

FAIR HOUSING

YOU ARE PROTECTED UNDER CALIFORNIA LAW

The California Department of Fair Employment & Housing (DFEH) enforces laws that protect you from illegal discrimination and harassment in housing based on your actual or perceived:

- ⇒ Ancestry
- ⇒ Age
- ⇒ Color
- ⇒ Disability
- ⇒ Familial Status
- ⇒ Genetic Information
- ⇒ Gender, gender identity, or gender expression
- ⇒ Marital status
- ⇒ Medical condition
- ⇒ National Origin
- ⇒ Race
- ⇒ Religion
- ⇒ Sex
- ⇒ Sexual orientation

Common fair housing violations, based on the categories listed above, include the following:

- ⇒ Refusal to sell, rent, or lease housing accommodations
- ⇒ Denial of a home loan or homeowner's insurance
- ⇒ Representation that a housing accommodation is not available for inspection, sale, or rental when that accommodation is in fact available
- ⇒ Provision of inferior terms, conditions, privileges, facilities or services in connection with the housing accommodation
- ⇒ Sexual harassment involving unwanted sexual advances or requiring sexual favors for housing rights or privileges
- ⇒ Cancellation or termination of a sale or rental agreement
- ⇒ Refusal to permit reasonable accommodations, at the disabled tenant's expense, when necessary to accommodate a disability
- ⇒ Refusal to make reasonable accommodations in housing rules, policies, practices, or services where necessary to afford a disabled person equal opportunity to use and enjoy a dwelling
- ⇒ Discriminatory policies, practices, terms, or conditions that result in unequal access to housing or housing-related services

WHAT THE DFEH DOES:

- ⇒ **Enforces** the Fair Employment and Housing Act, the Unruh Civil Rights Act, and the Ralph Civil Rights Act
- ⇒ **Investigates complaints** of discrimination, harassment, retaliation, and hate violence in employment, housing and public accommodations
- ⇒ **Mediates complaints of discrimination** to resolve disputes between parties involving alleged violations of the laws the DFEH enforces
- ⇒ **Files and prosecutes lawsuits** against those who violate the laws the DFEH enforces
- ⇒ **Educates Californians** about the laws prohibiting discrimination, harassment, retaliation and hate violence in employment, housing, and public accommodations, and about the laws prohibiting human trafficking

IT ALSO IS ILLEGAL FOR CITIES, COUNTIES, OR LOCAL GOVERNMENT AGENCIES TO MAKE ZONING OR LAND-USE DECISIONS OR POLICIES THAT UNLAWFULLY DISCRIMINATE AGAINST YOU BASED ON THE CATEGORIES LISTED ABOVE.

YOU HAVE THE RIGHT TO COMPLAIN ABOUT HOUSING DISCRIMINATION!



If your complaint is accepted, the DFEH will conduct an impartial investigation. The DFEH is a neutral fact-finding agency and does not represent complainants or respondents. The DFEH's role is to determine if the law has been violated. Whenever possible, the DFEH will assist both parties to resolve the complaint.

EXAMPLES OF RESOLUTION COULD INCLUDE:

- ⇒ Making previously denied housing available
- ⇒ Compensation for losses and emotional distress
- ⇒ Training and policy changes to prevent future discrimination
- ⇒ Other actions to eliminate the effects of discrimination.

If the DFEH is unable to resolve the complaint, and there is sufficient evidence to establish a violation of the law, the DFEH may litigate the matter in civil court.

IF YOU BELIEVE YOU ARE VICTIM OF ILLEGAL DISCRIMINATION, YOU CAN FILE A COMPLAINT WITH THE DEPARTMENT.

To File a Pre-Complaint Inquiry you may select one of the following methods:

- ⇒ Use the Department's online system at <http://www.dfeh.ca.gov>
- ⇒ Call the Communication Center at **800-884-1684** (voice)
If you are deaf or hard of hearing, please call 800-884-1684 (voice) or 800-700-2320 (TTY) reach us through California's Relay Service by dialing 711 or by e-mail to contact.center@dfeh.ca.gov
- ⇒ Use the Pre-Complaint Inquiry form that matches your issue, complete and return it via U.S. mail to any of DFEH's office locations (www.dfeh.ca.gov/offices.htm)
- ⇒ E-mail the Pre-Complaint Inquiry form: contact.center@dfeh.ca.gov

If you have a disability that prevents you from submitting a written pre-complaint form on-line, by mail, or email, the DFEH can assist you by scribing your pre-complaint by phone or for individuals who communicate by American Sign Language through the relay system.

To schedule an appointment, contact the Communication Center at 800-884-1684 (voice) or 800-700-2320 (TTY) or by email at contact.center@dfeh.ca.gov

Complaints must be filed within one year of the last act of discrimination/harassment or, for victims who are under the age of 18, not later than one year after the victim's eighteenth birthday.

For more information contact (800) 884-1684; TTY (800) 700-2320; contact.center@dfeh.ca.gov; or www.dfeh.ca.gov.

The Department of Fair Employment and Housing is committed to providing access to our materials in an alternative format as a reasonable accommodation for people with disabilities when requested. Please contact the DFEH at (800) 884-1684 (voice or via relay operator 711), TTY (800) 700-2320 or contact.center@dfeh.ca.gov to discuss your preferred format to access our materials or webpages.