

Homes & Communities

U.S. Department of Housing
and Urban Development

Fair Housing and Equal Opportunity

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TEAPOTS



Title Eight Automated Paperless Office Tracking System Version 5.2

TEAPOTS URL:

<http://www.hud.gov/offices/fheo/system/teapots.cfm>

System Access

[Enter HUD Staff](#)

[Enter Business Partners](#)

If you have questions on how to use the system, or you are unable to access TEAPOTS, please contact your system administrator. If your system administrator(s) is not available and you can not wait, contact the next higher office system administrator.

FHAP Agency
Login

Related Information

- ▶ [User Manual Version 5.2](#)
- ▶ [TEAPOTS 5.2 Quick Start](#)
- ▶ [Data Dictionary](#)
- ▶ [TEAPOTS Q & A](#)
- ▶ [Office Codes](#)
- ▶ [Screen Mapping Document \(Impromptu\)](#)



Office Of Fair Housing And Equal Opportunity Title Eight Automated Paperless Office Tracking System (TEAPOTS)

Logon Screen

User ID	<input type="text"/>
Site ID	02XX - New York Region
Password	<ul style="list-style-type: none"> 02XX - New York Region 3400 - NJ Division of Civil Rights 3600 - NYS Division of Human Rights 3601 - Rockland Cty Comm.Human Rights 3610 - Geneva Human Rights Commission 3619 - Westchester County HRC 03DC - Washington, D.C. Office 03GC - Philadelphia Office of Counsel 03MD - Baltimore Center 03PA - Pittsburgh Office 03VA - Richmond Office
Application Set	<input type="checkbox"/> Activate Account

User's Initials

Enter Password
(Passwords
need to be
updated every
90 days)

Select Appropriate
Agency

Office Of Fair Housing And Equal Opportunity
Title Eight Automated Paperless Office Tracking System
(TEAPOTS)

Logon Screen

User ID	<input type="text"/>
Site ID	0000 - Headquarters <input type="button" value="v"/>
Password	<input type="password"/>

Application Server Address:hwvauap407.hud.gov

Activate Accessibility (Only For Jaws Users)

Terms and Conditions: Rules of Behavior

The Office of Fair Housing and Equal Opportunity is granting you access to TEAPOTS based on your role and responsibility when performing official government housing discrimination duties. You shall work within the confines of the access determined to be appropriate and shall not attempt to access information or information resources which have not been authorized for your access or use.

I agree to:

- 1) Not circumvent or attempt to circumvent any security countermeasures or safeguards.
- 2) Not share identification or authentication materials of any kind,

By checking this box: I understand, accept, and agree to comply with all terms and conditions of the above Rules of Behavior. I understand that failure to comply with these rules could result in a verbal or written warning, removal of system access, and/or found guilty of a misdemeanor punishable by fines of \$5,000.

New "Rules of Behavior" required checkbox. Must check each time you login to TEAPOTS.

Quick Search for Case:

- Create Inquiry
- Newly Assigned Cases

- Case Locator
- Active Case
- Administration
- Transfers Pending
- Other Authorities
- Letters
- [On-Line Help](#)
- [About](#)
- [FAQ](#)
- [Exit System](#)

Cases Newly Assigned To You

Inquiry No.	HUD File No.	FHAP Case No.	Case Name	Role	Assignor	Date Assigned
-------------	--------------	---------------	-----------	------	----------	---------------

[Refresh List](#)

Remember
to change
your
password
every 90 days

Click here to maximize the
screen. This will reveal the
"Quick Search" function

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Quick Search for Case: Search

- Create Inquiry
- Newly Assigned Cases

- Case Locator
- Active Case
 - Intake
 - Jurisdiction
 - Interviews
 - Investigation
 - Case Management
 - Tracks
 - Conciliation
 - General Counsel
 - Case Reports
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- Exit System

Cases Newly Assigned To You

Inquiry No.	HUD File No.	FHAP Case No.	Case Name	Role	Assignor	Date Assigned
-------------	--------------	---------------	-----------	------	----------	---------------

[Refresh List](#)

Click "+" to expand your options

NEVER USE the "X" TO EXIT TEAPOTS

All commands will be on the left hand side

Quick Search for Case:

- Create Inquiry
- Newly Assigned Cases

- Case Locator
- [My Cases](#)
- [Locator](#)
- [Last Results](#)
- [Saved Searches](#)
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- [About](#)
- [FAQ](#)
- [Exit System](#)

Case Review Search
Case Summary Search

Case Reports Search
Bottom Of Form

Case List
Save Search

View Staff List
Clear Criteria

Inquiry No. Region Site HUD File No. FHAP Case No. Case Name Contact Date Assessor Investigator Jurisdiction Established HUD Closure Date **Complainant**Last Name First Name Organization **Respondent**Last Name First Name

Click
 "Locator" to
 locate cases

Quick Search for Case: Search

- Create Inquiry
- Newly Assigned Cases

- Case Locator
- [My Cases](#)
- [Locator](#)
- [Last Results](#)
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[Case Review Search](#)
 [Case Reports Search](#)
 [Case List](#)
 [View Staff List](#)
[Case Summary Search](#)
 [Bottom Of Form](#)
 [Save Search](#)
 [Clear Criteria](#)

Inquiry No.

