



westchester residential opportunities

Since 1968

Saving homes, saving families™

**One Year Later:
Complaints Received in the Year Since Passage of the
Lawful Source of Income Non-Discrimination Act**



**Within the last year, WRO received 36
intakes based on source of income
discrimination.**

- 30 clients were female
- 25 were people of color
- 27 households were single individuals

**Intakes were usually resolved in one of two
ways.**

- If the client was still interested in the apartment ... our team worked to educate the provider, and advocate on behalf of the client.
- If the client was no longer interested ... testing would begin on the property.

**Clients had similar complaints about the
housing market.**

- Explicit refusals from housing providers
- Exclusionary policies expressed verbally or through an ad (i.e. high income requirements)
- Limited supply of affordable housing, and concern about finding it before voucher's expiration

Going forward...

- WRO predicts voucher-holders will continue to experience barriers to housing due to bias and misconceptions in the rental industry.
- WRO will host educational seminars for a variety of housing providers, including realtor and landlords. Violative agents and educational gaps will be regularly determined through intakes and test results.