



education / instrucción inc.

POST OFFICE BOX 12245, HARTFORD, CONNECTICUT 06112

PLEASE, FOR YOUR EYES ONLY.....UNTIL THE
FULL RANGE OF SUITS IS MADE PUBLIC BY FILING
IN COURT...HOPEFULLY IN EARLY ~~JANUARY~~ FEBRUARY, 1974.

PLEASE DO NOT REPRODUCE. WE WILL SUPPLY YOU
WITH ADDITIONAL COPIES, SUMMARY REPORT, ETC.
WHEN THE PROJECT IS COMPLETED.

THANK YOU.

DECEMBER, 1973

PROJECT Y

(¡YA BASTA! SUE THE BASTARD)

YABASTA MEANS "ENOUGH NOW" IN SPANISH.



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PROJECT YBSTB (YA BASTA, SUE THE BASTARD) DECEMBER, 1973
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THE PROJECT ~~XXXXXXX~~ AND THE DUAL HOUSING MARKET IN GREATER HARTFORD, CONNECTICUT

THE REAL ESTATE INDUSTRY (REAL ESTATE FIRMS, PROFESSIONAL ASSOCIATIONS, BANKS, INSURANCE COMPANIES AND OTHER LENDERS, ADVERTISERS, NEWSPAPER REAL ESTATE SECTIONS, ETC.) CREATE, MAINTAIN AND CONDONE TWO SEPARATE HOUSING MARKETS - ONE FOR MIDDLE CLASS WHITES AND ANOTHER FOR BLACKS, PUERTO RICANS AND THE POOR.

THE IMMENSE SIZE, INFLUENCE, AND THE INTER-LOCKING NATURE OF THESE INSTITUTIONS HAS TOTALLY PROTECTED THEM IN THE HARTFORD AREA FROM "PATTERN AND PRACTICE" LITIGATION. IN THE PAST, INDIVIDUAL AND ISOLATED CHARGES OF HOUSING DISCRIMINATION HAVE BROUGHT GENERALLY POOR RESULTS AND ANEMIC AFFIRMATIVE ACTION ON A SELF-REGULATORY BASIS FROM THE REAL ESTATE INDUSTRY.

^Y
PROJECT ~~STB~~ IS DESIGNED TO BRING STATE-WIDE ATTENTION TO THE DUAL HOUSING MARKET PROBLEM AND TO STRIKE DEEP AT THE INSTITUTIONALLY RACIST AND ELITIST CAUSES FOR THE DISCRIMINATORY BARRIERS WHICH EXIST IN THE HOUSING SUPPLY OF THE CAPITOL REGION.

PARTICIPANTS

^Y
PARTICIPANTS IN PROJECT ~~STB~~ ARE BOTH REGULAR HOME BUYERS AND TESTERS. THEY REPRESENT A CROSS-SECTION OF RACE, AGE, FAMILY SIZE, AND PLACE OF RESIDENCE. THEY WILL, THEREFORE, GO UNDETECTED THROUGHOUT THE STREAM OF HOMEBUYERS OPERATING IN THE REGION. THERE ARE BETWEEN 40 AND FIFTY PARTICIPANTS CURRENTLY WILLING TO ACT THROUGH THE PROJECT.

ALL PARTICIPANTS ARE ASKED TO BECOME PLAINTIFFS IN A SERIES OF FEDERAL AND STATE SUITS AGAINST MAJOR REAL ESTATE FIRMS, THE GREATER HARTFORD BOARD OF REALTORS, AND THE CONNECTICUT REAL ESTATE COMMISSION. NO ONE PLAINTIFF WILL BE INVOLVED IN MORE THAN ONE SUIT. IF THE "PLAINTIFF" ROLE IS UNCOMFORTABLE TO YOU, PLEASE DISCUSS YOUR CONCERNS WITH THE COORDINATORS AND/OR THE PROJECT STB LAWYERS. LEGAL EXPENSES FOR THESE SUITS WILL EITHER BE GIFTS IN KIND OR WILL BE COVERED THROUGH FUNDS DONATED FOR THIS SPECIFIC PURPOSE. THERE WILL PROBABLY BE FIVE PLAINTIFFS FOR EACH SUIT.

