



Fair Housing Complaint Form

City of Naperville
Housing Advisory Commission

Please read this entire form and all the instructions carefully before completing.

All questions should be answered. However, if you do not know the answer or if a question is not applicable, leave the question unanswered and fill out as much of the form as you can. Your complaint should be signed and dated. Where more than one individual or organization is filing the same complaint, and all information is the same, each additional individual or organization should complete boxes 1 and 8 of a separate complaint form and attach it to the original form.

Complaints may be presented in person or mailed to the City of Naperville, 400 S. Eagle Street, Naperville, IL 60540 to the Attention of Kasey Evans. If you have questions please call (630) 420-4179 or e-mail fairhousing@naperville.il.us.

1. Name of Aggrieved Person or Organization (last name, first name, middle initial) Taylor, [REDACTED]		Phone Number [REDACTED]
Street Address (street, city, county, state & zip code) [REDACTED] Naperville, Illinois 60540		Email Address [REDACTED]
2. Against whom is this complaint being filed? (last name, first name, middle initial) Broniatowski, Pamela, Property Manager Montanez, RoseMarie, Leasing /Compliance Manager Worth, Esq. Brian , President and CEO Loch, Mary, Chief Financial Officer and Managing Broker		Phone Number 630-456-4452 ext 202 630-456-4452 Ext.228 630-456-4452 Ext.227
Street Address (street, city, county, state & zip code) 531 East Roosevelt Road Suite 200 Wheaton, DuPage County Illinois 60187		Email Address pbroniatowski@chadhousing.org ; rmontanez@chadhousing.org bworth@chadhousing.org mloch@chadhousing.org
If you named an individual above who appeared to be acting for a company in this case, check here <input type="checkbox"/> and write the name and address of the company:		
Name: Community Housing Advocacy and Development (CHAD)		Address: 531 East Roosevelt Road Suite 200 Wheaton, DuPage County Illinois 60187
Check the applicable box(es) which describe(s) the party named above: <input type="checkbox"/> Builder <input checked="" type="checkbox"/> Owner <input type="checkbox"/> Broker <input type="checkbox"/> Salesperson <input checked="" type="checkbox"/> Supt. or Manager <input type="checkbox"/> Bank or Other Lander <input type="checkbox"/> Other:		
3. What did the person named in #2 above do?		
<input type="checkbox"/> Refuse to rent, sell, or deal with you <input type="checkbox"/> Discriminate in broker's services <input checked="" type="checkbox"/> Discriminate in the conditions or terms of sale, rental occupancy, or in services or facilities	<input type="checkbox"/> Falsely deny housing was available <input type="checkbox"/> Advertise in a discriminatory way <input checked="" type="checkbox"/> Intimidated, interfered, or coerced you to keep you from the full benefit of the Fair Housing Law	<input type="checkbox"/> Engaged in blockbusting <input type="checkbox"/> Discriminate in financing <input type="checkbox"/> Discriminate in broker's services <input checked="" type="checkbox"/> Other (explain) <i>Trying to make me lose my Section 8 voucher</i>
4. For what reason do you believe you were discriminated against? (Check all that apply)		
<input type="checkbox"/> Race/Color <input checked="" type="checkbox"/> Black <input type="checkbox"/> White <input type="checkbox"/> Other	<input type="checkbox"/> Religion (specify): <input type="checkbox"/> Military Status	<input type="checkbox"/> Sex <input checked="" type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Sexual Orientation (specify): <input type="checkbox"/> Familial Status <input type="checkbox"/> Children < 18 in the family <input type="checkbox"/> Pregnant <input type="checkbox"/> Other
<input type="checkbox"/> National Origin (specify):		



