

The Charleston Human Rights

Commission receives, investigates, and issues decisions of alleged discrimination of protected classes covered by the Fair Housing Act and the Charleston Human Rights Ordinance in housing or employment.

FAIR HOUSING IS NOT AN OPTION, IT'S THE LAW!



We provide accommodations for people with disabilities upon request.

What to Expect From CHRC

We will...

- Offer professional, respectful, and courteous service at no charge.
- Listen to your concerns.
- Discuss your options and probable outcomes of your case.
- Explain the process in straight forward language.
- Refer you to other agencies or organizations when possible, if we are unable to help you.



CHRC wants everyone to understand their rights and responsibilities under the law.

CHARLESTON HUMAN RIGHTS COMMISSION

Have you been treated unfairly?



It is illegal to treat people differently because of...

- Age
- Ancestry
- Blindness
- Color
- Disability
- Familial (Family) Status
- Sex (Gender)
- Handicap
- National Origin
- Race
- Religion
- Sexual Orientation



COMMON QUESTIONS



What is the CHRC's jurisdiction?

CHRC can handle complaints about discrimination with the City of Charleston city limits.

How do I file a complaint?

Contact the CHRC by phone, email, or in person. An Intake Specialist will assist you with filing a written complaint.

When can a complaint be filed?

For housing cases, you can file within 365 days of the alleged incident.

Do I need an attorney?

No, an attorney is not required.

How long before a complaint is resolved?

Our goal is to resolve all cases as quickly as possible. Most housing investigations are completed within 100 days. Other cases may take longer to complete.

What about retaliation?

Retaliation is illegal. You can file a retaliation complaint if someone takes negative action against you because you filed a complaint, testified or assisted with an investigation.

EXAMPLES OF ILLEGAL TREATMENT in HOUSING

- Families with children were charged a higher security deposit.
- A renter who uses a wheelchair was not allowed to install a ramp or grab bars.
- Mexican residents received notices for making noise, but other tenants who also made noise did not.
- Because he is African American, a man is denied the opportunity to rent an apartment. The owner says it is rented even though a "For Rent" sign is still up.
- A restaurant gave poor service to diners because of their race.
- A tenant is charged an extra deposit because they have a service animal.
- A handicapped person is told "We have apartments available for handicapped but they are full."
- A disabled person is asked if they have someone to take care of them?

Some treatment may be unfair, but not illegal under the laws we enforce. If you are not sure if your situation is illegal, please contact the Charleston Human Rights Commission to discuss the matter and to determine whether civil rights laws apply.

Charleston Human Rights Commission

**915 Quarrier Street, Suite 2
Charleston, WV 25301**

We are located in the City Service Center
within the McFarland Street Municipal
Parking Building.

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**Office hours: 8:00A.M.– 5:00P.M.
Monday through Friday.**



Danny Jones, Mayor