PARTICIPANTS ARE ASKED NOT TO DISCUSS THEIR PARTICIPATION IN THE PROJECT OR THE PARTICULARS OF THEIR EXPERIENCE(S) WITH ANYONE OTHER THAN THE COORDINATORS UNTIL THE FULL RANGE OF LITIGATION IS FILED IN COURT...THEN BROAD EXPOSURE FOR ANY AND ALL IS ENCOURAGED FOR EDUCATIONAL AND AWARENESS PURPOSES.

PARTICIPATION BEGINS BY AGREEING TO DESCRIBE IN WRITING A RECENT REAL ESTATE SALES EXPERIENCE INVOLVING RACIAL STEERING, BLOCK-BUSTING OR OTHER FORMS OF RACIAL DISCRIMINATION...OR BY ACCEPTING A TESTING ASSIGNMENT.

COORDINATORS

COLLECTING THE WRITTEN STATEMENTS, ANSWERING QUESTIONS ABOUT TESTING, ORGANIZING ASSIGNMENTS AND THE BEST CASES WILL BE HANDLED BY EDUCATION/INSTRUCTION. BEST CONTACT POINTS ARE WENDY AND BOYD HINDS, (HOME) 137 RIDGEFIELD STREET, HARTFORD 527-3313 OR (OFFICE) 1170 ALBANY AVE. , HARTFORD 522-7960, 522-7052.

PAST OR RECENT EXPERIENCES

PARTICIPANTS WHO, UNEXPECTEDLY, EXPERIENCED RACIAL DISCRIMINATION BY REAL ESTATE AGENTS ARE SIMPLY ASKED TO DESCRIBE THEIR EXPERIENCE IN AS MUCH DETAIL AS POSSIBLE: NAME(S) OF AGENT(S), FIRM NAME, OFFICE, DATES, COMMENTS FROM AGENTS, PRACTICES AND PROCEDURES, ETC. WHICH EFFECTED THEIR DECISION REGARDING HOUSING. PLEASE SUBMIT THESE STATEMENTS TO THE COORDINATORS.

TESTING

FURTHER DOCUMENTATION OF THE PATTERN AND PRACTICE OF A REAL ESTATE FIRM'S SALES APPROACH WILL ACCOMPLISHED BY A SERIES OF SHORT VISITS (ONLY SOMETIMES ANNOUNCED BY A PHONE CALL) TO SELECTED OFFICES THROUGHOUT THE GREATER HARTFORD AREA. SUCH VISITS WILL TAKE FROM ONE TO THREE HOURS. FOLLOW-UP CALLS, ADDITIONAL APPOINTMENTS FOR VIEWING HOMES, ETC. ARE NOT EXPECTED TO BE A NECESSARY PART OF DOCUMENTING THE STEERING.

TESTERS ARE ASKED TO WEAR AND TO SAY WHATEVER THEY MIGHT ORDINARILY WEAR AND SAY IF THEY WERE ACTUALLY LOOKING FOR A HOME. THE CONVERSATION CAN BE OPENED WITH SOME SORT OF QUESTION ABOUT THE HOUSING MARKET IN THE GREATER HARTFORD AREA: (TELL US ABOUT WHAT KIND OF HOMES AND COMMUNITIES ARE AVAILABLE THROUGH THE \$40,000 RANGE), (HOW AND WHERE DO YOU THINK WE OUGHT TO BEGIN LOOKING FOR A HOME?), ETC.

