



# North Carolina Balance of State Continuum of Care

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## Fair Housing Policy

### Overview

After years of housing-related discrimination and segregation, the Fair Housing Act (Title VIII of the Civil Rights Act of 1968; 1988 Fair Housing Amendments Act; Title II of the Americans with Disabilities Act of 1990; Violence Against Women Act of 1994) prohibits discrimination against people in seven protected groups when engaging in housing-related activities including the sale, rent, and financing of housing units. These groups include race, color, national origin, religion, sex (including actual or perceived gender identity and sexual orientation), familial status, and disability.

We acknowledge that the Fair Housing Act does not recognize discrimination of all groups as illegal, especially those additional groups covered in the NC BoS CoC's Anti-Discrimination Policy.

Agencies providing programs and services within the NC BoS CoC that work with people experiencing or at-risk homelessness including street outreach, emergency shelter, rapid rehousing, permanent supportive housing programs, coordinated entry staff, property owners and management companies, public housing authorities, and other human service programs helping people experiencing or at risk of homelessness secure permanent housing must adhere to the Fair Housing Act by:

- 1) Prohibiting housing and housing-related discrimination, in the outreach of potential program participants, referral of program participants to housing, and enrollment of individuals and families in housing programs, including meeting modest accessibility requirements for those with disabilities and ensuring people are housed in the most integrated settings within the NC BoS CoC; and
- 2) Using federal funding to transform areas where protected groups have historically been excluded including areas that have historically provided limited economic, cultural, and other opportunities, to become more thriving communities.

Any program that provides housing or housing-related services must make serious efforts to find housing throughout the entire community to ensure people have choices not only in housing units themselves but also in the geographic areas in which they want to live.

The CoC expects housing providers to post a Fair Housing Public Notice visible to all: staff and clients. The U.S. Department of Housing and Urban Development (HUD) is responsible for enforcement of compliance with the Fair Housing Act. A sample Fair Housing public notice is provided in Appendix A.

### **Affirmative Marketing and Outreach**

All housing providers must develop affirmative marketing and outreach strategies to ensure that all individuals and families eligible for their programs are provided a similar range of housing choices in various geographic areas regardless of race, color, national origin, religion, sex (including actual or perceived gender identity and sexual orientation), familial status, and disability. Affirmative Marketing and Outreach strategies should align with the local participating jurisdiction's or the state of North Carolina's Consolidated Plan.

Affirmative marketing steps consist of actions to provide information and otherwise attract eligible persons in the area to housing programs without regard to race, color, national origin, sex (including actual or perceived gender identity and sexual orientation), religion, familial status, or disability who are least likely to apply without targeted outreach. Housing providers must maintain records of their marketing activities.

The affirmative marketing and outreach strategies must include:

- 1) Methods for informing the public, property owners, and potential program participants about Federal fair housing laws and the participating jurisdiction's affirmative marketing policy (e.g., the use of the Equal Housing Opportunity logo or slogan in press releases and solicitations for owners, and written communication);
- 2) Adherence to requirements and practices of the participating jurisdiction's affirmative marketing procedures and requirements (e.g., use of commercial media, use of community contacts, use of the Equal Housing Opportunity logo, and display of a Fair Housing poster);
- 3) Procedures to be used to inform and solicit applications from persons in the area who are least likely to apply for the housing program or the housing provided without special outreach (e.g., through the use of community organizations, places of worship, employment centers, Fair Housing groups, or housing counseling agencies);
- 4) A description of how the participating jurisdiction will assess, at least annually, the success of affirmative marketing actions and what corrective actions will be taken where affirmative marketing requirements are not met.

More specific strategies can include:

- Outreach through community contacts or service providers
- Outreach at community centers serving the target population
- Marking on websites, social media channels, television, radio, and print media serving local members of the targeted population

Record Keeping:

Housing providers must keep records labeled with the project's name describing their strategies and actions taken to affirmatively market the program and/or housing units along with records of the results of these strategies and actions. [Form HUD-935.2A](#) should be reviewed and Worksheets 1, 2, 3, and 4 should be completed for strategy development and implementation.



