

*What you should know before
 you look for a place to live.*

CONSEJOS SOBRE LA VIVIENDA JUSTA



FAIR HOUSING TIPS

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WHAT TO KNOW WHEN LOOKING FOR A PLACE TO LIVE

HOW CAN I RECOGNIZE HOUSING DISCRIMINATION?

Housing discrimination can come in many forms, both direct and indirect. The following most common housing discrimination practices are:



Refusal to rent or provide service – A landlord/manager refuses to rent or sell housing, refuses to negotiate for housing, denies a housing unit to a qualified applicant(s), or provides different housing services or facilities to different groups.



Refusal to allow modifications – A disabled person is told that they cannot have a ramp at the entrance to their housing unit, or that the landlord will not allow them to have an accessible and/or reserved parking space on an accessible path to their unit.



Different terms or conditions – an applicant/tenant knows that the landlord is offering special bonuses to tenants of specific groups; a tenant knows that the landlord is prohibiting or allowing special treatment for different groups of people.



Refusal to modify policies – A person with a disability is told that the “No Pets” policy means they can’t have their assistance animal live with them.



Steering – A minority applicant or family is directed towards homes/rentals that are clustered together or located in a specific part of the housing complex.



Discriminatory Presentation – A landlord/manager verbalizes, publishes, or displays a racial, ethnic, gender or other preference for the sale or rental of housing. An ad in the newspaper describing housing as “perfect for single adults” could discourage families from applying.



Misrepresentation – A landlord/manager tells a prospective tenant of a protected class that the housing is not available for inspection, sale or rent, but the person knows or suspects the unit is being shown to others or advertised as available.



Unequal Financing – You are denied a loan that you are qualified for or discriminated against in the terms and conditions of the loan.



Blockbusting – Brokers, real estate agents or other persons persuade property owners to engage in “Panic-selling” by representing that the racial composition of a neighborhood is going to change.



Families with Children – A housing complex may not exclude or discriminate against families with children (such as children can’t use the pool from 5-8 P.M.). A housing complex cannot represent itself as for Adults Only, **UNLESS** it meets specific guidelines as directed under the Housing for Older Persons Act (HOPA).

WHAT CAN I DO TO PREVENT HOUSING DISCRIMINATION FROM HAPPENING TO ME?

WHEN LOOKING FOR A PLACE TO LIVE:



Put together a reference sheet - Listing your employment history, rental history, references, etc. Use this sheet to fill out your housing applications. If you are disqualified due to income, rental history, or other reason, you can refer back to the facts that you completed on your application. Or, make a copy of the application before submitting it.



Bring someone with you - This person may serve as a witness should you suffer discrimination.



Be aware of your surroundings - Be able to describe the housing and the facilities you are shown. Make note of other applicants, tenants, and employees.



Ask for a business card - If no card is available, write down the name of the person you spoke with, their title, and phone number. It is important to know who you dealt with and exactly what they did or said.



Ask for copies of the rules and policies - This is your reference and could be evidence of an illegal housing practice.



Ask for marketing materials - Compare this information with what was advertised or was told to you about the housing you are seeking.



Ask for the location of the vacancies and when you can move in - Many complexes have a layout map for this purpose. Compare this information with your housing needs.



Pay close attention to what you are told - Often misunderstandings cause unnecessary hard feelings. Be sure you clarify and understand what you are told. Avoid second guessing.



If you are denied housing, ask for the reason in writing - If a written notice is not provided, write down the reason you are given for the denial and the name and title of the person who told you that you were denied. Documentation is the key to proving a discrimination case.



Record a detailed account of your experience and ask any witnesses to do the same - If you experience a discriminatory situation, write down your account of what happened, using detailed information. Ask any witnesses to do the same.

WHAT IS FAIR HOUSING?

Fair housing is the right of all people to choose safe, decent housing free from discrimination. Federal, state, and local laws require that all people have equal opportunities to buy, rent or live in housing of their choice.

HOW DOES THE LAW PROTECT ME?

The Fair Housing Act and state and local laws makes it illegal to discriminate against anyone in the buying, renting, or financing of property. The federal protections are based upon race, color, sex, national origin, religion, familial status, or disability. City of Phoenix also includes protections for sexual orientation, gender identity and gender expression.

WHAT IS COVERED UNDER THE LAW?

Apartments rented or leased by an owner, manager or company; houses sold or rented by real estate companies or brokers; and houses sold or rented directly by an individual owner.

IF YOU SUSPECT DISCRIMINATION IN HOUSING:

Call or visit the City of Phoenix Equal Opportunity Department (EOD), where trained staff will review your complaint with you and determine if you experienced a violation of fair housing laws. Housing complaints filed under the Phoenix Fair Housing ordinance are also filed under the Federal Fair Housing Act. There are time limits on when a complaint can be filed after an alleged violation, so contact EOD as soon as possible.



WHERE CAN I GET MORE INFORMATION?

