



**You are protected against illegal discrimination and harassment in the renting, leasing, or purchase of housing.**



**Department of Fair Employment and Housing**

### ***Other Agencies Can Help***

The U.S. Department of Housing and Urban Development enforces federal laws that prohibit discrimination in housing. It also monitors subsidized housing programs. For further information, call (800) 347-3739, or visit the web site at [www.hud.gov](http://www.hud.gov).

The State of California Department of Consumer Affairs can help with questions or complaints regarding landlord/tenant relationships, including repair issues, safety violations, and Health and Safety Code violations. For further information, call (800) 952-5210, or visit the web site at [www.dca.ca.gov](http://www.dca.ca.gov).

The Mobile Home Ombudsman at the Department of Housing and Community Development can help with questions or complaints pertaining to mobile homes, including health and safety issues, maintenance issues, and warranty issues. For further information, call (800) 952-5275, or visit the web site at [www.hcd.ca.gov](http://www.hcd.ca.gov).

For more information, contact DFEH toll free at  
**(800) 233-3212**

Oakland area & out-of-state at **(510) 622-2945** or **2946**  
TTY number at **(800) 700-2320**  
or visit our web site at [www.dfeh.ca.gov](http://www.dfeh.ca.gov)

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**State of California**  
Department of Fair Employment & Housing  
Oakland Housing Unit  
1515 Clay Street, Suite 701  
Oakland, CA 94612

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# **Fair Housing**

## ***You Are Protected Under California Law!***

Laws enforced by the Department of Fair Employment and Housing (DFEH) protect you from illegal discrimination and harassment in housing based on

- Race
- Color
- Religion
- Sex (gender)
- Sexual orientation
- Marital status
- National origin (including language use restrictions)
- Ancestry
- Familial status (households with children under age 18)
- Source of income
- Disability (mental and physical, including HIV and AIDS)
- Medical condition (cancer/genetic characteristics)
- Age



The mission of the Department of Fair Employment and Housing is to protect the people of California from unlawful discrimination in employment, housing and public accommodations, and from the perpetration of acts of hate violence.

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### **What DFEH Does**

The Department of Fair Employment and Housing

- Enforces the *Fair Employment and Housing Act* (FEHA), the *Ralph Civil Rights Act*, and the *Unruh Civil Rights Act*
- Investigates harassment, discrimination, and hate violence complaints
- Helps landlords and tenants resolve complaints involving alleged violations of the laws enforced by DFEH
- Prosecutes violations of the laws enforced by DFEH
- Educates Californians about the laws against discrimination, harassment, and hate violence

Common violations of the FEHA, based on the categories listed above, include the following:

- Refusal to rent, lease, or sell housing
- Sexual harassment involving unwanted sexual advances or requiring sexual favors for housing rights or privileges
- Discriminatory policies, practices, terms, or conditions that result in

unequal access to housing or housing-related services

- Creating property documents, such as deeds and CC&Rs, that contain restrictive covenants limiting sale, rental, or use
- Denial of a home loan or homeowner's insurance
- Failure to provide reasonable accommodation in housing rules, policies, practices, or procedures where necessary to accommodate a disability
- Refusal to permit reasonable modification, at the tenant's expense, when necessary to accommodate a disability

It is also illegal for cities, counties, or other local government agencies to make zoning or land-use decisions or policies that unlawfully discriminate against you based on the categories listed above.

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### **Filing a Complaint**

If you believe you have experienced illegal discrimination or harassment, you can explore filing a complaint with DFEH by taking the following steps within **one year** of the incident:

- Contact us in writing or at our toll-free number (800) 233-3212

- Provide specific facts about the incident
- Provide copies of documents that support the charges in your complaint
- Keep records and documents about the complaint, such as rent receipts, applications, and other potential proof of discrimination

If your complaint is accepted, DFEH will conduct an impartial investigation. DFEH is a neutral fact-finder and does not represent you or the parties named in your complaint. Our role is to determine if the law has been violated. If possible, we try to assist both parties to resolve the complaint. Examples of resolution could include:

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

If DFEH is unable to resolve the complaint, and there is evidence that indicates a violation of the law, the matter may be litigated by the Department before the Fair Employment and Housing Commission or in civil court.