

The background of the entire page is a photograph of a clear, bright blue sky. It is populated with numerous white, puffy cumulus clouds of varying sizes. Some clouds are large and prominent, while others are smaller and more distant. The lighting is bright, suggesting a sunny day, and the overall composition is clean and airy.

# Information





# A Toolkit for You

## Information to Help You Feel Safe in Your Home

Understand your safe housing rights and  
find local services in Washington, DC

Inside this toolkit you will learn:

- What to do if you want to stay where you are
- What to do if you want to leave your home
- What to do if you need to find safe housing
- Who can help you



**Do you feel safe in your home?  
If not, this Toolkit has information that can help you.**

**If you are a survivor of domestic violence, there are laws that give you rights.**

This Toolkit will let you know what they are if you want to stay in your apartment, move out, or find another place to live — whether it's a shelter, apartment, or house.

This toolkit tells you:

- What to do if you need to find safe housing
- What to do if you want to stay where you are
- What to do if you want to leave your home
- Where the rights come from
- Who can help you

The Toolkit also gives you sample demand letters you might need and a glossary that explains some terms you might not know.

If you don't find what you need in this Toolkit, or if you want more information about safe housing rights and resources, please contact us:

**District Alliance for Safe Housing, Inc. (DASH)  
P.O. Box 91730  
Washington, DC 20090  
Phone: (202) 462-3274  
Email: [info@dashdc.org](mailto:info@dashdc.org)  
Web: [www.dashdc.org](http://www.dashdc.org)**

**Nothing in this Toolkit should be construed as legal advice. The materials provided in this Toolkit are for your personal information and education. This Toolkit is not a substitute for good, sound legal advice. The results of any legal matter may vary depending upon specific facts and applicable law. No prediction of results should be inferred from information contained in this Toolkit.**



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## Has This Happened to You?

### You need a place to go, but...

- ▶ You filled out an application for an apartment, but you got rejected. Your friend said she heard someone who lives in the same apartment building tell the manager that your boyfriend beat you up and that's why you didn't get the apartment. **Go to page 7**
- ▶ You contacted a shelter and were told you couldn't get in unless you had a protection order or counseling, even though they had space for you. **Go to page 7**
- ▶ Your boyfriend lives with you in Section 8 on your voucher and has gotten physical. You need to leave but the housing manager tells you there's nothing you can do. **Go to page 7**
- ▶ You were told you couldn't stay in a shelter because you had a disability — such as you could not hear, or you had a guide dog, or you took medication for a mental illness like bipolar disease. **Go to page 8**
- ▶ You've been working on your credit and it's really good. You are ready to buy a house and applied for a mortgage. You learned about the lender from a friend. You found out she told them about your ex and his history of mean outbursts. The lender came back and told you they can't work with you. **Go to page 8**
- ▶ You go to view an apartment and share that you are working with a program that helps survivors of domestic violence. The landlord tells you that you should look somewhere that's safe because they don't have security. They won't let you apply. **Go to page 8**
- ▶ You contact a shelter and get told they have no space for you. A few days later you talk to someone who you know who lives in the shelter. She overheard someone else that works there say your name and share with someone else that works at the shelter that they heard your girlfriend hit you and you were just drama. **Go to page 9**
- ▶ You were told this shelter had space for you but no one told you that your cat couldn't come with you. You showed up and they said you can't stay there now because of your cat. **Go to page 9**

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## You want to stay where you are, but...

- ▶ You want to stay in your apartment with your kids, but your husband — who calls you names and has even hit you before — is on the lease. **Go to page 10**
- ▶ You have a protection order against your girlfriend, but the landlord lets her into the house you rent because she's still on the lease. **Go to page 10**
- ▶ Your boyfriend lives with you. He was choking you, so you called the police. Your landlord told you if you called the police again, she will kick you out. **Go to page 11**
- ▶ You live in Section 8 and are scared of your partner. You want him out but the person you asked said you couldn't do that. **Go to page 11**
- ▶ You were told you couldn't stay in a shelter because you have a disability, such as you can't hear, or you have a guide dog, or you take medication for a mental illness like bipolar disease. **Go to page 11**
- ▶ You asked to get your locks changed because you're scared of your husband, but your landlord hasn't done it yet. You asked a month ago. **Go to page 12**
- ▶ You told your case manager that your ex-boyfriend knows where you live because a friend of yours told him. Now she said you have to leave the shelter. **Go to page 12**
- ▶ You asked to have your stove fixed, but your landlord won't fix it. He fixed your neighbor's stove, and she asked after you. You think he won't fix it because he knows you had domestic violence in your last relationship. **Go to page 12**
- ▶ You found an apartment to live in but it's on the first floor. You are scared that your ex-boyfriend who got physical with you before could get in. **Go to page 13**
- ▶ After living in a garage with your kids for two months, you finally got into a shelter. You didn't tell them about the domestic violence. It wasn't any of their business. You made friends with this really nice woman. You didn't know she had such a big mouth. She told a case manager. The next day the shelter kicked you out. They said you were a problem, but you never caused any problems. **Go to page 13**

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## You want to leave, but...

- ▶ You don't feel safe in your apartment. Your ex keeps contacting you. You found a shelter and told your landlord you're leaving. Your landlord told you if you leave you owe money for the rest of the lease. **Go to page 14**
- ▶ You moved out of your apartment before the lease was up because you were scared of your girlfriend. She was really violent. Your apartment was in good shape, but your landlord never gave your security deposit back. You need it to move into another place. **Go to page 14**
- ▶ You live in public housing or Section 8, are scared of your partner and want to transfer to another unit alone. **Go to page 15**
- ▶ Your ex-husband's family told him where you live. You are scared that he will hurt you. In the past, your landlord let him in. You can stay with your friend and you want to leave your place. **Go to page 15**
- ▶ You got a protection order but it expired a few months ago. You have kids with your ex and want to try to work it out for the kids. You all moved into an apartment together. He started to be mean to you again, hit your son and threatened to kill you. You want to leave your apartment. **Go to page 15**
- ▶ You have holes in your walls because your partner threw you into it and then punched the wall. Your landlord tell you that you have to pay for the damages but you can prove you partner did it. **Go to page 16**
- ▶ You request a safety transfer from your public housing unit because domestic violence is making you feel unsafe. Your property manager tells you that she doesn't feel you need a safety transfer because you're not with your ex anymore. She denies your request even though you submitted the proper documents. **Go to page 16**



If any of these things has happened to you, you are a survivor of domestic violence, and **YOU HAVE RIGHTS.**

In the next pages you will learn what you can do.



## I Need A Place to Go!

If you are a survivor of domestic violence and are looking for shelter, apartment or house (private/public housing or Section 8), you have the right to find a place to live. In all of the following situations you can send a letter to the shelter, landlord, or mortgage lender. You can also file a complaint with a local or federal government agency that can help you.

### Are you experiencing a situation like this?

You were looking for an apartment and submitted an application, but you got rejected. Your friend said she heard someone who lives in the same apartment complex told the manager your boyfriend beat you up, and that's why you didn't get the apartment.

**Solution:** You have the right to not be treated differently just because you are a survivor of domestic violence.

You contacted the shelter, but they told you they couldn't take you unless you had a protection order or counseling, even though they had space for you.

**Solution:** You have the right to shelter. Shelters can't make you do these things if they don't make others who are not survivors do them too.

You lived with your boyfriend in a Section 8 unit on your voucher. You have four kids together. He used to say mean things all the time, but a few years ago, he started slapping you and even pushed you hard enough that you fell. You need to leave, but when you asked your housing manager, he said there was nothing you could do.

**Solution:** You have the right to ask the housing manager to remove your boyfriend from the unit and have him removed from the lease if he is on it. You have the right to request an emergency transfer.



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### Are you experiencing a situation like this?

You are deaf or hard of hearing. You've been with your girlfriend for 10 years. She told you no one would ever want you. When you came out to your family, they stopped talking to you. You made a new friend, and she's been helping you feel like you deserve something better. You need a place to go. You called a shelter, but they said they couldn't take you — not because they didn't have space but because you couldn't hear or communicate with them.

**Solution:** You have the right to receive reasonable accommodations from the shelter. They cannot deny you access to shelter because you are deaf or hard of hearing.

You've been working on your credit for several years now. It's really good. After you left your husband and took the kids, you needed a new life, free from his mean outbursts. You recently applied for a mortgage with a lender. You learned about these people from a friend. You wish you hadn't trusted her because she told them about you ex-husband and your relationship. Now you can't buy the house you worked so hard for.

**Solution:** You have the right to buy this house if you qualify and be treated like anyone else.

You go to view an apartment, and you tell the person showing you the apartment that you are working with a program that helps survivors of domestic violence. The landlord tells you that you should look somewhere that's safe because they do not have security. The landlord does not allow you to apply.