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<input type="checkbox"/> Marital Status <input checked="" type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Divorced <input type="checkbox"/> Widowed	<input type="checkbox"/> Active Duty <input type="checkbox"/> Veteran <input type="checkbox"/> Other	<input checked="" type="checkbox"/> Age (specify): <div style="background-color: black; width: 100px; height: 20px;"></div>	<input checked="" type="checkbox"/> Handicap <input checked="" type="checkbox"/> Physical <input checked="" type="checkbox"/> Mental	<input type="checkbox"/> Ancestry (specify): <input checked="" type="checkbox"/> Legal Source of Income (specify): <i>Social Security Section 8 voucher</i>
5. What kind of house or property was involved? <input type="checkbox"/> Single-family house <input type="checkbox"/> A house/building for 2-4 families <input type="checkbox"/> A building for 5 or more families <input checked="" type="checkbox"/> Other (specify): <i>duplex</i>	Did the owner live there? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Unknown	Is the house or property ... <input type="checkbox"/> Being sold <input checked="" type="checkbox"/> Being rented	What is the address of the property? (street, city, county, state & zip code) <div style="background-color: black; width: 150px; height: 20px;"></div> Naperville, Illinois 60540	

6. Summarize what happened. Use this space for a brief and concise statement of the facts. Additional details and any supporting documents may be submitted as attachments.	When did the act(s) checked in #3 above occur? (Use the most recent date if several dates are involved) 10 / 29 / 2017
<p>On May 31, 2017 My doctor wrote two letters to my landlord(CHAD) requesting reasonable accommodations for my disabilities. July 1, 2017 I received letters from the landlord's lawyers addressed to my doctor questioning my disabilities and asking the doctor very specific questions about my medical history. Landlord's lawyers are Wiedel, Philipp, Indelicato and Olson 4915 Main Street Downer Grove, Illinois 630-969-2300 phone; 630-969-1342 fax. On June 15, I received a landlord email indicating that my rent would be raised on August 1, 2017 by \$106 per month (10%) equals \$1292 a year. 60 days notice is required prior to my lease end date of May 31, 2017. My landlord never give me proper notice about anything. I pushed back rent raised 9/1/2017. White tenants rents were raised less than 5%.</p> <p>On May 8, 2017 I began long drawn out lease renewal process, passed inspection, completed CHAD paper work. I still don't have a lease. asked 4 times. CHAD engages in false advising and deceptive practices on website www.chadhousing.org they boast of being provider of permeant affordable housing and their rents are below market level. Ignore repairs order to fix leaky basement and garage. They knew theses area leaked prior to renting unit to me. whenever it rains or snows. Three unlevelled pavements cause me to fall when I get in and out of my car at garage. The garage walls has hundreds of 4 inch rusty nails sticking out like a porcupine. This causes me to cut my hands.</p> <p>I filed discrimination reports with the following agencies: The U.S. Department of Housing and Urban Development (HUD), Office of Fair Housing and Equal Opportunity (FHEO) HUD 903 online housing discrimination complaint July 1, 2017. HUD#05-17-9276-8</p> <p>Illinois Department of Human Rights IDHR Charge Number 2018CHO410</p> <p>Illinois Attorney General – Disability and Fraud Departments</p>	



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August 18, 2017 CHAD mailed me numerous letters of non lease renewal; indicating that I should vacate unit by 9/30/17 in retaliation for filing complaints with HUD, Illinois Department of Human Rights and with the Attorney General.

October 3, CHAD puts new lawyers on me MRV (Mulherin, Rehfeldt and Varchetto, P.C.) 211 South Wheaton Avenue Suite 200 Wheaton, Illinois 60187-5259 www.mrv.law John M. Mulherin, 630-384-3133 jmulherin@mrvlaw.com

Fax# 630-653-9316

Attorney John M. Mulherin says I can stay in my apartment only if I drop all discriminations charges with all state and federal agencies. But sends no paperwork nor lease.

During the entire month of October:

I am being harassed multiple times a day by landlord and its representatives - coming to my doors banging on them for hours; ringing the door bells non stop. They start at the front door, then go to side door and backdoor. They have crossed the line. I live on the first floor. It is nice outside; so I have my windows open to enjoy the fresh air. The Community Housing Advocacy Development (CHAD), my landlord, yells and shouts curse words threw the windows. They call me bad, ugly names. Telling the neighbors all my business. CHAD is violating my right to confidentiality; and violating the Debt collection act. This is a very dangerous situation. It make me nervous and messes with my mental health. This goes on multiple times a day. The last three days, I was lucky enough to have multiple witnesses inside and outside my house who were able to describe the people and verify the comments.