Region

Site

HUD File No.

FHAP Case No.

Case Name

Contact Date

Assessor

Investigator

Jurisdiction Established

HUD Closure Date

You can search by Inquiry Number

You can search by HUD Number

You can search by FHAP Number

You can search by Case Name

Complainant

Last Name

First Name

Organization

You can also search by Complainant or Respondent

Respondent

Last Name

First Name

Quick Search for Case: Search

- Create Inquiry
- Newly Assigned Cases

- Case Locator
- [My Cases](#)
- [Locator](#)
- [Last Results](#)

Before you enter a case, check to see if it already exists in TEAPOTS using the "Case Review Search"

Case Review Search
Case Summary Search

Case Reports Search
Bottom Of Form

Case List
Save Search

View Staff List
Clear Criteria

Inquiry No. Region Site HUD File No. FHAP Case No. Case Name Contact Date Assessor Investigator Jurisdiction Established HUD Closure Date **Complainant**Last Name First Name Organization **Respondent**Last Name First Name

Remember to change to the appropriate Region

You can also specify which Site to search

If you are unsure of the spelling, use "contains"

Quick Search for Case: Search

- Create Inquiry
- Newly Assigned Cases

- Case Locator
- [My Cases](#)
- [Locator](#)
- [Last Results](#)
- [Saved Searches](#)
- Active Case
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- Other Authorities
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- [On-Line Help](#)
- [About](#)
- [FAQ](#)
- [Exit System](#)

Click "Case
Review
Search"

Case Review Search
Case Summary Search

Case Reports Search
Bottom Of Form

Case List
Save Search

View Staff List
Clear Criteria

Inquiry No. Region Site HUD File No. FHAP Case No. Case Name NYCHAContact Date Assessor Investigator Jurisdiction Established HUD Closure Date **Complainant**Last Name First Name Organization **Respondent**Last Name First Name

If you are
unsure of the
spelling, use
"contains"

Quick Search for Case: Search

- Create Inquiry
- Newly Assigned Cases

- Case Locator
 - [My Cases](#)
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 - [Last Results](#)
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- Active Case
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Main Work Space

Complaint

Damages Worksheets

F.I.R.



Determination

Case Print

Including: Assess Exemptions Plan Act/Decide OGCQuestionnaires: Testing Lending Disability Other QuestionsAudit Trail: Update Letter**106432 / 02-00-0039-X Minier, Belgica v. NYCHA**

If you clicked on any case using the "Case Report Search", you would be able to quickly print a copy of the Complaint, FIR, Determination, or Case Print.

Quick Search for Case: Search


-  Create Inquiry
-  Newly Assigned Cases

Cases Newly Assigned To You

Inquiry No.	HUD File No.	FHAP Case No.	Case Name	Role	Assignor	Date Assigned
-------------	--------------	---------------	-----------	------	----------	---------------

[Refresh List](#)

Click "Newly Assigned Cases" to view cases newly assigned to you

-  Case Locator
 - [My Cases](#)
 - [Locator](#)
 - [Last Results](#)
 - [Saved Searches](#)
-  Active Case
 - [Intake](#)
 - [Jurisdiction](#)
 - [Interviews](#)
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-  Exit System

Quick Search for Case: Search

- Create Inquiry
- Newly Assigned Cases

- Case Locator
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If you don't find a complaint, you can then create an Inquiry

Click "Create Inquiry"

Inserting a Case is a two step process:

- 1) First, you need to add the information to create a new inquiry
- 2) Second, you need to fill in the necessary information for all fields on the Intake Screen

Case: Search



- Create Inquiry
- Newly Assigned Cases
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- [FAQ](#)
- [Exit System](#)

Create Inquiry

Please Enter Inquiry Information

Case Location:	New York Region		
Case Name:	<input type="text"/>		
Complainant's Firstname:	<input type="text"/>		
Complainant's Lastname:	<input type="text"/>		
Complainant's Organization:	<input type="text"/>		
Respondent's Firstname:	<input type="text"/>		
Respondent's Lastname:	<input type="text"/>		
Respondent's Organization:	<input type="text"/>		
Case Issue:	None Selected <input type="button" value="v"/>		
Case Basis:	None Selected <input type="button" value="v"/>		
Initial Contact Date:	<input type="text"/>	Initial Contact Method:	None Selected <input type="button" value="v"/>
Violation Date:	<input type="text"/>	Violation City:	<input type="text"/>
Violation State:	None Selected <input type="button" value="v"/>	Violation County:	None Selected <input type="button" value="v"/>

Complainant (Last Name, First Name) v. Respondent (Last Name, First Name)

Complainant's Organization

Respondent's Organization

In which State did the violation occur? (Select State using dropdown menu)

In which County did the violation occur? (Select County using dropdown)

When did the last discriminatory act occur?

