

## Education

Education and training is an effective way to foster awareness and prevent discrimination. Knowing and appreciating Fair Housing law helps facilitate compliance and the exercise of individual rights.

The Volunteers of America Dispute Resolution Center offers Fair Housing training and combined Renter Certification & Fair Housing training throughout the year.

For more information on our current training schedule, visit [voaww.org/fairhousing](http://voaww.org/fairhousing) or contact 425-339-1335, option 4.

Visit our website!  
[voaww.org/fairhousing](http://voaww.org/fairhousing)



## Partnerships

The Volunteers of America Dispute Resolution Center is a partner of the Snohomish County Human Rights Commission and works in partnership with the Washington State Human Rights Commission and U.S. Department of Housing & Urban Development.

Volunteers of America Western Washington DOES NOT conduct Fair Housing investigations.

Fair Housing complaints must be filed with an enforcement agency:

- Washington State Human Rights Commission: 1-800-233-3247
- U.S. Department of Housing & Urban Development
  - Housing Discrimination hotline: 1-800-669-9777
  - Toll-free Teletypewriter (TTY) hotline: 1-800-877-8339



PO Box 839  
Everett, WA 98206-0839  
[voaww.org/fairhousing](http://voaww.org/fairhousing)



**DISPUTE  
RESOLUTION  
CENTER**

---

**FAIR HOUSING  
EDUCATION &  
COUNSELING**

---



Dispute Resolution Center  
425-339-1335 option 4

*Funds made available through the  
Snohomish County Community  
Development Block Grant Program and  
Snohomish County Ending  
Homelessness Program.*

*This brochure is informational, not a  
restatement of the law. VOAWW does  
not provide legal services.*

## Do You Feel You've Been Treated Unfairly?

The Volunteers of America Dispute Resolution Center actively supports and promotes Fair Housing through education, outreach, and counseling to ensure every person has the opportunity to secure the housing they desire without discrimination.

Fair Housing is the right of all people to be free from discrimination in the rental, sale, or financing of housing.

## Signs of Possible Discrimination

You are denied after you apply for a rental and you believe it is because of your sexual orientation, race, or based upon membership in one of the protected classes.

You are told over the phone an apartment is available. When you arrive to view it, they tell you that it is not.

After making a reasonable accommodation request to have a service animal, you receive a termination of tenancy notice.

You are told that an apartment isn't right for families or children.

## Federal & Washington State Protected Classes

- Sex
- Disability
- Race & color
- Marital status
- Familial status
- Religion & creed
- Gender identity
- Sexual orientation
- Military & veteran status
- National origin & ancestry
- Citizenship & immigration status

---

The Volunteers of America Dispute Resolution Center provides Fair Housing counseling, where tenants can voice their Fair Housing concerns and learn next steps. These steps may include: training, mediation, support in writing letters or making complaints.