Actual strategies implemented should be recorded by project name and include advertisements, flyers, and other information used. All activities related to implementing the affirmative marketing and outreach plan should be documented. A sample log is provided in Appendix B.

#### Reasonable Accommodation

Housing providers must take steps to assist program participants in making reasonable accommodations that would allow persons with disabilities to fully access housing. For people with disabilities, it is illegal to fail to make reasonable accommodations in rules, policies, and services to allow a person with a disability equal opportunity to full access and use of a housing unit.

A Notice regarding Reasonable Accommodation is provided in Appendix C. A sample Reasonable Accommodation Request form is provided in Appendix D.

#### Reasonable Modification

Housing providers within the NC BoS CoC, receiving Federal funding and participating in coordinated entry, must also take steps to assist program participants in requesting reasonable modifications that would allow persons with disabilities to fully access housing. It is illegal to fail to allow for reasonable modification of a rental unit that would give a person with a disability full access and use of a housing unit.

A Notice regarding Reasonable Modification is provided in Appendix C. A sample Reasonable Modification Request form is provided in Appendix D.

#### Filing a Fair Housing Complaint

Housing providers within the NC BoS CoC, receiving Federal funding and participating in coordinated entry, must provide information to program participants on how to file a Housing Discrimination Complaint and assist them in filing the complaint.

**Step 1:** Housing discrimination must be reported to the U.S. Department of Housing and Urban Development. A report can be made in one of three ways:

1. Complete a [Housing Discrimination Report online](#);
2. Call 1-800-669-9777; or
3. [Print a Housing Discrimination Report form](#), complete it, and submit it via email, mail, or fax to your regional Fair Housing and Equal Opportunity (FHEO) office:

**Mail:** FHEO Region 4

Five Points Plaza

40 Marietta NW St., 16th Floor

Atlanta, GA 30303

**Email:** [ComplaintsOffice04@hud.gov](mailto:ComplaintsOffice04@hud.gov)

**Fax:** Call (404) 331-5140 for assistance

**Step 2:** Inform the participating jurisdiction or consortium that a housing discrimination report has been made to HUD. Review the list of participating jurisdictions or consortiums in the NC BoS CoC in Appendix F.

**Commented [BA1]:** After this section, we need an additional section that outlines the responsibility of all providers in the CoC on what they need to do when they are working with a household and they identify a Fair Housing violation. They need to inform the PJ (we should probably list these as a resource in an appendix). They need to inform the CoC (we need to create a Smartsheet with a form to collect the information). They need to help the household file a Fair Housing complaint.

This will require us to create the Smartsheet and determine what information we need to collect.



**Step 3:** Within 5 business days of filing a housing complaint in Step 1, inform the NC BoS CoC via this [Smartsheet Form](#).

Resources for Assistance with Fair Housing Concerns:

*NC Human Relations Commission:*

1318 Mail Service Center  
Raleigh, NC 27699-1318

1711 New Hope Church Rd.  
Raleigh, NC 27609  
919-431-3036

*Legal Services in North Carolina:*

Legal services are available statewide for individuals who cannot afford to hire an attorney and who meet low-income guidelines based on family size.

Legal Aid of North Carolina has 20 offices across the state that can offer help with Fair Housing issues.

For more information, see the [Legal Aid of North Carolina website](#) at [www.legalaidnc.org](http://www.legalaidnc.org). They also can be reached via a toll-free Helpline at 1-866-219-5262. Legal Aid of North Carolina can provide legal representation in certain cases. They also have a [Fair Housing webpage](#).

For assistance with Fair Housing issues, contact the Fair Housing Project at:

Fair Housing Project Legal Aid of North Carolina  
224 S. Dawson St. Raleigh, NC 27601  
(855) 797-3247  
[www.fairhousingnc.org](http://www.fairhousingnc.org)

*Pisgah Legal Services:*

Pisgah Legal Services are available in the Qualla Boundary and 14 Western North Carolina counties covering all of Regions 1 and 2 and part of Region 3 in the NC BoS CoC. The counties include Cherokee, Clay, Graham, Macon, Swain, Jackson, Haywood, Madison, Transylvania, Henderson, Polk, Rutherford, McDowell, and Burke.

