

## January 2025, Client Impact Story

Maggie, originally from Chile, was living with her daughter's family in a crowded home. She searched for a place of her own, but navigating the complex rental process was proving to be a challenge. With a limited income from her Chilean retirement plus family support, Maggie needed assistance to secure an affordable apartment.

The lack of affordable housing for vulnerable individuals like Maggie was evident throughout her search. With rising rents, finding a place within her budget seemed nearly impossible. Many apartment complexes require tenants to earn 2.5 times the rent, leaving Maggie without many options. She wasn't alone; others in her community, especially those with limited incomes or language barriers, faced similar challenges.

Latino Leadership Council's Promotor Jaime Diaz helped the client explore low-income rental options in the area. Initially, LLC provided her with a list of available apartments and explained the qualification process. Her daughter offered to co-sign, but the language barrier and lack of affordable options made the process daunting.

After two months, the client and her Promotor visited a new complex and spoke with the manager, who informed them a unit would soon be available. Together they completed the application, gathered the necessary documents from Chile, and paid the fees.

Due to the challenging application process, Maggie was not to move in until another two months. Her application was sent back several times since many of her documents were provided in Spanish. LLC had to go through the extra steps of translating the documents between management and the client, convoluting the process. After a four-month journey navigating the housing process, the client was finally approved for her new home and was ready to move in. It was a challenging journey, but with the support of LLC, Maggie now has a place to call her own.

***“Saludos cordiales a las personas que componen el programa del concilio de Liderazgo Latino. Estoy muy agradecida con este programa que a través de sus Promotores proporcionan una gran ayuda. En mi caso toda la orientación y explicación a cada pregunta que yo tenía siempre me ayudó mucho y así pude cumplir mi sueño de estar en mi propio lugar. Siento que me cambio la vida definitivamente. El promotor que me asistió fue de gran ayuda porque además las aplicaciones eran en inglés y sin su ayuda había sido muy difícil para mí. Realmente estoy muy agradecida de este programa.”***

***“Greetings to everyone at the Latino Leadership Council. I am very grateful for this program that through its Promotores provides great help. In my case, all the guidance and explanations to each question that I had, helped me a lot and so I was able to fulfill my dream of being in my own place. I feel that it changed my life. The promotor who assisted me was very helpful because the applications were in English and without his help it would have been very difficult for me. Really, I am very grateful for this program.”***