



Success story

COMMUNICATION ASSISTANCE:

A community advocate “Carla” contacted NWHFA because she needed communication assistance for a senior family that lost their housing because of a miscommunication regarding a change in their income. This senior couple had been living in a Low-Income Tax Credit apartment complex for three years and never had any problems. A few months ago the wife lost her job, so their income was reduced to only the husband’s social security income.

They went to the property manager to report the change of circumstances, but their rent was not reduced and they kept paying the same amount of rent for a few more months until their savings was gone. They decided to move out because they couldn’t afford paying the high rent.

NWFHA contacted the property manager on their behalf and explained the situation of this family and learned that the leasing agent misunderstood and didn’t follow the rent calculation process. Thanks to our advocacy this family was able to go back to their home, and complete an interim certification to show that the wife is not longer working which will allow reinstatement of their HUD assistance and a credit for all the money they overpaid.



The Federal Fair Housing Act protects rental housing applicants, tenants, homeowners, prospective homebuyers, and mortgage borrowers from discrimination based on:

race, color, religion, sex, national origin, familial status and disability



To file a fair housing complaint call:

Northwest Fair Housing Alliance
35 W Main, Suite 250
Spokane, WA 99201
(509) 325-2665