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**HISTORIC  
FRANKLIN  
TENNESSEE**

### **Reasonable Accommodation Policy – Fair Housing**

The following is a procedure for handling complaints and/or concerns that involve Fair Housing and/or ADA discrimination. The complaints may enter the City system through a variety of means and our team should be cognizant that the complaints and concerns may not be expressed as such directly.

The initial complaint/concern can be processed via the following methods:

- Phone calls/emails/written correspondence/in person to the City
- Customer Service Portal on the City website
- Tennessee Fair Housing Council (agent of the City for Fair Housing)

As soon as the complaint/concern is recognized as a request for a reasonable accommodation that involves Fair Housing, the Housing Development Coordinator in the Dept. of Building and Neighborhood Services ([kathleens@franklintn.gov](mailto:kathleens@franklintn.gov)) will create a correspondence file and input all information into Infor as a Customer Service request. Requests involving ADA should be copied to Risk Manager in the Human Resources Department. The attached 'Guide to Reasonable Accommodations' can be used as a resource as well as the information at the following web address:

[https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/online-complaint](https://www.hud.gov/program_offices/fair_housing_equal_opp/online-complaint)

The complaint shall be forwarded to the Tennessee Fair Housing Council (TFHC) ((615) 874-2344) for action and processing. The City has this company on retainer as a specialist to ensure these items are handled fairly and promptly. If the TFHC determines that there is an action that should be taken by the City, the Housing Development Coordinator, in consultation with the Legal Dept. and the Risk Management section of HR, shall coordinate that action amongst the appropriate City departments. The City team shall cooperate with recommendations from TFHC and act expeditiously to ensure Federal, State, and Local laws are followed.

As detailed in the **City of Franklin Municipal Code 21-603 (1)** below, the Tennessee Human Rights Commission shall be notified at (800) 251-3589 or by email at [ask.thrc@tn.gov](mailto:ask.thrc@tn.gov).

*Complaint procedure. In keeping with T.C.A. 4-21-202, as well as Chapter 1500-1, "Rules for Acting Upon Complaints of Discrimination," all alleged complaints of fair housing discrimination received by an employee of the City of Franklin, shall be referred to the Tennessee Human Rights Commission. The City of Franklin's Housing Development Coordinator shall serve as the primary point of contact for procedural guidance related to this chapter.*

Attachments:

Fair Housing Administration Guide to Reasonable Accommodations  
City of Franklin Municode Title 21 Section 6 – Fair Housing Choice