Friday, October 20,2017 5pm to 7pm approximately

Short, fat Mexican lady banging on doors; ringing door bells; and walking perimeter of my home; cursing and calling me names as she yelled into all open windows
tell neighbors the purposes of her visit

Saturday, October 21,2017 3:45 p.m. to 5 p.m. approximately

white man -casually dressed

banging on doors, ringing bells, yelling the purpose of his visit

Sunday, October 22, 2017 at 10:15 p.m. to 10:45 p.m.

white man

banging on doors, ringing bells, yelling the purpose of his visit threw my open windows-going to all the doors in the heavy rain

Why is my landlord, Community Housing Advocacy and Development doing this; when I received this letter from their lawyer?

The above behavior went on multiple times a day during October. My neighbors have called the police to complain about how the landlord is disturbing the peace, harassing, intimidating me.



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I am being discriminated against because I am [redacted] years old, disabled, African American, Black single female who is an empty nester.

I feel that I am being discriminated against because I have an affordable housing voucher. The landlord know if they raise the rent too high. Section 8 won't pay and I have to move.

October 28 and October 29, 2017

Around 10 p.m. each day received 30 day notice to get out posted on front door

7. I declare under penalty of perjury that I have read this complaint (including any attachments) and that it is true and correct.

Signature

Date

11-7-17



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<i>For Office Use Only</i>	
Date Received:	Distributed: <input type="checkbox"/> City Clerk's Office <input type="checkbox"/> Legal Department <input type="checkbox"/> Housing Advisory Commission



Bruce Rauner, Governor
Janice M. Glenn, Acting Director

September 13, 2017

HOUSING DISCRIMINATION COMPLAINT

IDHR CASE NUMBER: 2018CH0410

HUD NO.: 05-17-9276-8

1. Complainant

██████ Taylor
██████ ██████████ ██████████
Naperville, IL 60540

2. Other Aggrieved Persons

None

3. The following is alleged to have occurred or is about to occur:

Discriminatory terms, conditions, privileges, or services and facilities

Failure to provide a reasonable accommodation

4. The alleged violation occurred because of:

Race, black

Disability, physical and mental

5. Address and location of the property in question (or if no property is involved, the city and state where the discrimination occurred):

██████ ██████████ ██████████ ██████████
Naperville, IL 60540

6. Respondent

Community Housing Advocacy & Development
531 E. Roosevelt Road, Suite 200
Wheaton, IL 60187

7. The following is a brief and concise statement of the facts regarding the alleged violation:

Complainant's race is black; she is physically and mentally disabled. Complainant has a Section 8 Voucher administered by DuPage/Kendall Housing Authority. Complainant's landlord is Community Housing Advocacy and Development (CHAD). Complainant's lease expired in the end of May 2017. Complainant contends that she had been requesting a renewal package at least 90 days prior to her lease expiring. On May 8, 2017, Complainant began the renewal process, passed inspection and completed paperwork related to lease renewal. Complainant alleges that while completing forms for the lease renewal, Respondent provided her with blank forms which did not include any information about the increase in rent. Complainant contends that she signed a blank form with no increase amount inserted as a mandatory condition for lease renewal. In addition, Respondent requested the renewal package, issued on May 13, completed and returned the following day and did not allow the 5-day window as required.

Complainant alleges that on June 15, 2017 she was notified that her rent would be increased by \$106.00 (10%) effective August 1, 2017. Complainant contends that she was not given proper notice in advance of the rent increase and that she was required to sign the new lease with the 10% increase within a 15 minute to one-hour window after becoming aware. Complainant contends that white tenants receive an increase of less than 5%.

Due to the circumstances, Complainant did not sign her lease as she considers it discriminatory and on August 18, 2017, Respondent issued her a notice to vacate the unit by September 30, 2017.

Complainant alleges that Respondent failed to address her request for repairs which include adequate light inside and outside her garage; faulty electricity in her kitchen, and nails sticking out of the walls in the garage.