Housing Discrimination

City of Phoenix Equal Opportunity Department
Compliance and Enforcement Division
200 W. Washington St., 15th Floor
Phoenix, AZ 85003
602-262-7486
7-1-1 Friendly/TTY
602-534-1124/FAX
phoenix.gov/eod

Landlord/Tenant Disputes Only

City of Phoenix Human Services Department, Landlord
Tenant Program
Travis L. Williams Service Center
4732 S. Central Ave., Phoenix AZ 85040
602-262-7210
7-1-1 Friendly/TTY
landlord.tenant.hsd@phoenix.gov
phoenix.gov/humanservices/programs/landlord-tenant-counseling

This publication is available in alternate format upon request.
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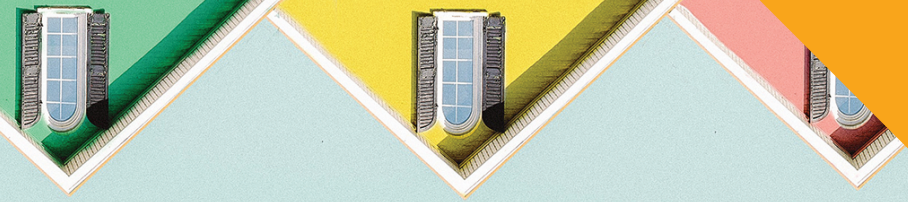
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¿QUÉ PUEDO HACER PARA IMPEDIR QUE ME DISCRIMINEN EN CUANTO A LA VIVIENDA?

CUANDO BUSQUE UD. UN LUGAR PARA VIVIR:



Prepare una hoja de referencia - Anote Ud. su historial de empleo, historial de renta, referencias, etc. Utilice esta hoja para llenar las solicitudes de vivienda. Si Ud. no llena los requisitos debido a sus ingresos, historial de renta, u otra razón, puede verificar los datos que ha puesto en la solicitud; o puede hacer una copia de la solicitud antes de presentarla.



Hágase acompañar de alguien - Un acompañante puede servirle como testigo si Ud. es objeto de discriminación.



Esté Ud. atento de sus alrededores - Para que pueda Ud. describir la vivienda y las instalaciones que le han mostrado. Tome nota de otros solicitantes, inquilinos, y empleados.



Pida una tarjeta de presentación - Sin no las hay, anote el nombre de la persona con quien habló, su título y número telefónico. Es importante saber con quien trató y que hicieron o dijeron exactamente. **Pida una copia de los reglamentos y políticas** - Esto será su referencia y podría ser evidencia de una práctica ilegal en la vivienda.

Pida material de mercadotecnia - Compare esta información con lo que se anunció o lo que le dijeron sobre la vivienda que está buscando.



Pregunte por la ubicación de las unidades vacantes y cuando puede mudarse - Muchos complejos tienen un mapa diseñado con este fin. Compare esta información con sus necesidades de vivienda.



Ponga cuidadosa atención a lo que le dicen - Con frecuencia los malentendidos causan resentimientos innecesarios. Asegúrese de aclarar y entender los que le dicen; evite hacer conjeturas.



Si se le niega la vivienda, pida la razón por escrito - Si no le proporcionan un aviso por escrito, anote la razón que le han dado para la negativa y el nombre y título de la persona que le dijo que se lo negaron. La documentación es clave para probar un caso de discriminación.



Haga un recuento detallado de su experiencia y pídale a cualquier testigo que haga lo mismo - Si Ud. experimenta una situación discriminatoria, anote su versión de lo que pasó, utilizando información detallada. Pídale a cualquier testigo que tenga que haga lo mismo.



LO QUE HAY QUE SABER AL BUSCAR UN SITIO PARA VIVIR

?¿CÓMO SE PUEDE RECONOCER LA DISCRIMINACIÓN EN LA VIVIENDA?

La Discriminación en la Vivienda puede darse en muchas formas y puede ser directa e indirectamente. Las prácticas más comunes de discriminación en la vivienda son las siguientes:



Refusarse a rentar o proveer el servicio – Un propietario/gerente se refusa a rentar o vender la vivienda, se refusa a negociar, le niega la unidad de vivienda a un solicitante calificado, o provee servicios de vivienda o instalaciones a diferentes a grupos.



Refusarse a permitir modificaciones – Se le dice a una persona discapacitada que no puede tener una rampa a la entrada de su unidad de vivienda, o que el propietario no le va a permitir tener un estacionamiento accesible o un espacio reservado para un camino accesible a su unidad.

Condiciones diferentes – Un solicitante/inquilino se entera que el propietario está ofreciendo bonos especiales a inquilinos de grupos específicos; un inquilino se entera de que el propietario prohíbe o permite un trato especial a diferentes grupos de personas.



Refusarse a modificar políticas – Se le dice a una persona con una discapacidad que la política de “No se aceptan mascotas” significa que no puede tener a su animal de asistencia viviendo con él/ella.



Encasillar – Un solicitante o familia de una minoría se les dirige hacia casas de venta o renta que están agrupadas o ubicadas en una parte específica del complejo habitacional.



Presentación discriminatoria – Un propietario/gerente expresa, pública, o exhibe sus preferencias raciales, étnicas, de género u de otro tipo para la venta o renta de la vivienda. Un anuncio en el periódico que describe la unidad como “perfecta para adultos solteros” podría desanimar a que las familias la soliciten.



Falsar – Un propietario/gerente le dice a un inquilino prospecto de una clase protegida que la vivienda no está disponible para la inspección, venta o renta, pero la persona sabe o sospecha que la unidad se le está mostrando a otras personas o se anuncia como disponible.



Desigualdad de financiamiento – Se le niega a Ud. un préstamo para el cual llena los requisitos o se le discrimina en las condiciones del préstamo.

Acoso inmobiliario – Los intermediarios, agentes de bienes raíces u otras personas convencen a los dueños de propiedad que realicen “ventas de pánico” al expresarles que la composición racial del vecindario va a cambiar.



Familias con niños – Un complejo habitacional no puede excluir o discriminar a las familias con niños (cosas tales como, los niños no pueden usar la alberca de 5-8 P.M.). Un complejo habitacional no puede describirse como Solo Adultos, A MENOS que cumpla con ciertas pautas tal como lo marca la Ley de Vivienda para Personas Mayores (HOPA, por sus siglas en inglés).

