

**APPENDIX A
CITY OF WARREN MICHIGAN
FAIR HOUSING COMPLAINT PROCEDURES**

Overview

In compliance with Section 104(b)(2) of the Housing and Community Development Act of 1974, as amended, and Section 105(b)(3) of the National Affordable Housing Act (NAHA) of 1990, the City of Warren is implementing procedures to address fair housing complaints.

The City of Warren, in compliance with the Consolidated Plan regulations at 24 CFR 91.225 and 91.325, prepared an analysis of impediments to fair housing choice within its jurisdiction and developed responses to address those impediments. These procedures are one such response in that they will ensure consistency in City employee's response to fair housing complaints.

The following departments within the City of Warren are potential gateways for fair housing complaints:

Mayor's Office
City Council Office
Warren Police Department
37th District Court, Civil Division
Attorney's Office
Building Department,
Property Maintenance Inspection Department
Rental Division
Community and Economic Development Department

Employees in these departments will receive fair housing training. They will be responsible for the dissemination of information regarding fair housing choice and citizen's rights along with fair housing complaint forms.

Procedures

1. For individuals and families the Mayor's Office and the Community and Economic Development Department will maintain and display a supply of the following HUD Fair Housing Equal Opportunity (FHEO) publications – "Equal Opportunity for All" and "Are You a Victim of Housing Discrimination?" or replacement publications.
2. For realtors and landlords the Building, Rental, and Property Maintenance Inspection Departments will maintain and display a supply of: the Michigan Association of Realtors publication regarding fair housing choice or an equivalent publication.
3. The Mayor's Office and the Community and Economic Development Department will be responsible for displaying the one-page "Fair Housing Poster" designed by HUD in all municipal buildings open to the public or a similar poster that advertises the availability of guidance and information for resolving Fair Housing issues.
4. At least one employee, from each of the departments listed above, who regularly interacts with the public will receive fair housing training. This employee will be responsible for training other employees in their department.

5. The Community and Economic Development Department will maintain a point of contact at the local HUD FHEO office.
6. City of Warren employees contacted by a person with a fair housing complaint will provide complainant with a copy of "Are You a Victim of Housing Discrimination?" complaint form published by HUD and provide phone numbers for HUD, the Michigan Department of Civil Rights, the Fair Housing Center of Metropolitan Detroit and the Fair Housing Center of Southeast Michigan.
7. If the complainant requests assistance completing or submitting the complaint form, they will be referred to the Department of Community and Economic Development
8. If requested, the Department of Community and Economic Development will instruct the complainant on how to properly complete and submit the complaint form offering the complainant the opportunity to fill the form out on site.
9. If the complaint involves an allegation of discrimination by the City of Warren, the City of Warren employee contacted by the complainant will make a copy of any complaint form filled out on site or prepare a summary of the nature of the claim including the following information and forward it to the City Attorney, the Department of Human Resources and the Department of Community and Economic Development.
 - Date and time claim was submitted.
 - Name of city personnel recording the claim.
 - Claimant's name address and phone number.
 - Dates of any incidents they are complaining about that occurred in the past 180 days.
10. As needed, the Department of Human Resources will follow-up on claims alleging discrimination by the City of Warren and maintain records of these claims.