Complainant further alleges that due to her mental disabilities, on May 31, 2017 she requested a reasonable accommodation for Respondent not to enter her unit without giving her a 72-hour notice in advance. Complainant contends that instead of accommodating her requests, Respondent, sent her doctor very specific and personal questions about her medical history.

Complainant alleges that she was denied a reasonable accommodation due to her physical disabilities. The presence of mold in the basement aggravated her serious medical conditions and put her [REDACTED] [REDACTED] at risk, yet Respondent failed to address her requests to fix leaks in the basement, and the sump pump which flooded the basement and produced mold.

Complainant alleges that she was subjected to discriminatory terms and conditions related to rental due to her race, black and because she is disabled and denied reasonable accommodations due to her physical and mental disabilities.

8. The most recent date on which the alleged discrimination occurred:

August 18, 2017 and is continuing.

9. Types of Federal Funds identified:

None.

10. The acts alleged in this complaint, if proven, may constitute a violation of the following:

Section 804 b or f and 804f3b of Title VIII of the Civil Rights Act of 1968 as amended by the Fair Housing Act of 1988 and Sections 3-102(B), 3-102.1(B); and 3-102.1(C) (2) of the Illinois Human Rights Act.

Please sign and date this form:

Under penalties as provided by law pursuant to Section 1-109 of the Code of Civil Procedure [735 ILCS 5/1-109], the undersigned certifies that the statements set forth in this instrument are true and correct, except as to matters therein stated to be on information and belief and as to such matters the undersigned certifies as aforesaid that he or she verily believes the same to be true.

Terre Taylor

(Date)

N O T E: IDHR WILL FURNISH A COPY OF THIS CHARGE TO THE PERSON OR ORGANIZATION AGAINST WHOM IT IS FILED.

[REDACTED] Taylor

[REDACTED]
Naperville, Illinois 60540

August 30, 2017

State of Illinois

Department of Human Rights

Fair Housing Division

Attn: Maria Enriquez

100 W. Randolph St. 10th Floor

Attn: Housing Intake

Chicago, Illinois 60601

Re: Control # 18H071304

My disabilities are both physical and mental. My diagnoses include:

[REDACTED]
[REDACTED]

Reasonable requests made by me verbally and in writing; some made by my doctor; and others by neighborhood organization to my landlord. Nothing has been done to help me with the following very simple, inexpensive requests.

.

- 1) Sufficient time to review annual lease renewals prior to having to sign them; 60 days notice prior to lease expiration if rent increase is involved.
- 2) I want Landlord, Community Housing Development Advocacy and Development (CHAD), to provide a 72 hours notice of its intent to enter my premises-including entering the basement portion of my premises, such notice to be effected by telephone, text message, e-mail and regular U.S. Mail, and CHAD is to wait to enter the premises until I respond to all four in the affirmative.
- 3) Chad is to install a deadbolt lock on each of my five entry doors – front, 2 back and two basement doors.
- 4) I want unit's pavement, gravel, and grass areas evened out, so that they are level to walk on. Especially outside garage where I have to pull car in and out. Sufficient space for entering and exiting my vehicle. Sufficient light inside and outside garage-motion activated timers take too long to come on and go off too quickly. Causing stumbling and tripping. Garage walls full of old rusted nails sticking out randomly ;sticking out for no reason. Pound them down? Within last two week, my homemaker and I have both cut our hands. Stop garage leaks. Floor slippery whenever it rains and snows.

How do the reasonable accommodations requested relate to my disability?

The reasonable accommodations requested relate to my disabilities in the following ways:

Request One:

Sufficient time to review annual lease renewals prior to having to sign them; 60 days notice prior to lease expiration if rent increase is involved ;

I read and write very slowly. It is impossible for me to read and comprehend A 33 page, 2 sided lease with legal jargon in “ the 15 minutes to 1 hour “ TIME allotted in the office of the Community Housing Advocacy Development (CHAD) office. I asked them to mail me the lease, they refused. It will take a couple of weeks for me to get through; if I have the strength and am not too fatigued [REDACTED]. I also want someone else to review lease for me and they are not going to be available at the Community Housing Advocacy Development convenience. I want to review my renewal lease and all future renewal leases at my own leisure 90 days before current lease expires. If a rent increase is involved then, it should be inserted prior to me completing lease renewal package; NOT AFTERWARDS AS A SURPRISE.