**Solution:** You have the right to rent this apartment if it's available. You can let the landlord know that you are still interested in applying. The landlord cannot reject you if you qualify and there is an available apartment, because you are a domestic violence survivor. **If they do rent it to you, you have the right** to ask the landlord to make it safer for you (more lights, bars on windows) if you don't feel safe. The landlord has the right to have you pay (for the lights or bars).

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## Are you experiencing a situation like this?

You contact a shelter and get told they have no space for you. A few days later you talk to someone you know who lives in the shelter. She overheard someone that works there say your name and share with someone else that works at the shelter that they heard your girlfriend hit you and you were just drama.

**Solution:** You have the right to shelter and shelters cannot reject you just because you are or they think you are a survivor of domestic violence.

You were told this shelter had space for you but no one told you that your cat couldn't come with you. You showed up and they said you couldn't stay there because of your cat.

**Solution:** You have the right to shelter. You can call someone you know to see if your cat can stay with them for a while. If you don't know anyone who can take your cat you can call a Safe Haven program (number in Resource section). They will take your cat while you're in the shelter.

## Get help and more information right now...



Go to pages 21 to 24 to file a complaint and get help. Go to pages 28 to 34 for letters you can use immediately for your housing provider.



If you have trouble getting any of these problems resolved, ask for help from one of the places listed under "Resources" on pages 37 to 41 of this Toolkit.



## I Want to Stay Where I Am!

If you are a survivor of domestic violence, you can continue to live in your current apartment or house, and the law protects you from your abuser and from unfair treatment by your shelter, landlord or housing provider. In all of these situations you can send a letter to the shelter, landlord or housing provider. You can also file a complaint with a local or federal government agency that can help you.

### Has something like this happened to you?

You want to stay in your apartment with your children. Your husband — who hits you — is on the lease. You have a protection order. You asked your landlord for help. She said there's nothing she can do because you are both on the lease.

**Solution: You have the right** to ask your landlord to change the locks on your door. You will need to provide your landlord with a copy of your protection order. The landlord must change the locks within five business days. You will have to pay to change the locks, but your landlord cannot charge you more than she would charge anyone else.

You have a protection order against your girlfriend, but the landlord lets her into the house you rent because your girlfriend is still on the lease.

**Solution: You have the right to** ask your landlord not to let your girlfriend in and to change the locks. You will need to provide your landlord with a copy of your protection order. The landlord must change the locks within five business days. You will have to pay to change the locks, but your landlord cannot charge you more than he would charge anyone else.

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## Has something like this happened to you?

Your boyfriend lives with you. A few weeks ago you called the police because he punched you. The other day he got really mad and tried to choke you. You called the police again. Your landlord came over to your apartment and told you if you called the police again, he will kick you out.

**Solution: You have the right** to let your landlord know that they cannot threaten to evict you or evict you because you called the police for help.

You live in a Section 8 unit and are scared of your partner. You want him out of the unit, but the person you asked said you couldn't do that.

**Solution: You have the right** to ask the housing manager to remove your partner from the unit and have them removed from the lease if they are on it. **You have the right** to request an emergency transfer to another unit.

You were told you couldn't stay in a shelter because you have a disability, such as you can't hear, or you have a guide dog, or you take medication for a mental illness like bipolar disease.

**Solution: You have the right** to receive reasonable accommodations from the shelter. **You have the right** to have a guide dog in the shelter with you. **You also have the right** to shelter if you are hearing impaired. If you have a mental illness and are taking medication, **you have the right** to shelter and to keep your medication with you.

---

### Has something like this happened to you?

You asked to get your locks changed because you're scared of your husband who is not on the lease, but your landlord hasn't done it yet. You asked a month ago.

**Solution:** You have the right to get your locks changed within five business days after you ask. You do not have to show any documents because he is not on the lease. You will have to pay to change the locks, but your landlord cannot charge you more than he would charge anyone else.

You told your case manager that your ex-boyfriend knows where you live because a friend of yours told him. Now she said you have to leave the shelter.

**Solution:** You have the right to stay; just because your ex-boyfriend may know where you are staying does not mean that you have to leave the shelter.

You asked to have your stove fixed, but your landlord hasn't done it yet, even though he's fixed your neighbor's stove, and she asked after you. You think the reason is that your landlord knows about the domestic violence in your last relationship. You are friends with the property manager and shared your experience.

**Solution:** You have the right to have your stove fixed in a reasonable amount of time, regardless of whether you are a survivor of domestic violence and what your landlord heard or believes.



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## Has something like this happened to you?

You found an apartment to live in but it's on the first floor. You are scared that your ex-boyfriend who got physical with you before could get in.

**Solution:** You have the right to ask your landlord to put bars on your windows if you don't feel safe. The landlord can ask you to pay for the bars.

After living in a garage with your kids for two months, you finally got into a shelter. You didn't tell them about the domestic violence. It wasn't any of their business. You made friends with this really nice woman. You didn't know she had such a big mouth. She told a case manager. The next day the shelter kicked you out. They said you were a problem, but you never caused any problems.

**Solution:** You have the right to stay in the shelter. Shelters have to take certain steps before they can kick someone out. You cannot be kicked out because you are a survivor of domestic violence.

## Get help and more information right now...



Go to pages 21 to 24 to file a complaint and get help. Go to pages 28 to 34 for letters you can use immediately for your housing provider.



If you have trouble getting any of these problems resolved, ask for help from one of the places listed under "Resources" on pages 37 to 41 of this Toolkit.



## I Want to Leave!

If you are a survivor of domestic violence, there are things you can do if it feels unsafe to stay where you are. In all of these situations you can send a letter to your landlord or housing provider. You can also file a complaint with a local or federal government agency that can help you.

### Has something like this happened to you?

Right now you don't feel safe in your apartment. Your ex keeps contacting you. You found a shelter that would take you and your kids. You told your landlord. She said if you leave you will owe money for the rest of the lease.

**Solution: You have the right** to be safe and leave. Your landlord cannot make you stay. **You have the right** to contact your landlord and leave the apartment within 14 days of giving notice. You will need to give your landlord either a copy of a protection order **or** a letter from a domestic violence counselor, health professional or police officer. You are only responsible for 14 days of the rent after giving notice and providing one of these documents.

You moved out of your apartment before the lease was up but you had given your notice - you were scared of your girlfriend. She was really violent. Your apartment was in good shape, but your landlord never gave your security deposit back. You need the deposit money to move into another place.

**Solution: You have the right** to your security deposit. The landlord cannot keep your security deposit just because you broke your lease early because of domestic violence.

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## Has something like this happened to you?

You live in public housing or Section 8. You are scared of your boyfriend because he's threatened to hurt you. You want another unit.

**Solution:** You have the right to ask the housing manager to remove the partner from the unit and the lease. You have the right to request an emergency transfer to another unit.

Your ex-husband's family told him where you live. You are scared that he will come to your apartment and hurt you. In the past, your landlord has let him in. Your friend said you could stay with her until you find another place. You want to leave.

**Solution:** You have the right to be safe and leave. You have the right to contact your landlord and leave the apartment within 14 days of giving notice. You will need to give your landlord either a copy of a protection order or a letter from a domestic violence counselor, health professional or police officer. You are only responsible for 14 days of the rent after giving notice and providing one of these documents.

You got a protection order against your ex-boyfriend, but it expired a few months ago. You have two kids together, and he started treating you better. You really want to make it work for the kids. Your boyfriend moved into your apartment, but you're the only one on the lease. He said he'd try. He did try, until a few weeks ago. He started being mean to you again, and the other day he hit your youngest son. A few days ago, he told you if you leave him, he will kill you. You want to leave immediately.

**Solution:** You have the right to contact your landlord and leave the apartment within 14 days of giving notice. You will need to give your landlord either a copy of a protection order or a letter from a domestic violence counselor, health professional or police officer. You are only responsible for 14 days of the rent after giving notice and providing one of these documents.

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## Has something like this happened to you?

You have several holes in your wall because your partner threw you into the wall and punched the wall. Your landlord tells you that you will have to pay for the damages, but you can prove your partner did it.

**Solution:** You have the right to your security deposit. The landlord cannot keep your security deposit. The landlord can go after your ex-partner for damages to the apartment.

You request a safety transfer from your public housing unit because domestic violence is making you feel unsafe. Your property manager tells you that she doesn't feel that you need a safety transfer because she has just seen you and your ex together. She denies your request, even though you submitted the proper documentation.

**Solution:** You have the right to ask the housing manager to remove your ex from the unit and have him/her removed from the lease. You have the right to request an emergency transfer.

## Get help and more information right now...



Go to pages 21 to 24 to file a complaint and get help. Go to pages 28 to 34 for letters you can use immediately for your housing provider.



If you have trouble getting any of these problems resolved, ask for help from one of the places listed under "Resources" on pages 37 to 41 of this Toolkit.



