

HOUSING COMPLAINT

<p>① Recognizing housing discrimination</p> <p>It's illegal for someone to discriminate against you based on your race, color, religion, marital status, disability, genetic information, military status, familial status, national origin, sex, age, ancestry, sexual orientation, source of income, gender identity, or gender expression. These are called protected classes under the law.</p>	Examples of housing discrimination include:	
	Refusing to rent to you because of who you are	
	Refusing to sell you a home because of who you are	
	Telling you a unit isn't available (or giving misleading information) when it actually is available	
	Only showing you homes or apartments in certain neighborhoods	
	Offering different rules or worse terms for the rental or sale, like a higher deposit, different fees, stricter requirements, or fewer perks	
	Treating you unfairly in lending, like refusing to share mortgage information, denying a mortgage, or offering different rates or terms because of who you are	
	Denying you homeowners or renters insurance, charging you more, or offering worse coverage for discriminatory reasons	
Refusing reasonable accommodations for a disability, like allowing an assistance animal, providing a reserved parking space, or making other reasonable changes to rules, policies, or procedures		

<p>② What to do if you experience housing discrimination</p> <p>You may want to file a complaint with the Massachusetts Commission Against Discrimination (MCAD), which enforces anti-discrimination laws. These laws, including M.G.L. c. 151B, protect you if you believe you have been treated unfairly or differently. Filing a complaint with MCAD pursues relief under state law and provides you the ability to reach a settlement, impose civil penalties, and preserve your right to sue later.</p>	How to file a fair housing complaint with MCAD:	
	You have 300 days after the most recent discriminatory incident to file an MCAD complaint. It's best to file a complaint as soon as possible.	
	In person:	Intake services are first-come, first-served, Monday through Friday (9:15 AM to 2:45 PM)
	You can file an MCAD complaint in person at an MCAD office	<p>1 Ashburton Place, Suite 601, Boston, MA 02108 Phone: (617) 994-6000</p> <p>18 Chestnut St., Room 520, Worcester, MA 01608 Phone: (508) 453-9630</p> <p>436 Dwight St., Room 220, Springfield, MA 01103 Phone: (413) 739-2145</p>
By mail:	Address: 1 Ashburton Place, Suite 601, Boston, MA 02108	
You can also file a complaint by mail	Detailed instructions for filing by mail: https://www.mass.gov/doc/instructions-for-filing-a-mailed-complaint-of-discrimination-to-the-mcad/download	

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Tips to make your complaint stronger

Who	Include as much information as possible about who discriminated against you (this is the opposing party). It's helpful to provide enough information so the MCAD can determine whether your case involves a small or large company, and whether they have a supervisor. You can also provide the relevant business address.	Where	Where did this all take place? Include information about the physical location. For example: was it an apartment you were trying to rent, or did it occur in a landlord's office?
	Describe the nature of your relationship with the opposing party. For example: how long have you known them or been in contact or contract with them?		Attach a copy of your lease, application documents, or rental listing along with any other documentation you may have.
	Is there anyone who could support your complaint as a witness? If so, include their name, information, and what they know.		If the discrimination occurred online, do you have any emails or messages?
What	Include as much detail as possible about what happened. How were you discriminated against? What did the opposing party do? Did they say something to you? Did they create, enforce, or violate a policy? What action did they take against you?	When	When did the discrimination occur? Include as many dates of specific incidents as possible, and a sequence of events or timeline if the discrimination occurred over a longer period.
	How did you respond?		Remember that your complaint must be filed within 300 days of the last discriminatory conduct.
	What did the opposing party do in reaction to your response?	Why	Did the opposing party give you an explanation for the action they took?
	What was the outcome of the opposing party's conduct? For example, were you denied housing, served an eviction notice, denied an accommodation or repair, given a higher rent, or different terms or conditions? Also note whether you experienced harassment or retaliation.		Did the opposing party make any remarks about your protected class?
	Did you experience emotional distress?		Did they treat you differently after learning certain information about you?
			Do you know anyone else who was treated unfairly in a similar way?
			Do you know anyone who was treated better in the same situation—especially someone who doesn't share your identity, background, or protected class?

What is your ideal outcome or remedy?

Examples include but are not limited to reinstatement, policy changes, financial compensation, reasonable accommodations, or repairs.

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