PUBLIC ACCOMMODATIONS
Public accommodations ensures equal access and full and equal enjoyment of goods, services, facilities, privileges, advantages and accommodations in public places regardless of a person’s race, color, religion or national origin.

FAIR HOUSING ORDINANCE
The Fair Housing Ordinance covers most housing. In some circumstances, the ordinance exempts owner-occupied buildings with no more than four units and housing operated by organizations and private clubs that limit occupancy to members. Other exemptions do apply.

WHERE TO FILE A COMPLAINT
Online: charlottenc.gov/communityrelations

By phone:
Fair Housing Hotline 704-336-5160

In person:
700 Parkwood Avenue
Charlotte, NC 28205

Contact HUD:
800-669-9777 or visit hud.gov

Community Relations empowers, collaborates, engages and promotes opportunities to create positive outcomes.
Community Relations Mission Statement

EMPOWER COLLABORATE ENGAGE

The City of Charlotte does not discriminate on the basis of disability. We will provide auxiliary aids and services, written materials in alternative formats, and reasonable modifications in policies and procedures to persons with disabilities upon request. To make a request, please call 704-336-1297.
FAIR HOUSING IS A RIGHT, NOT A PRIVILEGE

What is fair housing? Fair housing means that a person may freely choose a place to live without regard to race, color, national origin, religion, sex, familial status or disability. Fair housing is a right protected by federal, state and local laws. Charlotte-Mecklenburg Community Relations, through the City of Charlotte and Mecklenburg County Fair Housing Ordinances, prohibits discriminatory practices and enforces fair housing laws locally.

No one may take any of the following actions based on race, color, national origin, religion, sex, familial status or disability:

- Refuse to rent or sell housing
- Refuse to negotiate for housing
- Make housing unavailable
- Deny a dwelling
- 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
- Frighten people into moving out of a neighborhood (blockbusting)
- Deny anyone access to or membership in a facility or service (such as a multiple listing service) related to the sale or rental of housing
- Refuse to make a mortgage loan
- Refuse to provide information regarding loans
- Impose different terms or conditions on a loan, such as different interest rates, points or fees
- Discriminate in appraising property
- Refuse to purchase a loan
- Set different terms or conditions for purchasing a loan

In addition, it is illegal for anyone to:

- Threaten, coerce, intimidate or interfere with anyone exercising a fair housing right or assisting others who exercise that right
- Advertise or make any statement that indicates a limitation or preference based on race, color, national origin, religion, sex, familial status or disability

Protection also exists for some persons with criminal backgrounds.

COMMUNITY RELATIONS HAS LOCAL JURISDICTION TO:

- Receive, initiate, investigate and conduct public hearings on housing discrimination complaints filed with the Fair Housing office
- Require answers to interrogatories and production of documents
- Administer oaths and depositions
- Approve settlement agreements to reduce the effects of discriminatory practices, and to monitor compliance with such agreements
- Provide fair housing training, education and outreach