## **What You Can Do to Protect Yourself: Questions and Answers**

**Q: What can I do if I'm a survivor of domestic violence and need help to be sure I have safe housing? What are my options?**

**A:** Some of your options are to:

- Talk to your shelter, landlord or housing provider about your concerns;
- send your shelter, landlord or housing provider a letter (samples included in Toolkit);
- have another person that works for a service provider or government agency try to help you resolve the problem;
- file a complaint with a government agency to help resolve the problem; or
- take your landlord, housing provider or the shelter to court, if nothing else works.

**Q: What if my shelter, landlord or housing provider doesn't understand my problem?**

**A:** If you try and work with your shelter, landlord or housing provider but that does not work, you can contact one of the government agencies listed in this Toolkit to file a complaint and seek support.

**Q: What if I don't feel comfortable going directly to my shelter, landlord or housing provider?**

**A:** If you don't feel comfortable for any reason, you can contact one of the government agencies or one of the organizations listed in the resource page for help.

**Q: Can I ask for help from more than one place at a time?**

**A:** Yes. You can send a letter to your shelter, landlord or housing provider and reach out to a service organization or the government at the same time.



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**Q: Is this going to take a long time?**

**A:** It depends. Sometimes a letter to your shelter, landlord or housing provider works right away, and your problem is resolved. Government agencies can take longer, but they can solve problems. So you may want to send a letter to your landlord and at the same time reach out to the government agency to complain. If the letter doesn't work, you already started the process with the government.

**Q: What if I get evicted while I'm waiting for the government to investigate? Can I get my housing back?**

**A:** Maybe. Once you file a complaint with the government agency, they will take several steps to figure out what happened and what should be done. Sometimes you can return to an apartment or housing unit. Sometimes, once your landlord/housing provider is notified, they fix the problem on their own.

### **Get help if you are evicted...**



If you are evicted, you can also find help from someone listed in the Resource section under Legal on pages [37](#) to [38](#) or Housing Counseling Resources on page [40](#).



## Who Can Help You If You've Been Treated Differently Because You're a Domestic Violence Survivor

In the following pages you'll find government organizations that can help you, and samples of demand letters to send. Use the tables on this page to quickly find what you need.

If you have been discriminated against by a shelter, any landlord or housing provider	➡ You can file a complaint with the DC Office of Human Rights (OHR).	➡ See page 21 for OHR contact information
If you have been discriminated against by a shelter, Section 8 or public housing	➡ You can file a complaint with the OHR and/or U.S. Department of Housing & Urban Development (HUD).	➡ See page 21 for OHR and page 22 for HUD contact information
If you have been discriminated against while trying to rent or buy a home or apartment	➡ You can file a complaint with the OHR and/or HUD.	➡ See page 21 for OHR and page 22 for HUD contact information
If you are a resident or applicant at DC Housing Authority, Section 8, or other subsidized housing and you feel they have done something that affects your rights	➡ First try to resolve the problem with your Housing Manager or the office involved. If that doesn't work, write to the DC Housing Authority Office of Fair Hearings.	➡ See page 24 for DCHA contact information.
If you live in public housing and need to request reasonable accommodations for disabilities	➡ Fill out the DC Housing Authority Reasonable Request for Accommodation form.	➡ See page 24 for where to get the form.



## To Change Your Lease

If you want to end your lease and you have a protection order

➡ Send a letter using the language in the sample letter on page **28**.

➡ Be sure to include a copy of the protection order.

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If you want to end your lease and you have a document signed by a qualified third party (domestic violence counselor, health professional, policy officer)

➡ Send a letter using the language in the sample letter on page **29**.

➡ Be sure to include a copy of the document signed by the qualified third party.

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If you want to take someone off your lease

➡ Send a letter using the language in the sample letter on page **30**.



## To Change Your Lock

If you want your locks changed and you have a protection order

➡ Send a letter using the language in the sample letter on page **32**.

➡ Be sure to include a copy of the protection order.

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If you want your locks changed because you want to keep out someone who has harmed you and they are not on the lease

➡ Send a letter using the language in the sample letter on page **33**.

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If you asked to have your locks changed five business days ago and they have not been changed

➡ Send a letter using the language in the sample letter on page **34**.



## Who can help if someone is discriminating against me?

Contact the District of Columbia and federal government agencies.  
You will find contact information and sample letters on the following pages.

### DC Office of Human Rights (OHR)

*You can contact the DC Office of Human Rights if you feel **a shelter, landlord or housing provider discriminated against you.***

#### How to File a Complaint:



**Use a computer** and complete an Office of Human Rights intake form online at: <http://dcforms.dc.gov/webform/housing-or-commercial-space-questionnaire-form>



**Fill out** OHR complaint intake form and/or



**Fax it** to: (202) 727-9589



**Mail it** to:  
441 4th Street NW  
Suite 570 North  
Washington, DC 20001



File a complaint **in person** at:  
441 4th Street NW  
Suite 570 North  
Washington, DC 20001

For more information contact:  
**DC Office of Human Rights**  
**441 4th Street NW**  
**Suite 570 North**  
**Washington, DC 20001**  
**Phone: (202) 727-4559**  
**TTY: 711**

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## U.S. Department of Housing and Urban Development (HUD)

You can contact HUD if you feel you have been discriminated against in public or private housing (by a shelter, landlord or housing provider) or by a landlord, owner, bank, real estate agent, broker, company or organization while trying to rent or buy a home or apartment.

### How to file a complaint:



**Use a computer** and complete your complaint online at:

[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/fair\\_housing\\_equal\\_opp/online-complaint](http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/online-complaint)



**Call toll-free:** (800) 669-9777

(If you have a Housing Choice Voucher complaint, please contact the PIH Customer Service Center through our toll-free number at **(800) 955-2232**)



**Mail the form:** Fill out the online complaint form and mail to:

Office of Fair Housing and Equal Opportunity  
Department of Housing and Urban Development  
Room 5204  
451 Seventh Street SW  
Washington, DC 20410-2000



**Mail a letter:** Fill out the complaint letter on page 23, and mail it to:

U.S. Department of Housing and Urban Development  
The Wanamaker Building  
100 Penn Square East, 12th Floor  
Philadelphia, PA 19107-3380

For more information contact:

**U.S. Department of Housing and Urban Development**  
**451 7th Street SW**  
**Washington, DC 20410**  
**Phone: (800) 669-9777**  
**TTY: (800) 927-9275**  
**Web: [www.hud.gov](http://www.hud.gov)**



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## HUD Complaint Letter

Send a letter with this information to HUD if you feel a landlord, owner, bank, real estate agent, broker, company, or organization discriminated against you when you tried to rent or buy a home or apartment. **To use this letter, cut letter along dotted lines and fill in the blanks.**

Cut letter along dotted lines and fill in the blanks.

Your Name:  
Your Address:  
Your Phone number:

Date:

U.S. Department of Housing and Urban Development  
The Wanamaker Building  
100 Penn Square East, 12th Floor  
Philadelphia, PA 19107-3380

Re: Claim of Housing Discrimination

To Whom It May Concern:

My name is \_\_\_\_\_.

I believe I was discriminated against by (name of housing provider/shelter):

\_\_\_\_\_

Housing provider/shelter address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date of discrimination: \_\_\_\_\_

How and why the discrimination occurred (what happened):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If you have any questions, please contact me at: \_\_\_\_\_

Sincerely,  
\_\_\_\_\_ (signature)

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## District of Columbia Housing Authority (DCHA)

You can contact the District of Columbia Housing Authority's Office of Fair Hearings if you are a resident or applicant for DCHA public housing, Section 8 housing, or subsidized housing and you feel DCHA has done something (or refused to do something) that caused you a problem.

**If you think you are a victim of discrimination, you should first try to resolve the issue directly with the Housing Manager or office involved. If that doesn't work, you can file a grievance with the DCHA Office of Fair Hearings.**

### How to file a grievance:



**Mail** a letter explaining what happened to:  
DCHA Office of Fair Hearings,  
1133 N. Capitol St. NE  
Washington, DC 20002



**Go in person** and explain how you were a victim of discrimination to:  
DCHA Office of Fair Hearings  
1133 N. Capitol Street, NE  
Washington, DC 20002



**Fill out a grievance form** available at every DCHA property management office and give it to the property management office (if you are already a tenant there) or to the **Client Placement Division Office** of DCHA at the address above (if you are an applicant).



**Do you have a disability?** If you do, you can request a "reasonable accommodation." This means a change to a rule, practice or service that you need in order to have an equal opportunity to use and enjoy housing.

If you live in public housing and need to request reasonable accommodations for your disability:



**Fill out** the DCHA Reasonable Request for Accommodation form available from the manager of all public housing residences in the District.



