



WORKING FOR JUSTICE IN HOUSING
SERVING ALL OF MARYLAND

Frequently Asked Questions

When is the hotline open?

Monday—Friday, 9:00 AM to 5:00 PM

How much does it cost to call?

Our service is free!

Do you take walk-ins?

Unfortunately, we are not equipped to take walk-in clients. All questions are answered over the hotline.

How long will it take to speak to a counselor?

Our hotline receives over 20,000 calls a year. Please be patient and your call will be answered in the order it was received. Please keep trying if you get a busy signal.

What areas do you serve?

We serve counties in the state of Maryland except Montgomery County.

Can you provide information for other states?

No, but you might find information on your state laws in Related Links... [Click Here](#)

Do you have speakers who can come and talk to my organization?

Yes, part of the Tenant-Landlord program is education and outreach. [Click Here](#) for more.

Will I speak to an attorney when I call? How do I know the information is reliable?

You will not speak with an attorney. The counselor you speak with has been trained in tenant and landlord law, and will answer any questions you have by providing you with information about the laws, not legal advice. BNI also has an attorney that advises the counselors and reviews all the information for our publications and literature, so the information you receive is accurate. If you are doubtful about any of the information you receive, you may request that a copy of the law regarding your specific problem be sent to you. You can also contact an attorney on your own for additional information.

How can I get copies of BNI's Tenant-Landlord publications?

You can purchase copies of our publications through our online store... [Click Here](#)