HOUSING IS HEALTH CARE.

If this 10% rent increase is implemented then I will be homeless; and unable to keep up with MY [REDACTED] take my many medicines; and unable to plug up [REDACTED].

UNAFFORDABILITY

I receive Social security Disability income on a monthly basis. A \$109 per month rent increase will put my total housing costs at more than 50% of my monthly income. I pay rent, light, gas, water, sewer, garbage removal, internet and telephone. This rent increase will create a financial hardship and will aggravate my health condition and cause unnecessary financial, physical, emotional and psychological stress. Stress breaks down my [REDACTED]
[REDACTED]

SUSTAINABILITY

This 10% rent increase equal \$1292 annually. This is not sustainable. Over the upcoming year's lease, I will lose more than one month's income this year to cover the increase.

Sufficient time to review annual lease renewals; prior to having to sign them; is important because CHAD has made many errors on my prior lease. They typed the address wrong. They wrote "road" instead of "street". (I did not receive mail for 8 months. Problems with post office.) CHAD's lease indicated that my unit was furnished, it was not. CHAD advertised my unit was a condo and the lease says it is an apartment. With more time to review the lease, I can caught the mistakes and have someone help me proof read it to make sure it is accurate and I fully understand.

Request Two:

I want Landlord, Community Housing Development Advocacy and Development (CHAD), to provide a 72 hours notice of its intent to enter my premises-including entering the basement portion of my premises, such notice to be effected by telephone, text message, e-mail and regular U.S. Mail, and CHAD is to wait to enter the premises until I respond to all four in the affirmative.

(My doctors asked for this and CHAD put their lawyers on us).

How do the reasonable accommodations requested relate to my disability?The reasonable accommodations requested relate to my disabilities in the following ways:

[REDACTED]

[REDACTED] So a variety of communication methods is helpful in getting and keep my attention; so I am lease compliant and; don't miss important deadlines. I may go days without answering my telephone, the door and/ or checking emails. But I may or may not look in the mail box, check text messages and / or emails; or vice verse.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

This reasonable request eliminates the safety hazard of the Landlord entering the unit without me being aware. On three occasions, I have come home and my back boors were left wide open and unlocked. Only to later discover that CHAD was in the unit and did not leave a

note. Police reports and emails verify this. This triggers my [REDACTED] and aggravates my [REDACTED].

Unnecessary intrusions and unnecessary, unwanted interruptions

[REDACTED]. [REDACTED]
[REDACTED]. Please stop CHAD from entering my rent and showing it for rent while I am currently residing in the unit. That is unnecessary harassment and aggravation that will land me in the hospital.

Request Three

Chad is to install a deadbolt lock on each of my five entry doors –front, two back and two basement doors.

(My doctors asked for this and CHAD put their lawyers on us).

How do the reasonable accommodations requested relate to my disability?

The reasonable accommodations requested relate to my disabilities in the following ways:

I currently reside in a first floor apartment, in a duplex on the corner near an alley; down the street from the bus terminal and metra train station combined. Since I moved in, there has been a rise in crime; and a major high rise building being constructed across the street from me. The building is the length of an entire block- three wide open floor has been complete. It is like living next door to an abandon building at night. During the day lots of traffic with construction workers, subcontractors and people running to trains and buses creates quite a stir.

If my doors were kicked, then flimsy lock would break. If glass on my 4 entry doors was broken, then someone could very easily stick their hand in door and simply unlock door. CHAD does not allow residents to install their own locks per lease. So my doctor asked Chad to install locks and CHAD put their lawyers on us. Now CHAD is asking me to move.

During my life time, I have had my apartment burglarized twice by strangers. I am also a survivor of domestic violence; therefore I try to be proactive about my safety. I would feel safer with extra locks. I have [REDACTED] which triggers "flash backs" and [REDACTED]. [REDACTED]. I once had an eye stroke and my vision was great impaired for 1 year as a result of a very stressful event.