**Call** the Office of the ADA/504 Program at (202) 535-2737

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## Overview: Federal and Local Housing Protections

### *District of Columbia Law*

#### Human Rights Act

*The Human Rights Act provides you with extensive protections in public and private housing. This includes homeless shelters, domestic violence shelters, privately owned apartments/houses, public housing, Section 8 housing, and subsidized housing.*

You have the right to:

- be treated the same as other tenants or housing program participants;
- be protected from discrimination when seeking (or while in) public or private housing;
- have the locks changed;
- reasonable accommodation in restoring or improving security and safety measures;
- be released from a lease early without penalty;
- stay in your home without threat of eviction if you experience domestic violence where you live; and
- stay in your home without threat of eviction if you contact the police or emergency services during or after a domestic violence incident.

#### Rental Housing Act

The Rental Housing Act provides you with protection from eviction and a release from certain lease obligations if your safety is in jeopardy.

You have the right to:

- have the locks changed;
- be released from a lease early free of penalty within 14 days of giving notice and providing document;
- stay in your home without threat of eviction if they experience domestic violence in your residence; and
- stay in your home without threat of eviction if you contact the police or emergency services during or after a domestic violence incident.

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## **Federal Laws**

### Violence Against Women Act (VAWA)

Under the Violence Against Women Act (2013) if you are a domestic violence survivor and live in federal public housing, Section 8 voucher- or project-based housing, or in a program that receives McKinney-Vento funds (includes Continuum of Care (except safe havens)<sup>1</sup> you have the right to certain protections. The Violence Against Women Act applies to you regardless of your sex, gender identity, sexual orientation, disability or age. It also provides housing protection to survivors of dating violence, sexual assault, stalking and also applies to individuals who are not on the lease but are in your immediate family or an individual living in your household.

You have the right to:

- be accepted into a shelter/housing program. For example, a housing provider cannot deny an applicant housing/assistance on the basis that you are or have been a survivor;
- remove the batterer from the public housing lease (or Section 8 Housing Choice Voucher) and stay in the unit;
- ensure that DC Housing Authority and Section 8 landlords honor a civil protection order, specifically if it addresses the batterer's access to where you live;
- Port (move to another location) if you have a Section 8 voucher, so long as it's within the DC Housing Authority jurisdiction;
- seek an emergency transfer;
- stay in the unit, even if there is (or has been) criminal activity that is directly related to the domestic violence; and
- confidentiality of information about domestic violence, dating violence, sexual assault, or stalking. This information can only be shared if requested by you in writing, is required for use in an eviction proceeding or by law.

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<sup>1</sup> Protections also extend to: Section 202 Supportive Housing for the Elderly (Excludes Section 202 Direct Loan Projects without project-based Section 8 assistance), § 236 Multifamily rental housing, HOPWA Section 811 Supportive Housing for People with Disabilities, § 221d3 BMIR (Excludes 221(d)(3) and (d)(5) BMIR projects refinancing under 223(a)(7) or 223(f) where interest rates not determined under 221(d)(5)), HOME, Housing Trust Fund, , Emergency Solutions Grant, Rural Housing Stability Assistance program.

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## Fair Housing Act

The *Fair Housing Act* protects you from discrimination in private and public housing.

You have the right to:

- be protected from discrimination when seeking housing to buy or rent;
- be protected from eviction; and
- be treated the same as other tenants by a landlord. For example, a landlord cannot impose additional rules on you just because you are or have been a survivor.

## Title VI of the 1964 Civil Rights Act

Housing providers that receive federal funding are also prohibited from discrimination under Title VI of the *Civil Rights Act*. This includes discrimination based on race, color, national origin, and other areas.

## Americans with Disabilities Act

If you are a survivor with a disability you are entitled to protections under the *Americans with Disabilities Act*. This Act prohibits discrimination against individuals with disabilities in public accommodations. It applies to all shelters operated by the government and to private shelters.

## Section 504 of the Rehabilitation Act

Section 504 of the *Rehabilitation Act* prohibits discrimination against you, if you have a disability, by housing providers that receive federal funding.

*If you are a survivor with a disability you have the right to:*

- be protected from discrimination. For example, if you are deaf or hard of hearing, the provider should find ways to make sure you receive the services and support you need;
- confidentiality; and
- reasonable accommodations, if you let someone in the program know about your disability. For example, allowing a guide dog to stay with you in a shelter.

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## Sample 1

You can use this sample letter if you need to end your lease and have a protection order. Remember to include a copy of your protection order when you mail or bring this letter to your landlord.

Cut letter along dotted lines and fill in the blanks.

Your Name:

Address:

Date:

Housing Provider:

Address:

Re: Notice of Lease Termination pursuant to D.C. Code § 42-3505.07

Dear housing provider:

I, \_\_\_\_\_, am writing to provide you with formal notice of my intent to end the lease agreement on my rental unit at \_\_\_\_\_.

According to DC law, you must end my lease agreement within 14 days of notification without penalty because:

1. I am a victim of an intrafamily offense as defined by *D.C. Code § 16-1001(8)*, and
2. I have a protection order issued pursuant to *D.C. Code § 16-1005* (copy enclosed)

Under DC law, you may charge me rent prorated to the earlier of leasing the unit to someone else or 14 days from today. You cannot keep my security deposit as a penalty for ending the lease early. I will notify you of the forwarding address so you can return the security deposit to me as soon as possible.

If you have any questions, please contact me at \_\_\_\_\_. Thank you.

Sincerely,

\_\_\_\_\_ (signature)

Enclosure: Copy of protection order

## Sample 2

You can use this sample letter if you need to end your lease, but do not have a protection order, you will need documentation (could be a letter) signed by a qualified third party (domestic violence counselor, health professional, police officer, Housing Authority Office of Public Safety officer). Remember to include a copy of the qualified third party letter with this one.

Cut letter along dotted lines and fill in the blanks.

Your Name:

Address:

Date:

Housing Provider:

Address:

Re: Notice of Lease Termination pursuant to D.C. Code § 42-3505.07

Dear Housing Provider:

I, \_\_\_\_\_, am writing to provide you with notice of my intent to end the lease agreement on my rental unit at \_\_\_\_\_.

According to DC law, you must end my lease agreement within 14 days of notification without penalty because:

1. I am a victim of an intrafamily offense as defined by *D.C. Code § 16-1001(8)*, and
2. I have a document signed by a qualified third party as defined by *D.C. Code § 42-3505.07(a)* (domestic violence counselor, health professional, sworn officer DC Housing Authority Office of Public Safety, or law enforcement officer)(copy enclosed).

Under DC law, you may charge me rent prorated to the earlier of leasing the unit to someone else or 14 days from today. You cannot keep my security deposit as a penalty for ending the lease early. I will notify you of the forwarding address so you can return the security deposit to me as soon as possible.

If you have any questions, please contact me at \_\_\_\_\_. Thank you.

Sincerely,

\_\_\_\_\_ (signature)

Enclosure: Copy of document signed by qualified third party

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### Sample 3

You can use this sample letter for your housing provider (does not include private landlords but does include public housing, Section 8 vouchers, HOME, HOPWA and Continuum of Care (CoC) Program [homeless/housing programs]) if you need to get the abuser off your lease. It is called a "Request to Bifurcate Lease Agreement." Bifurcate means to take a person off a lease without their permission.

Cut letter along dotted lines and fill in the blanks.

Your Name:

Address:

Date:

Housing Provider:

Address:

Re: Request to Bifurcate Lease Agreement pursuant to the Violence Against Women Act of 2013

Dear Housing Provider:

I, \_\_\_\_\_, am writing to formally request a bifurcation of the lease agreement on my rental unit at \_\_\_\_\_, which will remove \_\_\_\_\_ from the lease and end \_\_\_\_\_ tenancy.

As stated in the *Violence Against Women Act of 2013*, housing providers (including but not limited to public housing, Section 8 vouchers, HOME, HOPWA and Continuum of Care (CoC) Program [homeless/housing programs]) are permitted to change the lease of any tenant who is a victim of domestic violence to end the abuser's tenancy and allow the victim to remain in the home with the rest of her/his family.

If you wish, you may request certification (in writing) of my status as a victim of domestic violence, as stated in the *Violence Against Women Act* (such as a HUD self-certification form; a written, signed statement from a victims services provider, medical personnel, mental health professional, attorney, or police; or court records), but any information provided to you **must** be kept confidential.

If you have any questions, please contact me at \_\_\_\_\_. Thank you.

Sincerely,

\_\_\_\_\_ (signature)



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## Sample 4

You can use this sample letter if you need to request an Emergency Transfer from your public housing unit.

Cut letter along dotted lines and fill in the blanks.

Your Name:

Address:

Date:

Housing Provider:

Address:

Re: Request for an Emergency Transfer pursuant to the Violence Against Women Act of 2013

Dear Housing Provider:

I, \_\_\_\_\_, am writing to formally request an emergency transfer from \_\_\_\_\_. I am requesting this transfer because \_\_\_\_\_.