Pisgah Legal Services has offices in Brevard, Cashiers, Franklin, Hendersonville, Highlands, Marshall, Morganton, Rutherfordton, and Waynesville within the NC BoS CoC.

For more information, see [Pisgah Legal Services website](#) at [www.pisgahlegal.org](http://www.pisgahlegal.org). They can also be reached at 1-800-489-6144.



## Appendix A: SAMPLE FAIR HOUSING PUBLIC NOTICE



### EQUAL HOUSING OPPORTUNITY

We do Business in Accordance with the Fair Housing Act (The Civil Rights Act of 1968, as amended by the Fair Housing Amendments Act of 1988)

## **IT IS ILLEGAL TO DISCRIMINATE AGAINST ANY PERSON BECAUSE OF RACE, COLOR, RELIGION, SEX, DISABILITY, FAMILIAL STATUS, OR NATIONAL ORIGIN**

- In the sale or rental of housing or residential lots.
- In advertising the sale or rental of housing.
- In the financing of housing.
- In the appraisal of housing.
- In the provision of real estate brokerage services.
- Blockbusting is also illegal.

Anyone who believes they have been discriminated against should talk to one of our staff members to learn about ways to file a complaint and connect to local resources for legal assistance.

We will work with you to send a complaint to the U.S. Department of Housing and Urban Development.

You can also submit a complaint on your own to the U.S. Department of Housing and Urban Development. Call (404) 331-5140 for assistance.





## **Appendix C: NOTICE OF RIGHT TO REASONABLE ACCOMMODATION AND MODIFICATION IF YOU HAVE A DISABILITY**

You have the right to reasonable accommodation and modification if you have a disability and any of the following changes would help you live here, use the facilities, or participate in programs on-site.

You can ask for these kinds of changes or reasonable accommodations:

- A change in the rule or the way we do things
- Repair or modification in your apartment, or a special type of apartment
- A change or repair to some other part of the buildings or grounds
- A change in the way we communicate with you or give you information.

With proof of a disabling condition and a reasonable request, meaning it is not too expensive or too difficult to arrange, we will try to make the changes you request.

We will give you an answer in \_\_\_\_\_ days, unless there is a problem getting the information we need or unless you agree to a longer time.

We will let you know if we need more information or verification from you or if we would like to talk with you about other ways to meet your needs.

If we turn down your request, we will explain the reasons.

You can give us more information if you think it will help us.

If you need help filling out the Reasonable Accommodation/Modification Request Form, or if you want to give us your request in some other way, we will help you do so.

You can get a Reasonable Accommodation/Modification Request Form \_\_\_\_\_.



## Appendix D: SAMPLE REASONABLE ACCOMMODATION REQUEST FORM

### REASONABLE ACCOMMODATION REQUEST FORM FOR TENANTS

Date: \_\_\_\_\_

Landlord/Property Management Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Dear \_\_\_\_\_,

I live in Apt./Unit # \_\_\_\_\_ at \_\_\_\_\_.

I have a disability that prevents me from: \_\_\_\_\_.

I am therefore requesting a reasonable accommodation.

I have attached a verification from \_\_\_\_\_ of my disability and the functional limitation I experience as well as the accommodation(s) I need to compensate for my disability and fully use the housing unit.

I am asking for this accommodation so that I can have full use and enjoyment of my home.

Please reply to my request in writing within the next ten (10) business days.

If you have any questions about my request, please do not hesitate to contact me.

I look forward to your response and appreciate your attention to this matter.

Sincerely, \_\_\_\_\_ [signature]





## Appendix E: SAMPLE REASONABLE MODIFICATION REQUEST FORM

### REASONABLE MODIFICATION REQUEST

Date: \_\_\_\_\_

Landlord/Property Management Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Dear \_\_\_\_\_,

I live in Apt./Unit # \_\_\_\_\_ at \_\_\_\_\_.