[REDACTED]

[REDACTED]

[REDACTED] Stress aggravates this and results in visual disturbance.

I take two different [REDACTED] twice a day; try to avoid stress; and go to the doctor regularly to check my [REDACTED] in order to avoid surgery, and loss of [REDACTED].

The constant fear that someone will break in creates stress so I have to [REDACTED] and tried to get landlord to put on locks. In order to reduce stress which will aggravate [REDACTED]

Request four

I want unit's pavement, gravel, and grass areas evened out, so that they are level to walk on. Especially outside garage where I have to pull car in and out. Sufficient space for entering and exiting my vehicle. Sufficient light inside and outside garage- motion activated timers take too long to come on and go off too quickly. Causing stumbling and tripping. Garage walls full of old rusted nails sticking out of walls randomly; sticking out for no reason all over. Pound them down? Within last two week, my homemaker and I have both cut our hands. Stop garage leaks. Floor slippery whenever it rains and snows.

How do the reasonable accommodations requested relate to my disability?

The reasonable accommodations requested relate to my disabilities in the following ways:

I have [REDACTED].

Symptoms of [REDACTED] include [REDACTED]. Simply having enough space to walk on a leveled surface when getting in and out of my car would be a blessing. It would eliminate a safety hazard. I hopefully would not continue to trip and fall if this barrier was removed. This example of barrier removal includes making my parking space more

accessible. Sidewalk is too narrow on driver's side of car. I often slip into uneven, lumpy, bumpy, super absorbent soil with gravel; and an uneven lawn with lots of hole. I have fallen often on uneven terrain and complained. See e-mails. In summer, I trip cause I can see and catch myself. In fall, when leaves are on the ground it is very difficult to see the 3 uneven different terrains and maneuver. In winter when snow covers sidewalk, uneven soil, and grass with holes; I fall often.

My [REDACTED] where I can barely walk and have to sometimes use a walker and go to physical therapy.

The accommodation would be to level the walking surface and make lights inside and outside on both sides of the garage stay on longer. Proper repairs will eliminate a safety hazard which could cause physical harm to me and degrade my already delicate health condition. Hitting my hand on an old rusty nail. [REDACTED]

[REDACTED] Plus I could get an infection

[REDACTED] Eliminating leaks will prevent further falls on this property.

Request Five:

I want the mold in the basement remediated and basement leaks fixed.

The reasonable accommodations requested relate to my disabilities in the following ways. They will eliminate the safety hazards.

Whenever it rains, or snows the basement walls, windows and floors leak water from several locations. The sump pump backs up and floods basement. There is mold growing on basement walls and floors. This is where I do laundry. Molder triggers [REDACTED].

[REDACTED] [REDACTED]

[REDACTED] I do not need mold too.

[REDACTED]

[REDACTED]



[REDACTED] Taylor

[REDACTED]
Naperville, IL 60540

August 18, 2017

RE: Non Lease Renewal

Dear Terre,

We are writing to inform you, that after reviewing your account with our CEO, Brian Worth, CHAD will not be offering a renewal of your lease due to the following reasons:

- Non-Complaint/No Signed Lease

By this letter, we hope to provide you with sufficient time, over 30 days, to locate suitable alternate housing.

Your lease for the above-mentioned premises is expiring and we ask that you vacate promptly on or before 11:59 p.m. on 9/30/2017. Therefore, please consider this letter as formal notice for you to vacate the premises on or before that time. CHAD has the right to begin showing your unit to perspective clients with serving of this notice.

Please contact me to schedule your move out inspection prior to your move out date of 9/30/2017. Please make sure you are ready to hand over your keys during your move out inspection and after you have removed all of your personal belongings and cleaned the unit thoroughly.

If you intend to vacate the unit before 9/30/2017, please call with your intended "move-out" date and we will schedule a time before the aforementioned date and time for your joint move-out inspection.

If you have any questions, please feel free to contact me directly at (630) 456-4452 ext 223 or by email at pbroniowski@chadhousing.org.

Sincerely,

Pamela Broniatowski

Pamela Broniatowski

Property Manager

cc: Tenant File