As stated in the *Violence Against Women Act of 2013*, I can be transferred because I am making the request and I feel I am threatened with imminent harm from further violence if I stay. If you wish, you may request certification (in writing) of my status as a victim of domestic violence, as stated in the *Violence Against Women Act* (such as a HUD self-certification form; a written, signed statement from a victims services provider, medical personnel, mental health professional, attorney, or police; or court records), but any information provided to you **must** be kept confidential.

If you have any questions, please contact me at \_\_\_\_\_. Thank you.

Sincerely,

\_\_\_\_\_ (signature)

## Sample 5

You can use this sample letter if you need to have your locks changed, and have a protection order. Remember to include a copy of your protection order when you mail or bring this letter to your landlord.

Cut letter along dotted lines and fill in the blanks.

Your Name:

Address:

Date:

Housing Provider:

Address:

Re: Request for Lock Changes pursuant to D.C. Code §42-3505.08

Dear Housing Provider:

I, \_\_\_\_\_, am writing to formally request a change of locks on the entrance doors to my rental unit located at \_\_\_\_\_.

According to DC law, you are required to change the entrance door locks within five business days of receiving this request because:

1. I am a victim of an intrafamily offense as defined in *D.C. Code § 16-1001(8)*, and
2. I have a protection order issued pursuant to *D.C. Code § 16-1005* (copy enclosed).

You are required to pay the costs for the lock change. If you wish, you may provide me with written documentation of the costs, and I will reimburse them within 45 days, if they do not exceed the fees charged to other tenants for changing locks in other circumstances.

You must **not** provide \_\_\_\_\_ with the new keys nor allow \_\_\_\_\_ access to my rental unit or any property therein, even if \_\_\_\_\_ name is on the lease.

Thank you for your prompt attention to this matter. If you have any questions, please contact me at \_\_\_\_\_.

Sincerely,

\_\_\_\_\_ (signature)

Enclosure: Copy of protection order

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## Sample 6

You can use this sample letter if you need to have your locks changed and the abuser is not on the lease.

Cut letter along dotted lines and fill in the blanks.

Tenant Name:

Address:

Date:

Housing Provider:

Address:

Re: Request for Lock Changes pursuant to D.C. Code §42-3505.08

Dear Housing Provider:

I, \_\_\_\_\_, am writing to formally request a change of locks on the entrance doors to my rental unit located at \_\_\_\_\_.

Under DC law, you are required to change the entrance door locks within five business days of receiving this request because I am a victim of an intrafamily offense as defined in *D.C. Code § 16-1001(8)*.

Since the perpetrator is not a tenant in the rental unit, I am only required to provide you with this written request for the lock change. You are required to pay the costs for the lock change. If you wish, you may provide me with written documentation of the costs, and I will reimburse them within 45 days, if they do not exceed the fees charged to other tenants for changing locks in other circumstances.

Thank you for your prompt attention to this matter. If you have any questions, please contact me at \_\_\_\_\_.

Sincerely,

\_\_\_\_\_ (signature)

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## Sample 7

You can use this sample letter if it's been five business days since you asked to have your locks changed, and they haven't been changed yet. Remember to send or bring a copy of the original letter that asked for the change of locks.

Cut letter along dotted lines and fill in the blanks.

Your Name:

Address:

Date:

Housing Provider Name:

Address:

Re: Request for Lock Changes pursuant to D.C. Code §42-3505.08

Dear Housing Provider:

I, \_\_\_\_\_, am writing to follow up on my letter dated \_\_\_\_\_ requesting a change of locks on the entrance doors to my rental unit, \_\_\_\_\_ (see enclosed letter).

According to DC law, you were required to change the entrance door locks within five business days of receiving my formal request. As of today, you are in violation of the law, because the locks have not been changed.

If the locks are not changed by the close of business tomorrow, I will pursue my legal options, including filing a complaint with the District of Columbia Office of Human Rights to fix this problem.

If you have any questions, please contact me at \_\_\_\_\_.

Sincerely,

\_\_\_\_\_ (signature)

Enclosure: Copy of original letter



## Glossary

**Bifurcate:** To separate or cut a person out of a lease without their permission.

**Business Day:** Most commonly Monday through Friday, between 9 am and 5 pm.

**CPO/TPO:** These acronyms stand for Civil Protection Order and Temporary Protection Order. A Civil Protection Order is a final order from a judge telling your abuser to stay away from you that lasts up to one year. You can only get a CPO by going to a court hearing and notifying your abuser. A Temporary Protection Order can be given to you the day you file for protection in the court, even if your abuser is not present, and lasts for 14 days. A judge can order a TPO if he/she believes you or a member of your household is in immediate danger from your abuser and you cannot wait for a CPO hearing.

**Give Notice:** To tell your landlord or housing provider of anything — from a demand to change locks to your intent to leave. It usually must be done in writing.

**HUD:** The acronym for the U.S. Department of Housing and Urban Development, the federal government agency in charge of affordable housing and community development.

**Intrafamily Offense:** A criminal offense that is committed, or threatened to be committed, by someone related to you by blood, adoption, legal custody, marriage, or domestic partnership, or with whom you have a child in common.

**Prorate:** To calculate rent per day from monthly rent. This allows for charges less than the full month's rent.

**Protection Order:** A temporary or final court order that forbids a person from committing violent or threatening acts, harassing, contacting, communicating with, or being close to another individual.

**Public Housing:** Government built, owned, and operated housing that is typically made available to low-income individuals and families at reduced rents.

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**Public Housing Provider:** The people or organization in charge of operating or renting specific units of public housing.

**Public Safety Transfer:** Transferring from one public housing unit to another because of a situation that endangers a tenant's or household member's life from something other than the condition of the unit or the building. These life-threatening conditions must be documented and verified and may include situations, such as crimes, domestic violence, or hate crimes.

**Qualified Third Party:** Any of the following people who can help you by acting in their official capacity:

- (1) A law enforcement officer
- (2) A sworn officer of the D.C. Housing Authority Office of Public Safety
- (3) A health professional
- (4) A domestic violence counselor

**Reasonable Accommodation:** A "reasonable accommodation" is a change, exception, or adjustment made to meet the needs of someone with a disability so that person can have an equal opportunity to use and enjoy a dwelling, including public and common use spaces.

**Section 8:** An affordable housing assistance program offered by the federal government, either as rental vouchers to reduce rents or as specific Section 8-designated buildings with reduced rents for low-income tenants.

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## Resources



### Legal

These organizations offer legal advice or services to help victims with housing/shelter issues.

- **The Washington Legal Clinic for the Homeless**  
(202) 328-5500  
[www.legalaidclinic.org](http://www.legalaidclinic.org)
- **Legal Aid Society of the District of Columbia**  
(202) 628-1161  
[www.legalaiddc.org](http://www.legalaiddc.org)
- **DC Law Students in Court Program** (services offered during fall/spring)  
(202) 638-4798  
[www.lawstudents.org](http://www.lawstudents.org)
- **Neighborhood Legal Service Program**  
Headquarters: (202)832-6577  
Ward 7/ Ward 8 Office: (202)832-6577  
[www.nlsp.org](http://www.nlsp.org)
- **Bread for the City**  
(202)265-2400  
(202) 561-8587  
[www.breadforthecity.org](http://www.breadforthecity.org)
- **Landlord/Tenant Resource Center**  
(202)508-1710  
[http://www.dccourts.gov/dccourts.gov/dccourts/superior/ci\\_vil/landlord\\_tenant.jsp](http://www.dccourts.gov/dccourts.gov/dccourts/superior/ci_vil/landlord_tenant.jsp)
- **University of the District of Columbia David A. Clarke School of Law Housing/Consumer Clinic**  
(202)274-5120  
<http://www.law.udc.edu/?page=HousingClinic>
- **Columbus Community Legal Clinic, Catholic University School of Law**  
(services offered during fall/spring)  
(202)319-6788  
[www.law/cua/edi/clinics/clc](http://www.law/cua/edi/clinics/clc)  
<http://www.law.edu/clinics/cle/clinics-columbus.cfm>

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- **DC Volunteer Lawyer Project (DCVLP)**  
(202)885-5542  
[www.dcvlp.org](http://www.dcvlp.org)
  - **DC Bar Helpline**  
(202)626-3499  
[www.dcbar.org](http://www.dcbar.org)
  - **Legal Counsel for the Elderly**  
(202)434-2170  
[www.aarp.org/lce](http://www.aarp.org/lce)
  - **National Law Center on Homelessness and Poverty**  
(202)638-2535  
[www.nlchp.org](http://www.nlchp.org)
  - **Equal Rights Center**  
Phone: (202) 234-3062  
TTY: (202)234-3106  
[www.equalrightscenter.org](http://www.equalrightscenter.org)



### **Community and Referral Resources**

These organizations can help with housing/shelter, food, public assistance, protection orders and legal issues.