I have (or a member of my family living at this property with me has) a disability that prevents me/them from:

\_\_\_\_\_.

As an accommodation for my/their disabling condition, I request your permission

to \_\_\_\_\_,

at my expense.

I intend to hire \_\_\_\_\_ to do the work.

\_\_\_\_\_ is willing to discuss the project with you and discuss any concerns you may have.

If you wish, I can have any changes removed when I vacate my unit.

Please respond to my request for a reasonable modification in writing within ten (10) business days.

I look forward to your response and appreciate your attention to this matter.

Sincerely, \_\_\_\_\_



## APPENDIX F: Participating Jurisdictions or Consortiums in the NC BoS CoC

### Asheville

City of Asheville, Community & Economic Development Department, is the lead entity for the Asheville Regional Housing Consortium including Buncombe/Henderson/Transylvania/Madison Counties

Nikki Reid  
Community & Economic Development Department Director  
City of Asheville  
PO Box 1748 Asheville, NC 28802  
(828)-259-5729  
[nreid@ashevillenc.gov](mailto:nreid@ashevillenc.gov)

### Burlington

City of Burlington, Planning Department Community Development Division

Sonyé Randolph, Community Development Administrator  
City of Burlington  
PO Box 1358  
Burlington, NC 27216  
336-222-5094  
[srandolph@burlingtonnc.gov](mailto:srandolph@burlingtonnc.gov)  
[Ashevillenc.gov](http://Ashevillenc.gov)

### Concord

City of Concord is the lead entity for the Cabarrus/Iredell/Rowan HOME Consortium, including Kannapolis

Pepper Bego  
Federal Programs Coordinator  
Planning & Neighborhood Development Department  
City of Concord, NC

35 Cabarrus Avenue West  
Concord, NC 28025  
Office: 704-920-5133  
[begop@concordnc.gov](mailto:begop@concordnc.gov)  
[www.concordnc.gov](http://www.concordnc.gov)

### Goldsboro

City of Goldsboro, Community Relations Department

Felecia Williams  
Community Relations and Development Director  
City of Goldsboro  
214 N. Center Street  
Goldsboro, NC 27530  
919-580-4360  
[FDWilliams@goldsboronc.gov](mailto:FDWilliams@goldsboronc.gov)  
[www.goldsboronc.gov/community-relations/div](http://www.goldsboronc.gov/community-relations/div)



**Greenville**

City of Greenville, Planning & Development Services/Housing Division

Tiana Berryman  
Housing Administrator  
200 West Fifth Street  
Greenville, NC 27858  
252-329-4518  
[tberryman@greenviolenc.gov](mailto:tberryman@greenviolenc.gov)  
[City of Greenville](http://CityofGreenville)

**Choanoke Areas Housing Consortium – Bertie, Halifax, Hertford, Martin, and Northampton Counties**

Halifax County – Lead Entity

Christina Wells  
Assistant County Manager  
Halifax County  
10 N. King Street  
Halifax, NC 27839  
252-583-1131 ext. 2254  
[wells@halifaxnc.com](mailto:wells@halifaxnc.com)  
[www.halifaxnc.com](http://www.halifaxnc.com)

**Southwestern NC HOME Consortium** - Towns of Maggie Valley, Town of Clyde, Town of Canton, Town of Waynesville, Clay County, Town of Hayesville, Graham County, Town of Fontana Dam, Town of Robbinsville, Jackson County, Town of Dillsboro, Town of Sylva, Town of Webster, Macon County, Town of Franklin, Town of Highlands, Swain County and Town of Bryson City  
Haywood County is the lead entity

LeNay Shular, Housing Specialist  
Southwestern NC Commission  
125 Bonnie Lane  
Sylva, NC 28779  
828-586-1962 ext. 218  
[LeNay@regiona.org](mailto:LeNay@regiona.org)  
[Southwestern Commission Council of Governments](http://Southwestern Commission Council of Governments)

**Hickory**

City of Hickory, Office of Business Development

Karen Dickerson  
Community Development Manager  
City of Hickory  
PO Box 398  
Hickory, NC 28603  
828-323-7414  
[kdickerson@hickorync.gov](mailto:kdickerson@hickorync.gov)  
[City of Hickory](http://CityofHickory)



