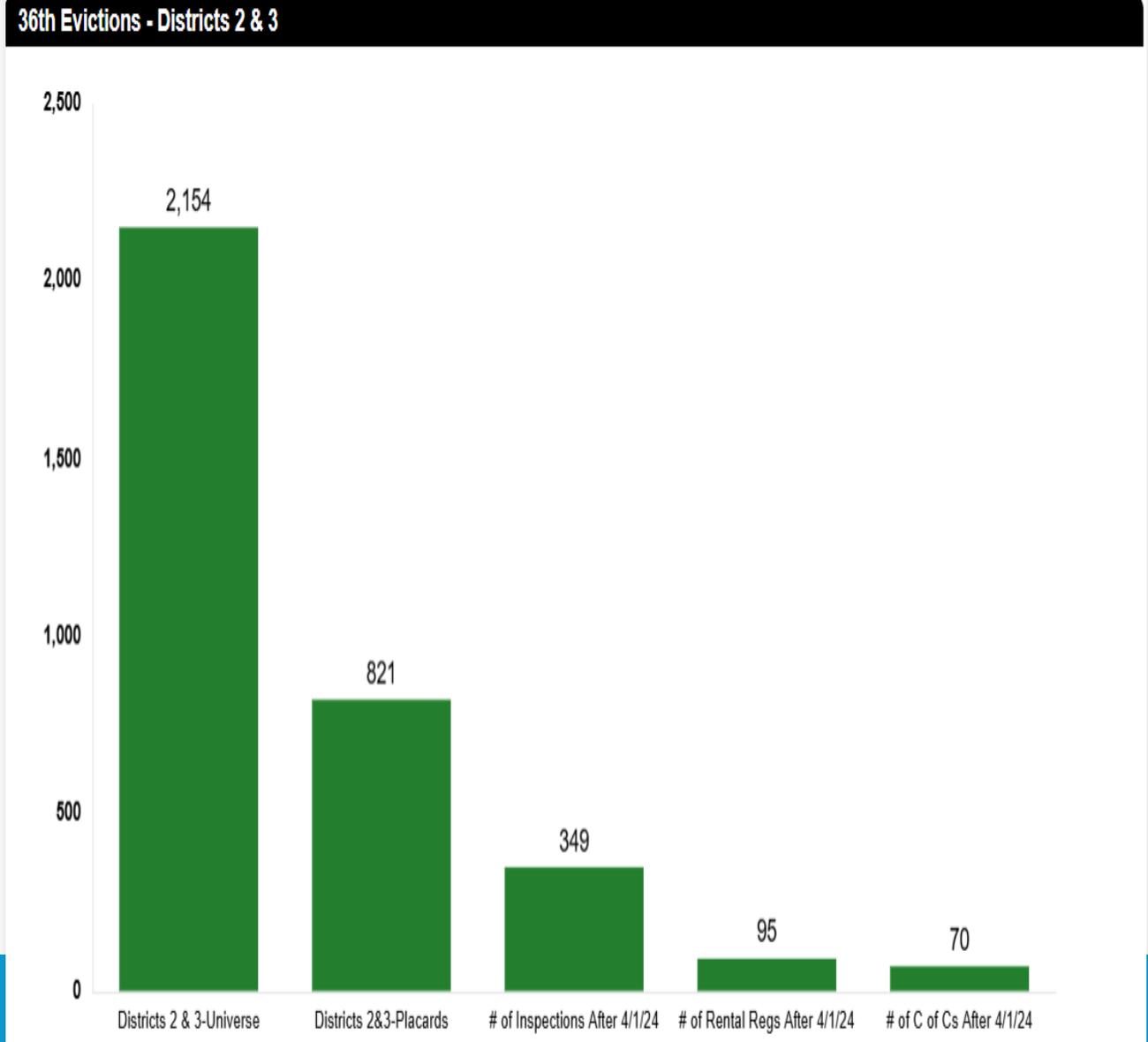
* It is important to note that the lack of certificate of compliance and registration could be higher in these cases. The above data only shows what was captured at the start of their legal case.



