

## COMPLAINT PROCESS

Everyone has an obligation to comply with the law and a right to seek redress for alleged violations. Housing complaints must be filed within one year of the date of the alleged harm. Investigations are conducted to determine whether there is reasonable cause to believe that a violation of the law has occurred and to take action to correct discriminatory practices or policies. To obtain additional information about the complaint process, visit our website or contact our office.

### **WASHINGTON STATE HUMAN RIGHTS COMMISSION**

#### OLYMPIA HEADQUARTERS

711 South Capitol Way, Suite 402  
P.O. Box 42490  
Olympia, Washington 98504-2490  
360-753-6770

#### SPOKANE

Rock Pointe Plaza III  
1330 North Washington Street, Suite 2460  
Spokane, Washington 99201  
509-568-3196

#### EVERETT

729 100<sup>th</sup> Street SE  
Everett, WA 98208

#### VANCOUVER

312 SE Stonemill Dr., Bldg 120  
Vancouver, WA 98684

#### YAKIMA

15 West Yakima Ave., Ste 100  
Yakima, WA 98902

#### EAST WENATCHEE

519 Grant Rd  
East Wenatchee, WA 98802

WEBSITE: [www.hum.wa.gov](http://www.hum.wa.gov)

TOLL FREE: 1-800-233-3247

TTY: 1-800-300-7525

*Please let us know if you need an interpreter or reasonable accommodation.*

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# HOUSING DISCRIMINATION



## WASHINGTON STATE HUMAN RIGHTS COMMISSION

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*Established in 1949 by the Washington State Legislature, the Washington State Human Rights Commission administers and enforces the Washington State Law Against Discrimination, Chapter 49.60 RCW*

*The Mission of the Washington State Human Rights Commission is to prevent and eliminate discrimination through the fair application of the law, the efficient use of resources, and the establishment of productive partnerships in the community.*

Established in 1949 by the Washington State Legislature, the Washington State Human Rights Commission is responsible for administering and enforcing the Washington Law Against Discrimination (WLAD), Chapter 49.60 of the Revised Code of Washington (RCW).



The agency works to prevent and eliminate discrimination through complaint investigation, alternative dispute resolution, and education, training and outreach activities.

**Discriminatory practices on the basis of protected class are unlawful in Housing / Real Estate Transactions**

**Protected Classes in Housing include:**

- Race
- Color
- National Origin
- Creed
- Sex
- Sexual Orientation/Gender Identity
- Veteran/Military Status
- Disability
- Marital Status
- Familial Status (families with children under the age of 18, or who are expecting a child)

It is also **unlawful to retaliate** against any individual who files or participates in a housing discrimination complaint.



**WHAT IS HOUSING DISCRIMINATION?**

The **Washington Law Against Discrimination** protects people from negative housing actions that occur because of their protected class.

**In the Sale and Rental of Housing:** No one may take any of the following actions based on a protected class:

- Refuse to engage in a real estate transaction

- Refuse to negotiate for housing
- Set different terms, conditions or privileges for sale or rental of a dwelling
- Provide different housing services or facilities
- Falsely deny that housing is available for inspection, sale, or rental
- Make housing unavailable or otherwise deny a dwelling
- For profit, persuade owners to sell or rent
- Advertise or make any statement that indicates a limitation or preference based on a protected class
- Deny anyone access to or membership in a facility or service related to the sale or rental of housing
- Set different terms, conditions or privileges in the course of negotiating, executing, or financing a real estate transaction

If you or someone living with you is disabled, there are additional protections. Your housing provider may not:

- Refuse to allow reasonable modifications to a dwelling or common area, at your expense, if necessary for the person with the disability to use the housing. In the case of a rental, the landlord may, where it is reasonable to do so, condition permission for a modification on the renter agreeing to restore the interior of the dwelling to the condition that existed before the modification.
- Refuse to make reasonable accommodation in rules, policies, practices, or services when such accommodations may be necessary to afford a person with a disability equal opportunity to use and enjoy a dwelling

**In addition, it is unlawful to coerce, intimidate, threaten, or interfere with anyone exercising a fair housing right or assisting others who exercise that right.**



**FAIR APPLICATION OF THE LAW**

The Washington State Human Rights Commission is a neutral, fact-finding law enforcement agency; it does not act as an advocate for any party during an investigation, but advocates for the law in the interest of preventing and eliminating discrimination.