

Who We Are

A national 501(c)(3) not-for-profit organization dedicated to serving the housing needs of communities

- Socialserve.com[®] is a Charlotte, North Carolina, based 501(c)(3) with a mission to increase access to housing information around the nation
- Creating and supporting one-stop shops of online housing listings and related resources fully supported by a toll-free, bilingual call center
- Serving roughly half of the US population and constantly expanding

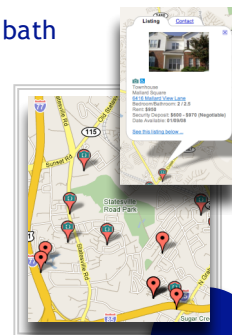
“Searching for affordable housing has gone from months to moments.”

- Bill Walters, Charlotte Housing Authority

Tenants & Landlords

Helpful, user-friendly site tools; 100% free to list and search

- Residents can search for housing by rent, property type or location, bed and bath amount, pet friendliness, and countless other criteria
- Printer-friendly search results can be sorted by preferences like rent, location and date available
- Median income calculator and rent affordability tools help searchers locate the safe, decent properties they can afford
- A mapping feature displays search results on a map, and a proximity search helps residents find properties within a selected distance from desired locations such as work, school or a family member’s house



“I found a great tenant fast, and it was easy for her to get information on my house because it was so easy to access.”

- Missouri Landlord

- Website and call center services are available in English and Spanish
- Listings allow landlords to advertise properties in detail with a map link; pictures; security deposit, rent, and eligibility requirements, information about neighborhood amenities; and much more
- Landlords can log in to their free accounts 24-7 to list, update or mark listings as rented, or they can utilize the toll-free call center for help
- Rented properties can be removed immediately to avoid excess phone calls
- User-friendly property listing tools help large property managers list multiple properties quickly

Call Center Services

Fully supportive, toll-free, bilingual call center

- Cordial, thoroughly trained customer service representatives available 11 hours each weekday and providing bilingual service by phone, fax, mail and email - handling 11,000 client contacts a week



- Helping landlords list and tenants search for housing as well as helping callers locate needed resources; staff also works to ensure that property listings are accurate and up to date
- Highly responsive to user feedback