

State and Federal Fair Housing laws prohibit discrimination in housing based on:

- Race
- Color
- National Origin
- Familial Status (presence of minor children or expectant mothers)
- Disability
- Sex (including sexual harassment, sexual orientation or gender identity)
- Religion

#### Call FHU's hotline

- to report housing discrimination
- to request a fair housing presentation

(904) 356-8371

Hotline: 1-866-356-8371

Outside of Area Code

(904): 1 (866) 356-8371



Don't let sales discrimination happen to you!

Note: If you have an impairment, disability, Language barrier, or otherwise require an alternative means of reading this brochure or accessing information about Fair Housing, please contact us about arranging alternative accommodations.



## Fair Housing Unit

JACKSONVILLE AREA LEGAL AID

## Sales Discrimination

### What is the Fair Housing Unit?

The Fair Housing Unit (FHU) enforces the fair housing laws throughout Baker, Bradford, Clay, Duval, Nassau, and St. Johns counties. There are no income requirements for FHU clients. FHU is committed to zealously advocate on behalf of victims of discrimination, and has a three-fold approach to accomplish this mission:

**1. EDUCATION:** FHU educates housing consumers to recognize and report housing discrimination. If your group would like to receive a fair housing presentation, please call the hotline.

**2. INVESTIGATION:** FHU often investigates cases of alleged discrimination through testing. Testing has proven to be a highly effective method of identifying unlawful housing discrimination. FHU also conducts ongoing research and monitoring efforts to determine the nature and the extent of housing discrimination being practiced in our community.

**3. ENFORCEMENT:** FHU attorneys may negotiate on behalf of a client, represent a client in state or federal court, or may help a client file a complaint with a government agency, and advocate for him or her throughout the process.

### What is Sales Discrimination?

Housing discrimination is often subtle. The victim often feels discriminated against yet has no definite proof of it. That is why a FHU investigation can be so helpful. Here are some examples of behavior which FHU could investigate:



## STEERING

Steering occurs when a real estate agent decides what area of town you should live in due to your membership in a protected classification, typically based on your race or ethnic origin. An example of steering occurs when a real estate agent steers African Americans towards sections of town which are predominantly African American or are experiencing racial turnover, and steers whites out of these areas.

If an agent shows you houses only in areas where many of the residents are the same race or ethnic background as you, or discourages you from looking at a particular neighborhood or subdivision, and you believe it is because of your membership in a protected classification, it may be illegal steering.

### Falsely Denying Housing Availability

It is illegal for an agent to lie to you regarding the availability of a house. If you suspect that an agent has told you a house is sold, and it is not, it may be discrimination.

### Denying Access to Housing

It is illegal for an agent to deny you access to a house because of your membership in a protected class. You should suspect discrimination if an agent cannot seem to make arrangements to show you a particular house, never returns your phone calls, won't help you get a loan, or discourages you from making an offer on a house.

### Providing Inferior Service

It is illegal for a real estate agent to provide inferior service based on your protected class. If you feel that you are receiving bad service from a real estate agent on that basis, you may be encountering illegal discrimination.

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*The work that provided the basis for this publication was supported by funding under a grant with the U.S Department of Housing and Urban Development. The substance and findings of the work are dedicated to the public. The author and publisher are solely responsible for the accuracy of the statements and interpretations contained in this publication. Such interpretations do not necessarily reflect the views of the Federal Government. The information provided in this brochure is not a substitute for legal advice. The laws described here may change without notice. This information is not intended to substitute legal advice by an attorney.*

A qualified real estate agent can be a wonderful asset when it comes to finding the right house. Here are some guidelines which will help you work with your agent.

Select an agent you are comfortable with, and unless you have signed a buyer's contract, you don't have to stay with the same agent if you are not happy.

The agent should pre-qualify you. You and your agent should sit down and discuss what you can afford. Ask questions about anything that you're not sure of. Being pre-qualified will help you ensure that you are looking in the right price range, and that you'll have a good chance of getting a loan to buy the house you choose. You can also get pre-qualified by most banks.

**Information about your choices:** After you have a good idea of what you can afford, talk to the agent about what you're looking for in a house. He or she will help you select houses which best meet your needs. Most agents can look in the Multiple Listing Service at houses in all neighborhoods, in your price range. This will help you see what your money can buy in different neighborhoods. Drive through different neighborhoods- you may find some you haven't considered before.

The agent should help you prepare an offer when you've found the house you want. Your agent then brings your offer to the seller. If the seller doesn't like your offer, he or she may counter offer.

You should expect agents to have information about lenders and rates and how to go about getting a loan to buy your house. He or she will most likely recommend places to look for a loan.



**Fair Housing Unit**  
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