**Jacksonville**

City of Jacksonville, Neighborhood Improvement Services

Tracy Jackson, Community Engagement Manager

PO Box 128

Jacksonville, NC 28541-0128

Phone: 910-938-5269

[tjackson@jacksonvillenc.gov](mailto:tjackson@jacksonvillenc.gov)

[www.jacksonvillenc.gov](http://www.jacksonvillenc.gov)

**Foothills NC HOME Consortium** - Cleveland County, Kings Mountain, Shelby, McDowell County, Marion, Old Fort, Polk County, Saluda, Rutherford County, Forest City, Rutherfordton, and Spindale.

McDowell County serves as the lead agency.

Penny Martinez, Housing Planner

828-289-5672 Ext. 244

[pmartinez@foothillsregion.org](mailto:pmartinez@foothillsregion.org)

[Foothills Community & Economic Development](#)

**Mooresville**

Town of Mooresville, Planning and Community Development Department

Planning & Community Development Office

750 W. Iredell Avenue

Mooresville, NC 28115

704-662-7040

[Mooresville Planning & Community Development](#)

**Morganton**

Western Piedmont Council of Governments is responsible for the Consolidated Plan for the City of Morganton is part of the Unifor Consortium, which includes, the City of Lenoir (Lead), City of Hickory and City of Morganton.

Western Piedmont Council of Governments

PO Box 9026

Hickory, NC 28603

1880 2<sup>nd</sup> Avenue NW

Hickory, NC 28601

828-322-9191

[Wpcog.org](http://Wpcog.org)

City of Morganton

PO Box 3448

Morganton, NC 28680

[Morgantonnc.gov](http://Morgantonnc.gov)



**New Bern**

City of New Bern

Ms. D'Aja Fulore  
Community Development Coordinator  
City of New Bern's Development Services Department  
Economic and Community Development Office  
303 First Street, PO Box 1129  
New Bern, NC 28563  
252-639-7586  
[fulmored@newbernnc.gov](mailto:fulmored@newbernnc.gov)  
[www.newbernnc.gov](http://www.newbernnc.gov)

**North Carolina**

The NC Commerce serves at the lead agency for the Consolidated Planning process for NC

Valerie D. Moore  
Rural Economic Development Division  
NC Commerce  
301 North Wilmington Street, 4<sup>th</sup> Floor  
4346 Mail Service Center  
Raleigh, NC 27699-4346  
919-814-4673  
[Valerie.moore@nccommerce.com](mailto:Valerie.moore@nccommerce.com)  
[commerce.nc.gov](http://commerce.nc.gov)

**Rocky Mount**

The City of Rocky Mount serves as the lead entity for the Down East HOME Consortium (DEHC), consists Conetoe, Edgecombe County, Middlesex, Pinetops, Princeville, Rocky Mount, Sharpsburg, Spring Hope, and Whitakers.

Cornelia L. McGee  
Director of Community Development  
City of Rocky Mount  
Community and Business Development Department  
PO Box 1180  
Rocky Mount, NC 27802-1180  
252-972-1178  
[Cornelia.mcgee-anthony@rockymountnc.gov](mailto:Cornelia.mcgee-anthony@rockymountnc.gov)  
[Rockymountnc.gov](http://Rockymountnc.gov)

**Surry County**

Surry County serves as the lead entity for the Surry County Housing Consortium of Surry, Stokes, Yadkin, and Davie Counties.

Piedmont Triad Regional Council Community Development Department  
1398 Carrollton Crossing Dr.  
Kernersville NC 27284  
336-904-0300



**Union County**

County Manager's Office is the lead entity.

Mr. Clayton Voignier  
Assistant County Manager  
Union County  
500 North Main Street  
Monroe, NC 28112  
704-283-3687

[Clayton.voignier@unioncountync.gov](mailto:Clayton.voignier@unioncountync.gov)

[Unioncountync.gov](http://Unioncountync.gov)