- **District Alliance for Safe Housing (DASH)**  
Housing Resource Center: (202)290-2356  
Administrative Office: (202)462-3274  
[www.dashdc.org](http://www.dashdc.org)
- **DC Coalition Against Domestic Violence (DCCADV)**  
(202)299-1181  
[www.dccadv.org](http://www.dccadv.org)
- **Asian Pacific Islander Domestic Violence Resource Project (DVRP)**  
(202)464-4477  
[www.dvrp.org](http://www.dvrp.org)
- **Ayuda, Inc.**  
(202) 387-4848  
[www.ayudainc.org](http://www.ayudainc.org)



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- **Break the Cycle**  
(202)824-0707  
[www.breakthecycle.org](http://www.breakthecycle.org)
  - **Deaf Abused Women's Network (DAWN)**  
(202)559-5366  
[www.deafdawn.org](http://www.deafdawn.org)
  - **DV Leap**  
[www.dvleap.org](http://www.dvleap.org)  
[info@dvleap.org](mailto:info@dvleap.org)
  - **House of Ruth**  
(202)667-7001  
[www.houseofruth.org](http://www.houseofruth.org)
  - **My Sister's Place (MSP)**  
24 Hour Hotline: (202)529-5991  
[www.mysistersplacedc.org](http://www.mysistersplacedc.org)
  - **Ramona's Way**  
(202)822-3888  
[www.ramonasway.org](http://www.ramonasway.org)
  - **SAFE, Inc.**  
Courthouse Office: (202) 879-0720  
United Medical Center: (202) 561-3000  
Main Office: (202) 506-2901 (to contact staff only)  
[www.dcsafe.org](http://www.dcsafe.org)
  - **Women of Freedom Foundation**  
(202) 250-1699  
[www.womenoffreedomfoundation.org](http://www.womenoffreedomfoundation.org)
  - **National Domestic Violence Hotline**  
1-800-799-7233 (24 Hour Hotline)  
TTY 1-800-787-3224  
[www.ndvh.org](http://www.ndvh.org)
  - **DC Rape Crisis Center**  
(202) 232-0789  
[www.dcrcc.org](http://www.dcrcc.org)

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- **Washington Human Society: Safe Haven Program**  
202-723-5730 ext. 135  
[http://support.washhumane.org/site/PageServer?pagename=programs\\_safehaven&AddInterest=1047](http://support.washhumane.org/site/PageServer?pagename=programs_safehaven&AddInterest=1047)



## **Housing Counseling Resources**

These organizations can help you with housing issues if you need to stay or leave the home.

- **District Alliance for Safe Housing**  
(202) 462-3274  
[www.dashdc.org](http://www.dashdc.org)
- **Housing Counseling Services**  
(202) 667-7006  
[www.housingetc.org](http://www.housingetc.org)
- **University Legal Services**  
(202) 547-4747  
(202) 442-7180  
[www.uls-dc.org](http://www.uls-dc.org)
- **Latino Economic Development Corporation**  
(866) 977-5332  
[www.ledcdc.org](http://www.ledcdc.org)
- **Lydia's House**  
(202) 373-1050  
[www.lydiashousendc.org](http://www.lydiashousendc.org)



## **Additional Government Resources**

These government agencies can help you with additional housing/shelter issues.

- **Rental Housing Commission**  
Enforces the Rental Housing Act of 1985 and decides appeals from the Rent Administrator and the Office of Administrative Hearings.  
  
(202) 442-8359  
<http://dhcd.dc.gov/service/rental-housing-commission>

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- **Office of Tenant Advocate**

The Office of the Tenant Advocate helps tenants understand the *Rental Housing Act of 1985* (rent control) and the *Rental Housing Conversion and Sale Act of 1980*. The documents and links on the website will help tenants understand their rights and the processes for ensuring they are treated fairly under the law.

(202)442-8359

[www.ota.dc.gov](http://www.ota.dc.gov)

- **Department of Consumer and Regulatory Affairs Multi-Door Dispute Resolution Services**

The Multi-Door Dispute Resolution Service is a good place to start when tenants think they might have a problem with their landlord or housing provider. This service tells tenants about their rights and resources, shows them effective ways to resolve the problem on their own, and helps them find exactly which services would be best.

**Tenants can:**



**Call** (202) 879-1549 and ask to speak with a Dispute Resolution Specialist

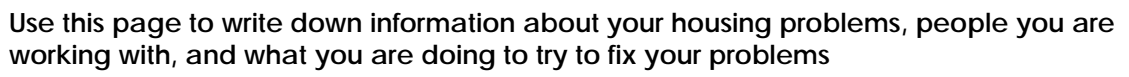


**Fax** questions or documents to (202) 879-9458



**Visit** their office at:

410 E Street, N.W., Washington, DC 20001 **(Please use the Police Memorial Entrance at Judiciary Square Metro Station).**



# Information Tracking Note Pad

[illegible]

## **① Appendix 1**

### **D.C. Office of Human Rights (OHR) Complaint Form**





## OHR QUESTIONNAIRE-HOUSING/COMMERCIAL SPACE

\*Required Fields

### 1. COMPLAINANT

*Today's Date:	*Name:	
*Address:		*City/State/Zip:
E-mail: _____	*What is your language preference? <input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Amharic <input type="checkbox"/> Chinese <input type="checkbox"/> Vietnamese <input type="checkbox"/> Korean <input type="checkbox"/> Other (Please list) _____	
*Home Tel #: _____		
Work Tel #: _____		

#### IF REPRESENTED BY COUNSEL, PLEASE PROVIDE THE FOLLOWING:

Name: \_\_\_\_\_ Telephone/Fax: \_\_\_\_\_

Address: \_\_\_\_\_ E-mail: \_\_\_\_\_

Please note: If you are represented by counsel or retain counsel prior to your scheduled Intake interview, the counsel must either (1) be present with you for the duration of your Intake interview, or (2) withdraw his/her appearance from the interview by submitting a letter to the Office indicating that the interview may take place without his/her representation.

Do you require a reasonable accommodation? If so, please explain:

Do you require language interpretation? If so, what language?

### 2. RESPONDENT

#### The person that discriminated against you was:

☐ Owner ☐ Property Manager ☐ Leasing Agent ☐ Maintenance Person ☐ Other \_\_\_\_\_

#### Place where discrimination occurred:

☐ Single Family Home/Duplex ☐ Apartment Complex ☐ Condominium ☐ Cooperative

Property Address: \_\_\_\_\_ Date of Occurrence: \_\_\_\_\_

NAME OF ESTABLISHMENT (INCLUDE MANAGEMENT COMPANY:)

NAME AND TITLE OF AGENT, REALTOR, BROKER:

Address: \_\_\_\_\_ City/State/Zip: \_\_\_\_\_

Tel/Fax #: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

### 3. ISSUE OF COMPLAINT

#### \*What action was taken that made you feel you were treated differently?

☐ Refusal to rent/sell ☐ Discriminatory advertising, statements and notices ☐ Discriminatory Financing Terms  
☐ Failure to make an accommodation ☐ False Representation of Availability ☐ Retaliation, Harassment, Intimidation, Coercion  
(i.e. Disability) ☐ Discriminatory terms, conditions, services and facilities ☐ Other \_\_\_\_\_

#### 4. BASIS OF COMPLAINT

The basis is one of the below listed categories to which you belong and believe that you were treated differently because you belong or are perceived to belong in that category.

**\*Do you feel you were discriminated against because of your: (Please check appropriate box).**

- |  |                                     |  |  |   |
|--|-------------------------------------|--|--|---|
| <input type="checkbox"/> Race  | <input type="checkbox"/> Sex        | <input type="checkbox"/> Age                 | <input type="checkbox"/> Matriculation                 | <input type="checkbox"/> Source of Income               |
| <input type="checkbox"/> Color   | <input type="checkbox"/> Disability | <input type="checkbox"/> Sexual Orientation  | <input type="checkbox"/> Gender Identity or expression | <input type="checkbox"/> Marital Status                 |
| <input type="checkbox"/> National Origin                               | <input type="checkbox"/> Religion   | <input type="checkbox"/> Personal Appearance | <input type="checkbox"/> Political Affiliation         | <input type="checkbox"/> Place of Residence or Business |
| <input type="checkbox"/> Status of a victim of an intra-family offense |                                     | <input type="checkbox"/> Familial Status     |  |   |

#### 5. JURISDICTION

**\*Please check all that apply:**

- ☐ Alleged violation occurred in the District of Columbia.
- ☐ Alleged violation occurred 365 days or less from today's date.
- ☐ You have not commenced any other action, civil, criminal, or administrative in any other forum based on the same unlawful discriminatory practice described herein.

