Non-Testing Investigation, which may include witness interviews, property research, or other methods of collecting evidence, are coordinated.

Intake staff takes call, screens for fair housing issues, gathers information/evidence, and completes intake forms/data entry.

Enforcement staff meets to review complaint/intake information to determine the next appropriate course of action.

Analysis of Evidence

Appropriate covert testing to gather evidence of potential fair housing violations is coordinated.

Fair Housing Issue?

NO

Referral
Complainant is referred to appropriate entity for further information and/or assistance.

YES

Complaint Committee

Enforcement staff meets to review complaint/intake information to determine the next appropriate course of action.

Potentially Discriminatory Act
Complainant identifies what may be housing discrimination and contacts HOPE.

Testing Investigation

Staff, complainant, and respondent are able to agree on terms of resolution.

Informal Resolution

Administrative complaint filed/legal remedies sought/conciliation/etc.

Enforcement Action