

Instructions for Fair Housing Complaint Referral Compliance

The State of Arizona's Analysis of Impediments to Fair Housing Choice, submitted to the U.S. Department of Housing and Urban Development (HUD) identified two areas of concern: 1) "There is a need to improve the process for a fair housing complaint referral in many non-metro communities"; 2) "Information gathering and monitoring fair housing performance needs to be improved." To that end, the Arizona Department of Housing (ADOH) has created a process to help improve in these two areas.

Two documents have been created and one CDBG monitoring form has been expanded. These documents are:

- Fair Housing Complaint/Referral Form
- Fair Housing Annual Survey
- Affirmatively Furthering Fair Housing (AFFH) On-site Monitoring Form

Fair Housing Complaint/Referral Form

The Fair Housing Complaint/Referral Forms must be kept in a binder labeled as such and also labeled Confidential. The binder is to be maintained by every Community Development Block Grant (CDBG) Recipient. When someone comes into the recipient's office to make a fair housing complaint, a Fair Housing Complaint/Referral Form must be completed. The information received from the complainant is confidential and must be maintained as such. The form can be completed by the employee or the complainant.

1. Record the date and time the complaint is being made.
2. The name of the person who is claiming a fair housing violation.
3. The address of the complainant.
4. The phone number of the complainant.
5. The complainant must describe the incident in which they claim housing discrimination.
6. The employee must record where the complainant was referred; Attorney General's Office (Tucson or Phoenix), HUD San Francisco office, or HUD's Housing Discrimination Hotline.
7. Print employee's name.
8. Employee's signature.

A copy of the referral list and a copy of the list of the Arizona Attorney General's satellite offices, per county, should be given to the complainant. The satellite offices are staffed by volunteers who can distribute information on a variety of subjects to help educate consumers. The complainant is not to be referred to a satellite office regarding the housing discriminate complaint.

File the completed Fair Housing Complaint/Referral Form in the back of the binder and keep the binder and its contents strictly confidential.

Fair Housing Annual Survey

The Fair Housing Annual Survey (Survey) must be completed by every CDBG Recipient each year. The Survey will be due on April 30 of every year. The Survey will be emailed to each CDBG contact person for completion. Once completed, the Survey can be emailed, faxed, or mailed to the Fair Housing Specialist. The Specialist's contact information is on the Fair Housing Annual Survey.

Affirmatively Furthering Fair Housing (AFFH) On-site Monitoring Form

The AFFH On-site Monitoring Form will be completed by the Community Development and Revitalization (CD&R) Specialist while monitoring your contract(s) for compliance or during the closeout monitoring visit. The Specialist will need to review the Fair Housing Complaint/Referral Log while answering the questions contained on the monitoring form. The results of the monitoring visit will be outlined in a monitoring visit letter within approximately 30 days after the monitoring visit.