



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 website 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 website 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 website at [www.hcd.ca.gov](http://www.hcd.ca.gov).

For more information, contact the DFEH toll free at  
**(800) 884-1684**  
TTY number at **(800) 700-2320**  
or visit our website at [www.dfeh.ca.gov](http://www.dfeh.ca.gov).

*In accordance with the California Government Code and ADA requirements, this publication can be made available in Braille, large print, computer disk, or tape cassette as a disability-related reasonable accommodation for an individual with a disability. To discuss how to receive a copy of this publication in an alternative format, please contact the DFEH at the numbers above.*



**State of California**  
Department of Fair Employment & Housing  
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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**
- **Gender identity**
- **Gender expression**
- **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/AIDS, cancer, and genetic characteristics)
- **Genetic information**
- **Age**



The mission of the Department of Fair Employment and Housing is to protect the people of California from unlawful discrimination, harassment, and retaliation 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 has authority to perform the following:

- Enforce the *Fair Employment and Housing Act (FEHA)*, the *Ralph Civil Rights Act*, and the *Unruh Civil Rights Act*
- Investigate harassment, discrimination, retaliation, and hate violence complaints
- Help landlords and tenants resolve complaints involving alleged violations of the laws enforced by the DFEH
- Prosecute violations of the laws enforced by the DFEH
- Educate Californians about the laws against discrimination, harassment, retaliation, and hate violence

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

- Refusal to sell, rent, or lease housing accommodations
- Representation that a housing accommodation is not available for inspection, sale, or rental when that accommodation is in fact available
- Denial of a home loan or homeowner's insurance

- Provision of inferior terms, conditions, privileges, facilities or services in connection with the housing accommodation
- Sexual harassment involving unwanted sexual advances or requiring sexual favors for housing rights or privileges
- Cancellation or termination of a sale or rental agreement
- Refusal to permit, at the disabled tenant's expense, reasonable modifications when necessary to accommodate a disability
- Refusal to make reasonable accommodations in housing rules, policies, practices, or services where necessary to afford a disabled person equal opportunity to use and enjoy a dwelling
- Discriminatory policies, practices, terms, or conditions that result in unequal access to housing or housing-related services

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 the DFEH by taking the following steps within **one year** of the incident:

- Contact the DFEH in writing or at our toll-free number (800) 884-1684

- 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, the DFEH will conduct an impartial investigation. The 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. The DFEH may provide free mediation for interested parties. If possible, mediators try to assist the 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 the 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 in civil court.