

## EXECUTIVE SUMMARY – MARCH 2011

**Background:** The Analysis of Impediments to Fair Housing Choice (AI) is a review of impediments to fair housing choice in the City of Chandler, as required by the U.S. Department of Housing and Urban Development (HUD).

The AI involves: 1) A review of the city’s demographic, economic, and housing characteristics; and laws, regulations, and administrative policies, procedures and practices; 2) An assessment of how those laws, policies and practices affect the location availability and accessibility of housing; and an assessment of conditions, both public and private, affecting fair housing choices for all protected classes;

According to HUD, impediments to fair housing choice are:

1. Any actions, omissions, or decisions *taken because of* race, color, religion, sex, disability, familial status or national origin that restrict housing choices or the availability of housing choices.
2. Any actions, omissions or decisions *that have the effect of* restricting housing choices or the availability of housing choices on the basis of race, color, religion, sex, disability, familial status or national origin.

**Community Participation Process:** The City of Chandler AI includes input from many city officials, citizens, housing service providers, non-profits, Realtors, and lending institutions. A survey was posted online and distributed to the public and at nonprofit, neighborhood, City, and other meetings, resulting in 275 responses. The majority of responses suggested education and public outreach is needed to improve fair housing choice and remove impediments.

The AI includes:

- Community Profile Analysis
- Analysis of Current Planning and Zoning Barriers
- Review of Fair Housing Testing and Compliance Data, Including Mortgage Data
- Internet Surveys, Public Surveys, and Key Person Interviews
- Chandler’s Fair Housing Accomplishments
- Public Outreach Efforts
- Impediments and Recommendations for Addressing Impediments
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### Community Profile Summary (based on the American Community Survey 2006-2008):

Population:	249,346	
Median Household Income:	\$70,924	
Households <\$25,000	10,294 (6% of population below poverty level)	
Households \$25,000 to \$50,000	17,308	
Civilian Labor Force:	138,574 (56% of population)	
Housing Units:	96,434 (9,169 vacant)	
Public Housing Units:	303	
Section 8 Housing Vouchers:	480	
Educational Attainment	90% over age 25-high school diploma	
Occupied Households in Chandler	Owner-Occupied	Renter-Occupied
87,265	68%	32%
Disabled Households	Owner-Occupied	Renter-Occupied
4,367	70%	30%

**Previous Impediments Identified In The 2008 Chandler AI:**

- Low and moderate income residents experience housing discrimination.
- Landlords and housing providers are unaware that they are violating fair housing laws.
- Spanish speaking residents feel that services are inaccessible to them.
- Housing occupancy code limits housing choices for buyers.

**Past Actions The City Has Taken In Response To The 2008 Impediments:**

- Distributed 350 copies of fair housing literature.
- Distributed 50 copies of “Ten Most Common Fair Housing Mistakes” brochure.
- Maintained Fair Housing Hotline and maintained a call log for fair housing complaints and referrals.
- Provided Fair Housing Hotline information in the City’s water bill.
- Housing program information was made available in Spanish and English.

**Recommended Ongoing Actions To Address Previous Impediments In 2008 AI:**

- Continue to distribute fair housing materials and information by using the existing network of agencies and organizations.
- Maintain a Fair Housing Hotline. Make Spanish-language information available on the Hotline.
- Establish a tracking mechanism for cases referred to the Arizona Attorney General’s Office.
- Expand use of Chandler Channel 11 for fair housing information dissemination.

**Existing Impediments Identified In 2010 Chandler AI:**

The research, surveying, and interviews conducted for the AI did not identify any substantial fair housing impediments within the City of Chandler. The City has made efforts to be proactive in supporting fair housing education although public education needs to be ongoing. However, the impediments identified below could potentially become barriers to fair housing choice in Chandler if not addressed by the City or other interested organizations.

- *Education and Outreach:* Survey results, interview responses, and analysis of fair housing complaint data indicate that the Chandler community does not have a comprehensive understanding of fair housing rights and responsibilities
- *Fair Housing Testing:* There is no fair housing testing specifically for Chandler. Fair housing testing includes sending testers to landlords, management companies, and other housing providers to identify if a person is treated differently due to race, color, disability, or other protected class.
- *Fair Housing Mediation:* There is no group funded by the City to perform fair housing mediation.

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- *Data Collection, Tracking and Follow-Up:* There is no central reporting system or mechanism for the City to collect data, track, or follow-up on fair housing complaints.
- *Housing Counseling:* There is a need for homebuyer, debt management, and related housing / financial counseling.
- *Accessible Housing:* Survey results indicate a need for the City to evaluate ADA education and accessible housing needs.
- *Discrimination Related to Rental Properties:* Survey responses point to the existence of some landlords who refuse to rent to minority applicants and families with children, and will not make accommodations for the disabled.

### **Recommendations To Address Existing Impediments Identified In 2010 AI:**

- The City should maintain a Fair Housing Officer.
- The City should use existing committees, nonprofits, housing industry organizations and networks to provide fair housing education opportunities, and assist with fair housing complaint referrals.
- Use existing City committees, nonprofits and other resources to survey and assess agencies and organizations for the status of fair housing complaints and issues.
- Use Chandler Channel 11 programming and website, and the City newsletter, to reach more citizens with fair housing information all year.
- Use the Mayor's Committees on Disabilities and Aging to disseminate information and increase awareness of fair housing issues and discrimination among the elderly and persons with disabilities.
- Contract with service providers to complete fair housing testing to help identify any existing discriminatory practices that may occur in Chandler.
- Establish a feedback mechanism for Fair Housing Hotline cases referred to the Arizona Attorney General's Office.
- Provide funding for homebuyer, debt management, and related housing and financial counseling.
- Continue to make efforts to provide builders with information packets regarding ADA requirements, post requirements on the City's website, and incorporate ADA requirements in the development review and permitting process of housing construction.
- Partner with the Mayor's Committee for People with Disabilities and other groups to conduct a comprehensive review of the ADA accessible housing needs.
- Provide additional fair housing training, education, and monitoring of landlords within the City and the Section 8 program.
- Convene representatives of the City's Section 8 Program, HUD, and other groups that address fair housing issues, to develop information-sharing and a related education program for Section 8 Staff and Landlords.