CAUTION. PLEASE DO NOT GIVE A PREFERENCE AT THE OUTSET OF THE CONTACT FOR ANY PARTICULAR RESIDENTIAL AREA...EMPHASIZE SIZE AND PRICE OF HOME, NOT TOWN. DO NOT GET CAUGHT IN A DISCUSSION ABOUT ANNUAL INCOME, AMOUNT OF DOWNPAYMENT, PLACE OF WORK, ETC. (EXCEPT FOR A BRIEF ANSWER) BECAUSE THIS TYPE OF "QUALIFICATION" FOR A BUYER IS USED TO STEER TO AND FROM SPECIFIC NEIGHBORHOODS. LET IT SUFFICE TO SAY THAT YOU CAN AFFORD UP TO A \$40,000 HOUSE. REMEMBER: THIS VISIT IS TO DOCUMENT WHAT THE SALES AGENT HAS TO SAY TO YOU ABOUT THE "REAL ESTATE MARKET"...WHAT BROAD (OR NARROW) RANGE OF POSSIBILITIES THERE ARE FOR YOU.

TESTERS ARE ASKED NOT TO LEAD A REAL ESTATE AGENT INTO ANY PARTICULAR "SALES PITCH." STEERING PRACTICES ARE PART OF A PATTERN OF BUSINESS-AS-USUAL. DO NOT ASK QUESTIONS LIKE (WHAT DO YOU THINK OF BLACKS, PUERTO RICANS, ETC.) BUT YOU CAN ASK (WHAT ABOUT LIVING IN HARTFORD, ABOUT BLUE HILLS, ABOUT BLOOMFIELD?) ETC. JUST MAKE THE AGENT EXPLAIN HIM/HERSELF COMPLETELY ABOUT SALES PHRASES LIKE "BAD NEIGHBORHOOD", "HIGH CRIME RATE AREA", "POOR SCHOOLS", "COMFORTABLENESS", "TOO EXPENSIVE," "THEM" OR "THEY, THOSE PEOPLE", ETC. WHEN SUCH REMARKS ARE MADE.

THERE MUST BE TWO TESTERS PRESENT AT ALL TIMES TO SERVE AS INDEPENDENT WITNESSES. YOU ARE ENCOURAGED TO GO OUT IN THE CAR WITH THE AGENT ONLY IF THAT MANEUVER SEEMS TO BE DESIGNED TO GET YOU AWAY FROM OTHER CUSTOMERS OR IF THE AGENT IS NOT BEING OPEN BECAUSE OF A LACK OF PRIVACY IN THE OFFICE, ETC.

RACIAL STEERING

IT IS IMPORTANT THAT BOTH BUYERS AND TESTERS UNDERSTAND THE CONCEPT OF "RACIAL STEERING." IT SIMPLY MEANS ANY ATTEMPT OR PROCEDURE WHICH HAS THE NET EFFECT OF SHOWING HOMES IN OVERWHELMINGLY WHITE NEIGHBORHOODS TO WHITE BUYERS AND HOMES IN MINORITY DOMINATED AREAS OR INTERRACIAL NEIGHBORHOODS TO MINORITY BUYERS. STEERING IS INFLUENCING A PROSPECTIVE BUYER'S CHOICE BY IMPOSING RACIALLY-BASED FACTORS ON THE DECISION-MAKING PROCESS.

IT IS CLEAR THAT MUCH STEERING IS ACCOMPLISHED BY LABELING A COMMUNITY AS A "GOOD" OR "BAD" PLACE TO LIVE, A GOOD OR BAD INVESTMENT, AS HAVING A GOOD OR BAD SCHOOL SYSTEM, AS BEING NOISY, OR A HIGH CRIME AREA, OR THE NEXT GHETTO, OR NEXT TO A GHETTO, ETC.

A SALESPERSON WHOSE SALES APPROACH TO WHITE BUYERS PUTS THE CITY OF HARTFORD, THE BLUE HILLS SECTION OF HARTFORD, THE "NORTHEAST", BLOOMFIELD, ETC. IN A NEGATIVE LIGHT IS RACIALLY STEERING.

