

# FAIR HOUSING

## SOUTH CAROLINA REACH INITIATIVE South Carolina Fair Housing & Social Services Referral List

### Region IV Office of Fair Housing and Equal Opportunity (FHEO)

FHEO enforces the Fair Housing Act, which is designed to afford all persons an equal opportunity to live in housing of their choice and to participate in HUD-assisted programs and activities without regard to **race, color, national origin, sex (including sexual harassment, gender identity, and sexual orientation), religion, familial status (families with children under 18), or disability**. If you believe that you experienced housing discrimination based on race, color, national origin, sex, religion, familial status, or disability, you can file a complaint with HUD. When submitting a complaint, please provide as much information as possible, including:

- Your name and contact information;
- The name and address of the person(s) or organization(s) you believe has discriminated against you;
- The address or other identification of the housing or program involved;
- A short description of the event(s) that caused you to believe your rights were violated; and
- The date(s) of the alleged discriminatory action(s), including the most recent date of alleged violation.

File a Complaint via:

- FHEO website: <https://www.hud.gov/fairhousing>
- Send an email to: [complaintsoffice04@hud.gov](mailto:complaintsoffice04@hud.gov)
- Mail your information to:  
U.S. Department of Housing and Urban Development  
Office of Fair Housing and Equal Opportunity – Intake Branch  
40 Marietta Street, 16th Floor  
Atlanta, GA 30303

For Fair Housing questions or concerns, please call HUD's hotline at **800-440-8091 (English and Spanish)**. Callers must leave a voicemail message, and an FHEO Intake Specialist will get in touch as soon as possible.

FHEO may be contacted at any time for assistance for **Persons with Disabilities**. For **Toll-Free Teletypewriter (TTY) Line**, dial **800-877-8339**.

For Complaints in **Languages Other Than English**:

[https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/complaint\\_filing\\_languages\\_other\\_english](https://www.hud.gov/program_offices/fair_housing_equal_opp/complaint_filing_languages_other_english) or dial **1-800-669-9777** for Interpretation.

For Fair Housing Outreach materials, contact your REACH Coordinator or visit

<https://www.hud.gov/FHEOoutreachtools>.

## FAIR HOUSING INITIATIVES PROGRAM (FHIP)

Fair Housing organizations and other non-profits receive funding through the Fair Housing Initiatives Program (FHIP) to assist people who believe they have been victims of housing discrimination.

FHIP organizations partner with HUD to help people identify government agencies that handle complaints of housing discrimination. They also conduct a preliminary investigation of claims, including sending "testers" to properties suspected of practicing housing discrimination. FHIP also has initiatives that promote fair housing laws and equal housing opportunity awareness.

**For local Fair Housing help, contact the active FHIP organizations:**

### **Charleston Trident Urban League (CTUL)**

1064 Gardner Road, Suite 216

Charleston, SC 29407

Phone: 843-769-8173

<https://www.ctul.org/>

**Counties served:** Charleston, Berkeley, and Dorchester

### **Greenville County Human Relations Commission:**

301 University Ridge

Suite 1600

Greenville, SC 29601

Phone: 864-467-7095

<https://www.greenvillecounty.org/humanrelations/>

## SOUTH CAROLINA LEGAL SERVICES (SCLS)

<https://sclegal.org/>

South Carolina Legal Services (SCLS) provides free legal assistance in a wide variety of civil (non-criminal) legal matters to eligible low-income residents of South Carolina. (Generally, to be eligible for services, household income may not exceed 125% of the Federal poverty level). The type of cases include housing, education, family, public benefits, immigration/migrant, Limited English Proficiency, and more. Additionally, they provide a library of publications with information on common legal issues and recommendations for action.

They work statewide, through local offices, and provide a list of local organizations that may help with various non-legal needs.

South Carolinians may apply online or call their Intake Line at **888-346-5592**.

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## LOWCOUNTRY LEGAL VOLUNTEERS

<https://lowcountrylegalvolunteers.org/>

Lowcountry Legal Volunteers provides legal assistance to eligible low-income residents of South Carolina. Lowcountry Legal Volunteers work to provide sound counsel and create a pathway to fair representation for all. They help clients navigate the often overwhelming complexity of the legal system. Inquirers can call (843) 815-1570.

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## UNITED WAY: 2-1-1-CALL CENTER

<https://www.211.org/>

211 is a comprehensive source of information about local resources and services in the United States. The 211 network responds to more than 20 million requests for assistance every year. Callers are primarily seeking assistance with meeting basic needs such as housing, food, transportation, and health care. **Dial 2-1-1** for inquiries or look at South Carolina resources online via United Way Association of South Carolina at <https://sc211.org/>.

## AFFORDABLE HOUSING COALITION OF SOUTH CAROLINA

<http://www.affordablehousingsc.org/>

The Affordable Housing Coalition of South Carolina does not provide direct client service in the form of housing or financial assistance. Instead, they are a professional association and advocates for affordable housing, providing communication and education on improving affordable housing.

While HUD does not endorse the organization, the Coalition refers South Carolinians looking for affordable housing units to: [www.schousingsearch.com](http://www.schousingsearch.com)

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## SOUTH CAROLINA APPLESEED LEGAL JUSTICE CENTER

<http://www.scjustice.org/>

The South Carolina Appleseed Legal Justice Center works to educate the public and their advocates about laws, including Housing, and assists attorneys in bringing system litigation.

REACH Initiative partners may be interested in the Justice Center's information on South Carolina Housing Law and Policy, provided at <http://www.scjustice.org/brochure/sc-appleseeds-role-housing-law-policy/>. Topics include: the Eviction Process, the Grievance Process, Sex Discrimination and Housing (including Help for Victims of Domestic Violence), and more.

