

Common Forms of Discrimination

Refusal to Rent or Sell: A landlord or real estate agent refuses to rent or sell to you because you are a member of one of the protected groups listed on the first page of this brochure.

Misrepresenting the Availability of Housing: A landlord, owner or real estate agent tells you that the housing is unavailable, when in fact it has not been rented or sold.

Steering: A real estate agent, landlord or owner offers you housing only in neighborhoods with people who have the same race, ethnicity, or religion as you.

Discrimination in Terms or Conditions: People in one of the protected groups listed on the first page of this brochure are given terms or rules that are different from those given to others.

Discriminatory Advertising — including Internet advertising: Any written statement or any oral statement that indicates preferences or limitations for certain people. That includes any ad or brochure that is created by the owner of the property or by someone working on his or her behalf.

Use of Threats, Intimidation or Coercion: Someone attempts to prevent a person in one of the protected groups from renting or buying a house in a neighborhood by suggesting the person will not be safe or that neighbors do not want the person to move in.

Always report any incident of discrimination

We do not limit ourselves to people who have already experienced discrimination. We work to educate everyone about their rights and responsibilities under the fair housing laws and to bring communities together to strengthen the fight against discrimination.

We serve the community in many ways by:

- Conducting educational workshops on fair housing issues
- Investigating claims of housing discrimination
- Providing free legal assistance to the victims of discrimination
- Working closely with city governments and housing providers on fair housing issues
- Educating everyone about their rights and responsibilities

For more information, contact:



57 Suffolk Street, Holyoke, MA 01040

Phone/TTY: 413-539-9796 • Fax: 413-533-9978
www.massfairhousing.org



322 Main Street, Springfield, MA 01105

Phone: 413-233-1609 • Toll Free: 800-332-9667
Fax: 413-787-1797 • TDD: 413-233-1699
www.haphousing.org

Have You Found
Closed Doors
When Looking
for Housing?

Fighting Discrimination
Opening Doors

