



Housing Practice Tip (Updated August 2025)

Three Steps To Becoming a Housing Phone Advice Attorney with VLN

VLN is providing legal services through scheduled phone advice shifts every weekday from 2-4pm. If you would like to begin taking phone advice shifts, VLN has a three-step process for you to get involved.

First, you will need to be a registered volunteer with VLN. To register, please complete the [Volunteer Attorney Registration](#) form and indicate your interest in taking landlord/tenant phone advice shifts.

Second, you will need a basic understanding of landlord/tenant law in Minnesota. If you already have experience in landlord/tenant law in Minnesota, great. Skip to step three. If not, please review the 3 trainings on the phone advice page on our website.

Third, sign up for a phone advice shift on our website at vlnmn.org/volunteer/housing. Or, if you would like to pick up a recurring shift, please contact Kait at kait.ripley@vlnmn.org. Prior to each shift, you will receive datasheets for up to 4 clients. Those sheets will have information on how to contact the client and include a general description of the legal question for each client. New volunteers will meet with a VLN staff member to review client issues prior to the first shift. Then, during the shift, VLN staff will be available for phone consultation if new or unexpected issues arise. New attorneys can continue to meet with VLN staff prior to shifts to review case/client information and have a VLN staff attorney on call during their shift until they feel comfortable proceeding without these supports.

Please note that phone advice clients are scheduled to receive a call anytime in that two-hour window (from 2-4pm). If you do not get a hold of a client, please leave a message and a way to get back to you, and move onto the next client.