A SALESPERSON WHOSE SALES APPROACH TO BLACK OR PUERTO RICAN BUYERS PUTS ALL OF SUBURBIA EXCEPT FOR BLOOMFIELD IN A NEGATIVE LIGHT, OR WHO PRESENTS SUBURBIA AS TOO EXPENSIVE, OR SOMEHOW NOT REACHABLE IS RACIALLY STEERING. EXTRA FINANCIAL QUESTIONING FOR MINORITY BUYERS OR REFERRAL TO SPECIAL AGENTS WHICH "KNOWLEDGE" OF MINORITY RESIDENTIAL AREAS, OR THE BASIC ASSUMPTION THAT MINORITY BUYERS WOULD "NOT BE INTERESTED" IN CERTAIN SUBURBAN TOWNS IS RACIAL STEERING.

CONSCIOUSLY OR UNCONSCIOUSLY, AGENTS MAKE THEIR BIAS ABOUT A "GOOD PLACE TO LIVE" (AND WHY THAT AGENT FEELS THAT WAY) KNOWN TO PROSPECTIVE BUYERS. WHEN SUCH A BIAS IS RELATED DIRECTLY OR INDIRECTLY TO RACE, THIS INFLUENCE IS RACIAL STEERING.

NOTE: ATTACHED IS A WRITTEN STATEMENT ON RACIAL STEERING FROM THE "DUAL HOUSING MARKET..."- NATIONAL NEIGHBORHOODS. PLEASE ASK THE COORDINATORS FOR ADDITIONAL EXAMPLES OR EXPLANATIONS IF THIS "STEERING" CONCEPT IS NOT CLEAR TO YOU.



DURING THE CONTACT, KEEP THE FOLLOWING POINTS
IN MIND:

1. BE SURE TO GET A CARD FOR IDENTIFICATION.
2. KEEP YOUR COMMENTS, PREFERENCES, ETC. SHORT, VAGUE, AND NEUTRAL. WHAT THE AGENT SAYS IS WHAT IS IMPORTANT.
3. BE PERSISTENT. FOLLOW-UP GENERAL ATTEMPTS TO DISMISS A STREET, AN AREA OR A TOWN. WHY? WHY? WHY?
4. BE SURE TO DISCUSS THE ENTIRE INNER SUBURB RING AROUND HARTFORD ON A TOWN-BY-TOWN BASIS (WEST HARTFORD, NEWINGTON, WETHERSFIELD, GLASTONBURY, EAST HARTFORD, SOUTH WINDSOR, WINDSOR, BLOOMFIELD) AS WELL AS DISCUSSING LIVING IN THE CITY ITSELF.
5. DO NOT ASK A DIRECT RACIAL, NATIONAL ORIGIN OR RELIGIOUS QUESTION, I.E., DO NOT SOLICIT INFORMATION ABOUT THE RACIAL, ETHNIC, RELIGIOUS, NATIONAL ORIGIN, ETC. COMPOSITION OF STREETS, TOWNS, SCHOOLS, ETC. EXPLORE SUCH TOPICS ONLY AFTER THEY HAVE BEEN BROUGHT UP BY THE AGENT OR REFERRED TO BY AN AGENT- THEN BE PERSISTENT.
6. ACCEPT ANY PRINTED OR PROMOTIONAL MATERIAL THAT MAY BE OFFERED (MAPS, BROCHURES, CALENDARS, ETC.) AND USE THEM DURING THE CONTACT.
7. MAKE SURE THAT YOU HAVE INFORMED (PRIOR TO THE APPOINTMENT) THE INDIVIDUAL WHOSE TELEPHONE NUMBER OR ADDRESS YOU MAY HAVE USED FOR AN "ALIAS -WHERE TO CONTACT ME" TO EXPECT A CALL/MAIL FROM THE AGENT AND TO OFFER TO HAVE YOU CONTACT THE AGENT LATER.