#### 6. WITNESSES

**List whom you feel can corroborate your experience and provide evidence in your support.**

Name: _____	Name: _____	Name: _____
E-mail Address: _____	E-mail Address: _____	E-mail Address: _____
Phone Number: _____	Phone Number: _____	Phone Number: _____

#### \*7. YOUR COMPLAINT

Describe in detail the incident(s) that led you to file a complaint of discrimination. Please list dates as well as the name(s) of the person(s) who discriminated against you in denying goods, services, etc. If this is a disability-based complaint, please specify whether an accommodation was requested; the person the request was submitted to and the date Respondent was notified of your disability.

The submission of the OHR questionnaire constitutes the date of filing for statute of limitation purposes.  
A complete and submitted OHR questionnaire satisfies the requirements of 4 DCMR 705.4, 705.5

**Please return this form by email to [ohr\\_intake@dc.gov](mailto:ohr_intake@dc.gov) or 441 4<sup>th</sup> Street NW, Suite 570N, Washington DC, 20001.**

The DC Office of Human Rights was established to eradicate discrimination, increase equal opportunity and protect human rights for persons who live, work, or visit the District of Columbia. The receipt of this complaint form by the Office of Human Rights will lead to an intake interview.

\_\_\_\_\_  
\*Signature of Potential Charging Party  
(please type full name)

\_\_\_\_\_  
\*Date



## **① Appendix 2**

**U.S. Department of Housing and Urban  
Development (HUD)**



# Are You a Victim of Housing Discrimination?

Fair Housing is Your Right!

If you have been denied your housing rights...you may have experienced unlawful discrimination.



U.S. Department of Housing and Urban Development

## WHERE TO MAIL YOUR FORM OR INQUIRE ABOUT YOUR CLAIM

**For Connecticut, Maine, Massachusetts,  
New Hampshire, Rhode Island, and Vermont:  
NEW ENGLAND OFFICE**

Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
Thomas P. O'Neill, Jr. Federal Building  
10 Causeway Street, Room 321  
Boston, MA 02222-1092  
Telephone (617) 994-8320 or 1-800-827-5005  
Fax (617) 565-7313 • TTY (617) 565-5453  
E-mail: [Complaints\\_office\\_01@hud.gov](mailto:Complaints_office_01@hud.gov)

**For New Jersey and New York:  
NEW YORK/NEW JERSEY OFFICE**

Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
26 Federal Plaza, Room 3532  
New York, NY 10278-0068  
Telephone (212) 264-1290 or 1-800-496-4294  
Fax (212) 264-9829 • TTY (212) 264-0927  
E-mail: [Complaints\\_office\\_02@hud.gov](mailto:Complaints_office_02@hud.gov)

**For Delaware, District of Columbia, Maryland,  
Pennsylvania, Virginia, and West Virginia:  
MID-ATLANTIC OFFICE**

Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
The Wanamaker Building  
100 Penn Square East  
Philadelphia, PA 19107  
Telephone (215) 656-0663 or 1-888-799-2085  
Fax (215) 656-3419 • TTY (215) 656-3450  
E-mail: [Complaints\\_office\\_03@hud.gov](mailto:Complaints_office_03@hud.gov)

**For Alabama, the Caribbean, Florida, Georgia, Kentucky, Missis-  
sippi, North Carolina, South Carolina, and Tennessee:  
SOUTHEAST/CARIBBEAN OFFICE**

Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
Five Points Plaza  
40 Marietta Street, 16th Floor  
Atlanta, GA 30303-2808  
Telephone (404) 331-5140 or 1-800-440-8091  
Fax (404) 331-1021 • TTY (404) 730-2654  
E-mail: [Complaints\\_office\\_04@hud.gov](mailto:Complaints_office_04@hud.gov)

**For Illinois, Indiana, Michigan, Minnesota,  
Ohio, and Wisconsin:  
MIDWEST OFFICE**

Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
Ralph H. Metcalfe Federal Building  
77 West Jackson Boulevard, Room 2101  
Chicago, IL 60604-3507  
Telephone (312) 353-7776 or 1-800-765-9372  
Fax (312) 886-2837 • TTY (312) 353-7143  
E-mail: [Complaints\\_office\\_05@hud.gov](mailto:Complaints_office_05@hud.gov)

**For Arkansas, Louisiana, New Mexico, Oklahoma, and Texas:  
SOUTHWEST OFFICE**

Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
801 North Cherry, 27th Floor  
Fort Worth, TX 76102  
Telephone (817) 978-5900 or 1-888-560-8913  
Fax (817) 978-5876 or 5851 • TTY (817) 978-5595  
E-mail: [Complaints\\_office\\_06@hud.gov](mailto:Complaints_office_06@hud.gov)

**For Iowa, Kansas, Missouri and Nebraska:  
GREAT PLAINS OFFICE**

Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
Gateway Tower II  
400 State Avenue, Room 200, 4th Floor  
Kansas City, KS 66101-2406  
Telephone (913) 551-6958 or 1-800-743-5323  
Fax (913) 551-6856 • TTY (913) 551-6972  
E-mail: [Complaints\\_office\\_07@hud.gov](mailto:Complaints_office_07@hud.gov)

**For Colorado, Montana, North Dakota, South Dakota,  
Utah, and Wyoming:  
ROCKY MOUNTAINS OFFICE**

Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
1670 Broadway  
Denver, CO 80202-4801  
Telephone (303) 672-5437 or 1-800-877-7353  
Fax (303) 672-5026 • TTY (303) 672-5248  
E-mail: [Complaints\\_office\\_08@hud.gov](mailto:Complaints_office_08@hud.gov)

**For Arizona, California, Hawaii, and Nevada:  
PACIFIC/HAWAII OFFICE**

Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
600 Harrison Street, Third Floor  
San Francisco, CA 94107-1300  
Telephone (415) 489-6524 or 1-800-347-3739  
Fax (415) 489-6558 • TTY (415) 436-6594  
E-mail: [Complaints\\_office\\_09@hud.gov](mailto:Complaints_office_09@hud.gov)

**For Alaska, Idaho, Oregon, and Washington:  
NORTHWEST/ALASKA OFFICE**

Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
Seattle Federal Office Building  
909 First Avenue, Room 205  
Seattle, WA 98104-1000  
Telephone (206) 220-5170 or 1-800-877-0246  
Fax (206) 220-5447 • TTY (206) 220-5185  
E-mail: [Complaints\\_office\\_10@hud.gov](mailto:Complaints_office_10@hud.gov)

**If after contacting the local office nearest you, you still have ques-  
tions – you may contact HUD further at:**

U.S. Dept. of Housing and Urban Development  
Office of Fair Housing and Equal Opportunity  
451 7th Street, S.W., Room 5204  
Washington, DC 20410-2000  
Telephone (202) 708-0836 or 1-800-669-9777  
Fax (202) 708-1425 • TTY 1-800-927-9275

To file electronically, visit: [www.hud.gov](http://www.hud.gov)

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PLACE  
POSTAGE  
HERE

MAIL TO:

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Public Reporting Burden for this collection of information is estimated to average 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

The Department of Housing and Urban Development is authorized to collect this information by Title VIII of the Civil Rights Act of 1968, as amended by the Fair Housing Amendments Act of 1988, (P.L. 100-430); Title VI of the Civil Rights Act of 1964, (P.L. 88-352); Section 504 of the Rehabilitation Act of 1973, as amended, (P.L. 93-112); Section 109 of Title I- Housing and Community Development Act of 1974, as amended, (P.L. 97-35); Americans with Disabilities Act of 1990, (P.L. 101-336); and by the Age Discrimination Act of 1975, as amended, (42 U.S.C. 6103).

The information will be used to investigate and to process housing discrimination complaints. The information may be disclosed to the United States Department of Justice for its use in the filing of pattern and practice suits of housing discrimination or the prosecution of the person(s) who committed that discrimination where violence is involved; and to State or local fair housing agencies that administer substantially equivalent fair housing laws for complaint processing. Failure to provide some or all of the requested information will result in delay or denial of HUD assistance.

Disclosure of this information is voluntary.



# HOUSING DISCRIMINATION INFORMATION

Departamento de Vivienda y Desarrollo Urbano Oficina de Derecho Equitativo a la Vivienda  
U.S. Department of Housing and Urban Development Office of Fair Housing and Equal Opportunity

**Instructions:** (Please type or print) Read this form carefully. Try to answer all questions. If you do not know the answer or a question does not apply to you, leave the space blank. You have one year from the date of the alleged discrimination to file a complaint. Your form should be signed and dated.

Your Name

Your Address

City

State

Zip Code

Best time to call

Your Daytime Phone No

Evening Phone No

## Who else can we call if we cannot reach you?

Contact's Name

Best Time to call

Daytime Phone No

Evening Phone No

Contact's Name

Best Time to call

Daytime Phone No

Evening Phone No

## 1 What happened to you?

How were you discriminated against?

For example: were you refused an opportunity to rent or buy housing? Denied a loan? Told that housing was not available when in fact it was? Treated differently from others seeking housing?

State briefly what happened.

