



FAIR HOUSING GENERAL INFORMATION

The Fair Housing Act protects individuals and families from discrimination in the sale, rental and financing of housing based on their race, color, national origin, religion, sex (including gender, gender identity, sexual orientation and sexual harassment), familial status, and disability.

The U.S. Department of Housing and Urban Development maintains up to date information about the Fair Housing Act and housing discrimination across the country. You can learn more by visiting the link below or contacting HUD's Office of Fair Housing and Equal Opportunity:

https://www.hud.gov/program_offices/fair_housing_equal_opp

1-800-669-9777 (Voice) or 1-800-877-8339 (Federal Relay)

LOCAL COMPLAINT PROCESS

The City of Pasadena has developed procedures in regards to complaints filed on any aspect of the City's federally funded projects that are associated with the Department of Housing and Urban Development. These procedures are as follows:

Local complaints should be filed in writing and addressed to:

Compliance Officer
Attn: Fair Housing
1149 Ellsworth Dr.
Pasadena, TX 77506
Phone: (713) 475-7290
Email: mwilson@pasadenatx.gov

All complaints should be filed through the City's Compliance Officer and shall include an explanation as to the nature of the complaint. Once a complaint has been filed, an investigation will commence and interested persons and their representatives, if any, will have an opportunity to submit evidence relevant to a complaint at this time.

A written determination as to the validity of the complaint and description of resolution will be issued by the Compliance Officer. A copy is then forwarded to the complainant no later than ten (10) working days after its filing. Once the complainant has the resolution, they can

request a meeting with the Compliance Officer no later ten (10) working days upon receipt of the resolution.

If the complainant is dissatisfied with the resolution, they can request reconsideration of their case. They may contact and file a complaint with the Texas Workforce Commission or the U.S. Department of Housing and Urban Development (HUD).

Local Complaint Process Form (English):

<https://www.pasadenatx.gov/DocumentCenter/View/1124/Local-Complaint-Process-Form-English-PDF>

Local Complaint Process Form (Spanish):

<https://www.pasadenatx.gov/DocumentCenter/View/1125/Local-Complaint-Process-Form-Spanish--PDF>

ADDITIONAL REPORTS OF HOUSING DISCRIMINATION CAN BE MADE TO:

TEXAS WORKFORCE COMMISSION – CIVIL RIGHTS DIVISION

The Texas Workforce Commission (TWC) is the entity responsible for enforcing the Fair Housing Act in the State of Texas. If you believe you may have been discriminated against while trying to buy, finance or rent a home or apartment in Texas, you may submit a discrimination complaint through the TWC Civil Rights Division. Learn about housing discrimination complaint procedures, deadlines, resolution and more:

Texas Workforce Commission
Civil Rights & Discrimination Division
101 E 15th St., Guadalupe CRD
Austin, TX 78778-0001
Phone: (888) 452-4778 or (512) 463-2642

<https://www.twc.state.tx.us/partners/civil-rights-discrimination>

U. S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD) – OFFICE OF FAIR HOUSING AND EQUAL OPPORTUNITY (FHEO)

The mission of the FHEO is to eliminate housing discrimination, promote economic opportunity, and achieve diverse, inclusive communities by leading the nation in the enforcement, administration, development, and public understanding of federal fair housing policies and laws. Learn about housing discrimination complaint procedures, deadlines, resolution and more:

https://www.hud.gov/program_offices/fair_housing_equal_opp

Local FHEO Office:

Houston Field Office
U.S. Department of Housing and Urban Development
1331 Lamar St.
Houston, TX 77010

Phone: (713) 718-3199

TTY: (800) 877-8339

<https://www.hud.gov/states/texas/working/fheo/houston-contacts>

Regional FHEO Office:

Fort Worth Regional Office
U.S. Department of Housing and Urban Development
307 W. 7th Street, Suite 1000
Fort Worth, TX 76102

(817) 978-5900

(800) 669-9777

TTY: (817) 978-5595

Civil Rights Complaints: ComplaintsOffice06@hud.gov

Other Inquiries: TX_Webmanager@hud.gov