4M. Number of Covered Proceedings for properties without occupancy permits &
4N. Number of Covered Proceedings for properties without rental registrations

Building and Safety Department

- To improve landlord compliance and enforce rental registrations and CoCs within the City, BSEED inspectors began attending and tracking landlord-tenant litigation at 36th district court in April 2024.
- At 36th District Court, BSEED identified roughly 5,000 properties throughout the City without occupancy permits or rental registrations. They then implemented processes to address the noncompliance. With a heavier focus on Districts 2 & 3, BSEED posted placards on rental properties to inform landlords about their housing violations, consequences of the violation, upcoming inspection dates, and advising the landlord they cannot rent the property until the violation is resolved.
- BSEED is still working to build out their processes in addressing noncompliance throughout all districts. We currently have data on the efforts made in districts 2 & 3.
- In Districts 2 & 3, BSEED posted 821 placards, & conducted 349 inspections which **resulted in rental registrations for 95 properties and certificates of compliance obtained for 70 properties in districts 2 and 3 so far.**
- BSEED inspectors will continue to attend tenant litigation and track rental compliance through 2025.



Expected Rollout from the Office of Eviction Defense (OED)

Increasing Outreach Efforts & Full Legal Representation:

- This summer, Lakeshore Legal Aid will **release a content hub website containing 45 videos and 24 fact sheets (1/3 in English, Spanish, Arabic), providing tenants with access to legal information** on various landlord tenant topics.
- To help tenants access RTC attorneys more easily, Lakeshore is also working **on an online Intake and Income verification system**. This system would allow tenants to complete the RTC intake online as opposed to when they arrive at court
- There should also **be a partnership/marketing kit** being developed soon between Lakeshore and our RTC Coalition so that we have our community agencies with the strongest connections in their neighborhoods getting RTC knowledge out to those in need
- Right to Counsel held our first community event in Oct 2024, in zip code 48205, one of our zip codes with the highest eviction filings and **we will continue to hold these events quarterly in the most impacted zip codes**
- Currently, Right to Counsel **has a Request for Proposals (RFP)** out for respondents to propose a plan **to conduct outreach in the community** to provide awareness and information about Right to Counsel **and a second (RFP) for respondents to propose a plan to conduct legal advocacy and representation** for individuals that are threatened or eligible for eviction
- Facilitate coordination with legal services providers and the Housing Helpline so that **tenants in subsidized housing eviction cases** can call the Helpline and **connect with a RTC attorney quickly**

Expected Rollout from the Office of Eviction Defense (OED)

Right to Counsel Funding Advocacy

- Continue to coordinate with **Council Woman Sheffield** who has met with RTC team and is willing to set up stakeholder meetings regarding long-term funding options for Right to Counsel
- **Continue meeting +share data and costs with Right to Counsel Coalition** for their strategic planning and advocacy needs, and meet with leaders of programs such as the Downtown Detroit Partnership who receives funding outside of general fund dollars as a potential path forward for RTC
- **Surveying our tenant population anonymously** to get honest feedback about the tenant experience when working with the Right to Counsel
- **MI-Resolve: Mediation Service supported by the Michigan Supreme Court's Administrative Office (SCAO)** that could provide a possible avenue for **decreasing eviction filings and overall RTC costs** by helping to resolve disputes between landlords and tenants. **(already being used in district courts including at 36th district on the criminal docket)**

Tenant Testimonials

Right to Counsel Tenant Testimonials

Q: What factors most influenced how you felt about our services?

Various tenant responses:

- Communication was great”
- “The Attorney was present and the case was resolved for the moment.”
- “That my attorney was able to get my property management company to do a lot of repairs that have not been done and she also had my money in escrow and the property management company wasn’t allowed to receive it until they completed the repairs”

Q: What aspects of your experience with our services were most valuable or meaningful to you?

Various tenant responses:

- “The consistency through out the case”
- “The fact that the team communicated with me on several occasions satisfied with and listened to me.”
- “My attorney was very assertive, very patient and very intellectual when it came to representing me in court”

Q: In your view, what could be done to enhance the experience for future clients?

Tenant response:

- “Making sure all attorneys ask about the background and how long the tenant has been there without any services being rendered that we’re supposed to be rendered during their stay and that could be a resource to why they withheld rent”

Q: Do you have any suggestions to help us improve our services?

Tenant response:

- “Legal Aid agents should have diligent patience to explain rights and show complete understanding a person’s condition”