# HOUSING DISCRIMINATION INFORMATION

Departamento de Vivienda y Desarrollo Urbano Oficina de Derecho Equitativo a la Vivienda  
U.S. Department of Housing and Urban Development Office of Fair Housing and Equal Opportunity

## 2 Why do you think you are a victim of housing discrimination?

Is it because of your:

• race • color • religion • sex • national origin • familial status (families with children under 18) • disability?

For example: were you denied housing because of your race? Were you denied a mortgage loan because of your religion? Or turned down for an apartment because you have children?

Briefly explain why you think your housing rights were denied and circle the factor(s) listed above that you believe apply.

## 3 Who do you believe discriminated against you?

For example: was it a landlord, owner, bank, real estate agent, broker, company, or organization?

Identify who you believe discriminated against you.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

## 4 Where did the alleged act of discrimination occur?

For example: Was it at a rental unit? Single family home? Public or Assisted Housing? A Mobile Home?

Did it occur at a bank or other lending institution?

Provide the address.

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip Code

## 5 When did the last act of discrimination occur?

Enter the date

\_\_\_\_ / \_\_\_\_ / \_\_\_\_

Is the alleged discrimination continuing or ongoing?

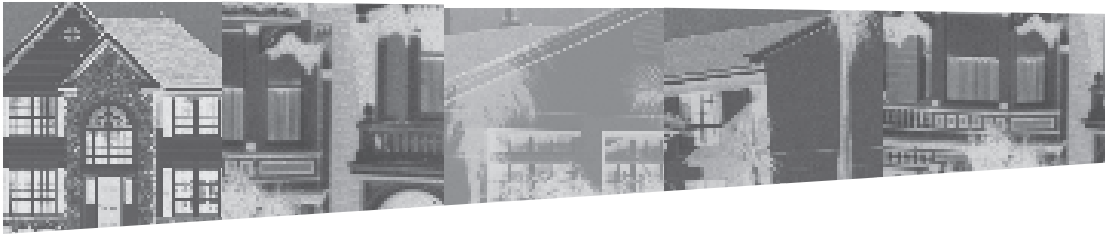
Yes No

☐☐

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Send this form** to HUD or to the fair housing agency nearest you. If you are unable to complete this form, you may call that office directly. See address and telephone listings on back page.



## It is Unlawful to Discriminate in Housing Based on These Factors...

- Race
- Color
- National origin
- Religion
- Sex
- Familial status (families with children under the age of 18, or who are expecting a child)
- Handicap (if you or someone close to you has a disability)

## If You Believe Your Rights Have Been Violated...

- HUD or a State or local fair housing agency is ready to help you file a complaint.
- After your information is received, HUD or a State or local fair housing agency will contact you to discuss the concerns you raise.

Detach here. Fold and close with glue or tape (no staples)



Keep this information for your records.

Date you mailed your information to HUD:

\_\_\_/\_\_\_/\_\_\_

Address to which you sent the information:

Office

Telephone

Street

City

State

Zip Code

If you have not heard from HUD or a State or local fair housing agency within three weeks from the date you mailed this form, you may call to inquire about the status of your complaint. See address and telephone listings on back page.



## ARE YOU A VICTIM OF HOUSING DISCRIMINATION?

"The American Dream of having a safe and decent place to call 'home' reflects our shared belief that in this nation, opportunity and success are within everyone's reach.

Under our Fair Housing laws, every citizen is assured the opportunity to build a better life in the home or apartment of their choice — regardless of their race, color, religion, sex, national origin, family status or disability."

Alphonso Jackson  
Secretary

## HOW DO YOU RECOGNIZE HOUSING DISCRIMINATION?

Under the Fair Housing Act, it is Against the Law to:

- Refuse to rent to you or sell you housing
- Tell you housing is unavailable when in fact it is available
- Show you apartments or homes only in certain neighborhoods
- Set different terms, conditions, or privileges for sale or rental of a dwelling
- Provide different housing services or facilities
- Advertise housing to preferred groups of people only
- Refuse to provide you with information regarding mortgage loans, deny you a mortgage loan, or impose different terms or conditions on a mortgage loan
- Deny you property insurance
- Conduct property appraisals in a discriminatory manner
- Refuse to make reasonable accommodations for persons with a disability if the accommodation may be necessary to afford such person a reasonable and equal opportunity to use and enjoy a dwelling.
- Fail to design and construct housing in an accessible manner
- Harass, coerce, intimidate, or interfere with anyone exercising or assisting someone else with his/her fair housing rights



## **① Appendix 3**

### **Violence Against Women Act (VAWA) Self-Certification Form**



**CERTIFICATION OF DOMESTIC  
VIOLENCE, DATING VIOLENCE,  
SEXUAL ASSAULT, OR STALKING**

**U.S. Department of Housing  
and Urban Development  
Office of Public and Indian Housing**

OMB Approval No. 2577-0249

Exp. (07/31/2017)

**Purpose of Form:** The Violence Against Women Reauthorization Act of 2013 ("VAWA") protects qualified tenants, participants, and applicants, and affiliated individuals, who are victims of domestic violence, dating violence, sexual assault, or stalking from being denied housing assistance, evicted, or terminated from housing assistance based on acts of such violence against them.

**Use of Form:** This is an optional form. A PHA, owner or manager presented with a claim for continued or initial tenancy or assistance based on status as a victim of domestic violence, dating violence, sexual assault, or stalking (herein referred to as "Victim") has the option to request that the victim document or provide written evidence to demonstrate that the violence occurred. The Victim has the option of either submitting this form or submitting third-party documentation, such as:

- (1) A record of a Federal, State, tribal, territorial, or local law enforcement agency (e.g. police), court, or administrative agency; or
- (2) Documentation signed by the Victim and signed by an employee, agent or volunteer of a victim service provider, an attorney, a medical professional, or a mental health professional from whom the Victim has sought assistance relating to domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse, in which the professional attests under penalty of perjury (28 U.S.C. 1746) that he or she believes that the incident of domestic violence, dating violence, sexual assault, or stalking is grounds for protection under 24 Code of Federal Regulations (CFR) § 5.2005 or 24 CFR § 5.2009.

If this form is used by the Victim, the Victim must complete and submit it within 14 business days of receiving it from the PHA, owner or manager. This form must be returned to the person and address specified in the written request for the certification. If the Victim does not complete and return this form (or provide third-party verification) by the 14th business day or by an extension of the date provided by the PHA, manager or owner, the Victim cannot be assured s/he will receive VAWA protections.

If the Victim submits this form or third-party documentation as listed above, the PHA, owner or manager cannot require any additional evidence from the Victim.

**Confidentiality:** All information provided to a PHA, owner or manager concerning the incident(s) of domestic violence, dating violence, sexual assault, or stalking relating to the Victim (including the fact that an individual is a victim of domestic violence, dating violence, sexual assault, or stalking) shall be kept confidential by the PHA, owner or manager, and such information shall not be entered into any shared database. Employees of the PHA, owner, or manager are not to have access to these details unless to afford or reject VAWA protections to the Victim; and may not disclose this information to any other entity or individual, except to the extent that disclosure is: (i) requested or consented to by the Victim in writing; (ii) required for use in an eviction proceeding; or (iii) otherwise required by applicable law.

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**TO BE COMPLETED BY THE VICTIM OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL  
ASSAULT, OR STALKING:**

**Date Written Request Received by Victim:** \_\_\_\_\_

**Name of Victim:** \_\_\_\_\_

**Names of Other Family Members Listed on the Lease:** \_\_\_\_\_

**Name of the Perpetrator\*:** \_\_\_\_\_

**\*Note:** The Victim is required to provide the name of the perpetrator only if the name of the perpetrator is safe to provide, and is known to the victim.

**Perpetrator's Relationship to Victim:** \_\_\_\_\_

**Date(s) the Incident(s) of Domestic Violence, Dating Violence, Sexual Assault, or Stalking  
Occurred:** \_\_\_\_\_

**Location of Incident(s):** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Description of Incident(s) (This description may be used by the PHA, owner or manager for purposes of evicting the perpetrator. Please be as descriptive as possible.):

[INSERT TEXT LINES HERE]

I hereby certify that the information that I have provided is true and correct and I believe that, based on the information I have provided, that I am a victim of domestic violence, dating violence, sexual assault or stalking. I acknowledge that submission of false information is a basis for denial of admission, termination of assistance, or eviction.

Signature \_\_\_\_\_ Executed on (Date) \_\_\_\_\_

**Public reporting burden** for this collection of information is estimated to average 1 hour per response. This includes the time for collecting, reviewing, and reporting the data. Information provided is to be used by PHAs and Section 8 owners or managers to request a tenant to certify that the individual is a victim of domestic violence, dating violence or stalking. The information is subject to the confidentiality requirements of the HUD Reform Legislation. This agency may not collect this information, and you are not required to complete this form unless it displays a currently valid OMB control number.



