



## **Habitat for Humanity of Huron Valley Fair Housing Written Complaint Procedure**

Habitat for Humanity of Huron Valley (“HHHV”) may receive complaints related to Fair Housing issues from approved or denied applicants for any HHHV housing programs, HHHV homeowners, or other interested parties. The purpose of this policy is to establish a procedure for consistent resolution of Fair Housing complaints.

**All complaints may be sent directly to the local Fair Housing Center, the Michigan Department of Civil Rights (MDCR), or HUD without passing through HHHV, if desired by the complainant, via the contact information on page 2.**

### **Fair Housing Complaint Procedure**

An individual should develop a formal, written complaint. The document should include the nature of the complaint, what steps have already been taken to resolve it, what the desired outcome is, and contact information for all parties. Previous communications and other relevant information should be referenced, if applicable.

The signed complaint should be delivered to the HHHV Fair Housing contact below:  
Sarah Teare, Community Development Director  
Habitat for Humanity of Huron Valley  
170 Aprill Drive Suite A  
Ann Arbor, MI 48103

Upon receipt of the written complaint, the HHHV Fair Housing contact person will forward a copy of the HHHV Fair Housing Written Complaint Procedure to the complainant, so that he/she is aware of the required procedure.

The HHHV Fair Housing contact person will review and attempt to resolve the complaint, to the agreement of all parties involved.

The written complaint will be responded to by the HHHV Fair Housing contact person, in writing, within 15 working days of the date of receipt of the complaint.

If the HHHV Fair Housing contact person is unable to resolve the complaint, it will be forwarded to the HHHV Executive Director for review and a recommendation of resolution.

If the HHHV Executive Director’s recommendation of resolution is not agreed upon by all interested parties, the complaint and all pertinent supporting documentation may, at the discretion of the Executive Director, be forwarded to a review committee organized by HHHV. The committee will be comprised of at least three people, none of whom are to be directly relevant to the complainant. The committee may include staff or board member(s) of HHHV, and/or local community representatives.

The complainant may choose to make a presentation or submit a written description (including documentation) to the committee for review.



The complainant will be notified, in writing, of the review committee's decision within 15 working days of the date of the committee meeting.

**Should the above-listed efforts fail to resolve all outstanding issues, the complaint, and all pertinent supporting documentation, will be forwarded to the local Fair Housing Center, the Michigan Department of Civil Rights (MDCR), or HUD, if the complainant so desires.**

If you believe you are the victim of housing discrimination you may contact the **Michigan Department of Civil Rights** at <http://www.michigan.gov/mdcr/1,1607,7-138-4953-6202--,00.html> or call their Fair Housing hotline number at 1-800-482-3604.

You may also contact the **U.S. Department of Housing and Urban Development** at <http://www.usdoj.gov/crt/housing/file.htm> or call their Housing Discrimination hotline number at 1-800-669-9777.

### Michigan Fair Housing Agencies

#### **Fair Housing Center of Metropolitan Detroit**

220 Bagley, Suite 1020

Detroit, MI 48226

313-963-1274

<http://www.fairhousingdetroit.org>

#### **Fair Housing Center of Southeast and Mid-Michigan**

P.O. Box 7825

Ann Arbor, MI 48107

877-979-3247

<http://www.fhcmichigan.org>

#### **Fair Housing Center of West Michigan**

20 Hall Street SE

Grand Rapids, MI 49507

866-389-3247

<http://www.fhcwm.org>

#### **Housing Center of Southwest Michigan**

405 W. Michigan Avenue

Kalamazoo, MI 49007

866-637-0733

<https://fhcswm.org>

### Resources

- Fair Housing Act as Amended (Title VIII) <http://www.usdoj.gov/crt/housing/title8.htm>
- Frequently asked questions about the Fair Housing Act <http://www.usdoj.gov/crt/housing/faq.htm>
- HUD's Office of Fair Housing and Equal Opportunity <http://www.hud.gov/offices/fheo/aboutfheo/aboutfheo.cfm>
- National Fair Housing Advocate [www.fairhousing.com](http://www.fairhousing.com)
- People with Disabilities
  - <http://www.hud.gov/offices/fheo/disabilities/sect504.cfm>
  - <http://www.hud.gov/offices/fheo/disabilities/index.cfm>
  - <http://www.usdoj.gov/crt/ada/adahom1.htm>
- Accessibility Requirements for Buildings <http://www.hud.gov/offices/fheo/disabilities/accessibilityR.cfm>

