

# Project Spotlight #3: Rentervention Chatbot Navigator and Expert System



The Law Center for Better Housing, Illinois Equal Justice Foundation, and the Lawyers Trust Fund of Illinois have teamed up to create Rentervention: a Chatbot Navigator and Expert System.

Conor Malloy, the Director, explained the concept behind the Rentervention model as combining automated guidance (using chatbots, document automation, and AI-based workflow tools) with human interventions (through telephone calls, clinics, limited-scope assistance, and referrals to legal aid or pro bono lawyers) in a single “vertically integrated” service path. So, rather than going from agency to agency seeking help, the user would have one starting point – accessible by smartphone, tablet, or computer – and be guided to the appropriate resources.

Through the project, users have access to brief advice from volunteer attorneys, education about their rights, connections to community resources, and assistance with landlord notifications. Be sure to check it out!

Last updated on February 10, 2023.

Links

[In A Battle With Your Landlord? Lawyers Designed This Chat Bot To Help Tenants ...](#)  
[These Apps and Sites Can Help Protect You From a Bad Landlord](#)  
[How Smart Tech Is Transforming Nonprofits](#)  
[Rentervention](#)

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