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SAMPLE QUESTIONS FOR PROJECT ~~STB~~^{YX} INTERVIEWS

(CAN BE USED BY TESTERS IN WRITING UP THEIR STATEMENTS OR IN CANVASS OF RECENT EXPERIENCES)

SECTION 3604(A) OF THE FAIR HOUSING ACT OF 1968 MAKES IT UNLAWFUL TO REFUSE TO SELL OR RENT OR TO OTHERWISE MAKE UNAVAILABLE A DWELLING TO ANY PERSON BECAUSE OF RACE, COLOR, RELIGION OR NATIONAL ORIGIN. WHEN RACE IS A FACTOR INVOLVED IN SALESMANSHIP, AND THE NORMAL AVAILABILITY OF HOMES IS ALTERED BECAUSE OF RACE, THE 1968 FAIR HOUSING ACT IS VIOLATED.

EDUCATION/INSTRUCCION IS MONITORING THE REAL ESTATE INDUSTRY IN THE BEST WAY IT CAN. THE COMMERCIAL RECORD (PUBLIC INFORMATION) PROVIDES THE NAME AND ADDRESS OF EACH HOME SOLD IN THE CAPITOL REGION. TO ESTABLISH PATTERNS ABOUT THE PROCESS OF BUYING AND SELLING, WE ARE ASKING THE FOLLOWING QUESTIONS:

1. NAME OF BUYER _____ RACE OF BUYER _____
2. NAME OF REAL ESTATE FIRM(S) USED: _____.
3. OFFICE LOCATION: _____.
4. WHY DID YOU GO TO THEM? _____.
5. NAME OF AGENT WHO SOLD HOUSE: _____.
6. RACE OF AGENT: _____
7. REAL ESTATE COMPANY'S SALES FORCE WAS WHITE _____ BLACK _____ MIXED _____
8. WHAT DIRECTIONS (REQUEST, PREFERENCES, ETC.) DID YOU GIVE THE SALESPERSON REGARDING A TOWN, NEIGHBORHOOD?
9. WHAT PRICE RANGE DID YOU SET AS YOUR LIMITS? _____
10. AT ANY TIME WERE YOU DISCOURAGED FROM LOOKING AT AN AREA, TOWN, NEIGHBORHOOD?
How?
11. AT ANY TIME WERE YOU REFERRED TO:
 - ANOTHER AGENT _____ ANOTHER OFFICE _____
 - ANOTHER GEOGRAPHIC AREA _____ ANOTHER COMPANY _____
 - A SPECIFIC SOURCE OF FUNDING _____

12. IN COMMENTING FAVORABLY ABOUT A TOWN OR NEIGHBORHOOD, WHAT PHRASES AND OPINIONS DID THE AGENT OFFER?
13. IN COMMENTING UNFAVORABLY ABOUT A TOWN OR NEIGHBORHOOD, WHAT PHRASES AND OPINIONS DID THE AGENT OFFER.?
14. WHAT DID YOU TAKE THE AGENT TO MEAN BY THESE UNFAVORABLE/FAVORABLE COMMENTS?
15. HOW MANY DIFFERENT HOMES WERE YOU SHOWN? _____
16. HOW MANY DIFFERENT TOWNS WERE YOU SHOWN? _____
WHICH? _____

17. DID YOU ASK ABOUT THE CITY OF HARTFORD (OR A HARTFORD NEIGHBORHOOD) AS A PLACE TO LIVE? _____
AGENT'S RESPONSE :
18. DID YOU ASK ABOUT BLOOMFIELD AS A PLACE TO LIVE? _____
AGENT'S RESPONSE :
19. DID THE AGENT MAKE ANY STATEMENTS WHICH YOU FELT WERE DEROGATORY IN ANY WAY TO INDIVIDUALS OF THE BLACK RACE? _____
(EXPLAIN)
DEROGATORY TO PUERTO RICANS? _____ (EXPLAIN)
DEROGATORY TO A SPECIFIC RELIGION? _____ (EXPLAIN)
20. DID ANYTHING OCCUR DURING YOUR HOUSE PURCHASING EXPERIENCE FROM START TO FINISH WHICH YOU FELT WAS OUT-OF-THE-ORDINARY?
21. DID YOU ASK A SPECIFIC QUESTION ABOUT RACE?
EXPLAIN:

THANK YOU VERY MUCH.