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## **PUBLIC HOUSING AND HOUSING CHOICE VOUCHER COMPLAINT LINE & PIH CUSTOMER SERVICE CENTER**

[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/about/css](https://www.hud.gov/program_offices/public_indian_housing/about/css)

For issues regarding policies, regulations, or program requirements of Housing Choice Vouchers or the Public and Indian Housing (PIH) program, contact the Office of Public and Indian Housing (PIH) Service Center at **800-955-2232** from 9:00 a.m. to 5:00 p.m., Eastern Standard Time (EST) Monday through Friday or by email at [HUD-PIHRC@tngusa.net](mailto:HUD-PIHRC@tngusa.net).

The PIH Customer Service Center is designed to provide information to the general public, Public Housing Agencies, Public and Indian Housing residents, members of resident associations, recipients of Housing Choice Voucher assistance, housing professionals, members of local Boards of Commissioners, landlords, and HUD staff on various aspects of Public, Indian and Assisted Housing Programs.

## **MULTIFAMILY HOUSING COMPLAINT LINE & MULTIFAMILY HOUSING CLEARINGHOUSE**

[https://www.hud.gov/program\\_offices/housing/mfh/hc/mfhc](https://www.hud.gov/program_offices/housing/mfh/hc/mfhc)

The Multifamily Housing Complaint Line is a service provided by HUD's Multifamily Housing Clearinghouse (MFHC). It enables residents of HUD-insured and assisted properties and other community members to report complaints with a property's management. This includes issues such as poor maintenance, dangers to health and safety, mismanagement, and fraud. **Dial 1-800-MULTI-70 (1-800-685-8470)**.

Callers to this line can speak to MFHC information specialists in **English or Spanish**.

MFHC staff address resident's concerns directly, such as by explaining how to effectively report problems to building management or by answering questions about resident's rights. The Staff will also make appropriate referrals to callers, or, if warranted, send a report of the complaint to the appropriate HUD local Field Office for action.

The Multifamily Housing Complaint Line supports HUD's enforcement efforts by empowering tenants and community residents to act as HUD's eyes and ears to ensure safe, decent, and sanitary housing.

## MORE HUD RESOURCE WEBSITES

The following websites and resource list may be useful for situations other than fair housing or housing discrimination:

**HUD Customer Service Page – South Carolina:** [https://www.hud.gov/states/south\\_carolina/custserv](https://www.hud.gov/states/south_carolina/custserv)

HUD's Customer Service Page for the state of South Carolina contains contact information for different HUD resources and offices to assist with various issues or concerns. Visit the page for direct links, including programs that help avoid foreclosure or for people experiencing homelessness.

**HUD Rental Assistance:** [https://www.hud.gov/topics/rental\\_assistance](https://www.hud.gov/topics/rental_assistance)

To learn more about renting and HUD rental assistance programs, visit HUD's Rental Assistance webpage.

**HUD Housing Counseling:** <https://www.hudexchange.info/programs/housing-counseling/customer-service-feedback/>

HUD sponsors Housing Counseling Agencies nationwide that provide advice on buying a home, renting, defaults, foreclosures, and credit issues. The above site directs users to search for Housing Counseling Agencies by zip code or via an online map. Users may also call HUD at **800-569-4287** to find a housing counselor.

\*\*Please note that we have a Housing Counseling Agency amongst our REACH Partners - **Origin SC!** Their website is <https://originsc.org/>.

## HUD OFFICE OF INSPECTOR GENERAL (OIG)

<https://archives.hud.gov/offices/pih/programs/ph/rhiip/uivreporting.cfm>

The U.S. Department of Housing and Urban Development (HUD) Office of Inspector General (OIG) accepts reports of fraud, waste, abuse, or mismanagement in HUD or HUD-funded programs from HUD employees, contractors, and the public. HUD OIG focuses on reports of fraud or mismanagement with high dollar losses or significant community impact.

If you are aware of fraud, waste, or abuse in HUD's public housing and/or housing choice voucher (HCV) programs, fill out the OIG Hotline Complaint Intake Form. HUD's goal is to root out fraud and abuse in HUD programs wherever it is found. To make a report visit: <https://www.hudoig.gov/hotline>.

## USDA MULTI-FAMILY HOUSING RENTALS

[https://rdmfhrentals.sc.egov.usda.gov/RDMFHRentals/select\\_county.jsp?st=sc&state\\_name=South%20Carolina&st\\_cd=45](https://rdmfhrentals.sc.egov.usda.gov/RDMFHRentals/select_county.jsp?st=sc&state_name=South%20Carolina&st_cd=45)

To locate affordable housing, access the United States Department of Agriculture's (USDA) Multi-Family Housing Rentals search website. Use the map to search available USDA Multi-Family Housing opportunities by County.

## **CONSUMER FINANCIAL PROTECTION BUREAU (CFPB)**

<https://www.consumerfinance.gov/> (available in multiple languages)

The Consumer Financial Protection Bureau (CFPB) is the federal agency which accepts complaints about consumer financial products and services. The CFPB accepts complaints regarding problems with the mortgage process: applying for a loan, receiving a credit offer, signing the agreement (including the settlement process and costs), and making payments. They also cover complaints about problems when someone is unable to pay for their loan (examples: loan modification, collection, and foreclosure).

Dial: **855-411-2372**. Over 180 languages are available.

**TTY/TTD: 855-729-2372**

### **For Filing a Complaint with CFPB:**

<https://www.consumerfinance.gov/complaint/>

Consumer Financial Protection Bureau  
P.O. Box 27170  
Washington, D.C. 20038

### **For General Information:**

Consumer Financial Protection Bureau  
1700 G St., NW  
Washington, D.C. 20552