Remember to Save Inquiry

In which City did the violation occur?

When did the Complainant first contact you?

How did the Complainant contact you? (Select Contact Method using dropdown)

What happened? (Select issue using dropdown)

Why did it happen? (Select Basis using dropdown)

Quick Search for Case:

- Create Inquiry
- Newly Assigned Cases

- Case Locator
- Active Case
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- Other Authorities
- Letters
- [On-Line Help](#)
- [About](#)
- [FAQ](#)
- [Exit System](#)

Create Inquiry

Please Enter Inquiry Information

Case Location:	New York Region		
Case Name:	<input type="text" value="Doe, Jane v. Smith, John"/>		
Complainant's Firstname:	<input type="text" value="Jane"/>		
Complainant's Lastname:	<input type="text" value="Doe"/>		
Complainant's Organization:	<input type="text"/>		
Respondent's Firstname:	<input type="text" value="John"/>		
Respondent's Lastname:	<input type="text" value="Smith"/>		
Respondent's Organization:	<input type="text"/>		
Case Issue:	<input type="text" value="300 Discriminatory refusal to sell"/>		
Case Basis:	<input type="text" value="Color"/>		
Initial Contact Date:	<input type="text" value="09/03/2009"/>	Initial Contact Method:	<input type="text" value="Internet"/>
Violation Date:	<input type="text" value="09/02/2009"/>	Violation City:	<input type="text" value="New York"/>
Violation State:	<input type="text" value="New York"/>	Violation County:	<input type="text" value="New York County"/>

Remember to Save
Inquiry

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Quick Search for Case: Search

- Create Inquiry
- Newly Assigned Cases

Remember to save the information

Save Changes Refresh Insert Record Delete Record Exit Screen

Exit Screen

- Case Locator
- My Cases
- Locator
- Last Results
- Saved Searches
- Active Case
- Administration
- Transfers Pending
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- On-Line Help
- About
- FAQ
- Exit System

Complainants/Claimants

First Name (MI):

Last Name:

Organization:

Address Line 1:

Address Line 2:

City: State:

Home Phone: Work Phone:

Date Of Birth:

How Learned Of FHAct/Complaint:

Make sure you enter how the Complainant learned of the Fair Housing Act or Complaint

Complaint Signed?

Complainant Contact Person Complainant Representative

Comments

<< <

Record: 1 of 1

> >>

Make sure the Complainant has signed the Complaint form

Use this to scroll between records

Use this to scroll between records

The Complainant's contact person's information is entered here

The Complainant's attorney's information is entered here





- Create Inquiry
- Newly Assigned Cases
-
- Case Locator
- Active Case
- Administration
- Transfers Pending
- Other Authorities
- Letters
- [On-Line Help](#)
- [About](#)
- [FAQ](#)
- [Exit System](#)

Remember to save the information

Exit Screen

When did it happen?

Date of most recent violation:

Is violation continuing?

Click here if the violation is ongoing

The discriminatory act must have occurred within one year of the filing date

Click here to delete an issue

Quick Search for Case: 284660

Click here to add more issues

- Create Inquiry
- Newly Assigned Cases

Remember to save the information

Save Changes Refresh Add Issue Delete Issue Exit Screen

Exit Screen

- Case Locator
- Active Case
- Administration
- Transfers Pending
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- Letters
- [On-Line Help](#)
- [About](#)
- [FAQ](#)
- [Exit System](#)

What Happened?

Describe what happened that the complainant/claimant considers discriminatory.

What happened:

ISSUES:

300 Discriminatory refusal to sell 804a or f

Lending Questionnaire

These are the issues that have been selected

Quick Search for Case:

- Create Inquiry
- Newly Assigned Cases

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- [Exit System](#)

Click here to add the issue after selecting it

Add Issue



Highlight issue to add and Click "Add Issue"










- 300 Discriminatory refusal to sell
- 301 Discriminatory refusal to negotiate for sale
- 302 Discriminatory refusal to sell and negotiate for sale
- 310 Discriminatory refusal to rent
- 311 Discriminatory refusal to negotiate for rental
- 312 Discriminatory refusal to rent and negotiate for rental
- 320 Discriminatory advertising, statements and notices
- 321 Discriminatory advertisement - sale
- 322 Discriminatory advertisement - rental
- 323 Selective use of advertisements media or content
- 324 Failure to comply with advertising guidelines
- 330 False denial or representation of availability
- 331 False denial or representation of availability - sale
- 332 False denial or representation of availability - rental

Select all applicable issues

Quick Search for Case: 284660

Search

-  Create Inquiry
-  Newly Assigned Cases

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-  [Exit System](#)

Remember to save
the information

Save Changes

Refresh Page

Exit Screen

Exit Screen

Why did it happen?

RACE

- White
- Black or African American
- American Indian or Alaska Native
- Asian
- Hawaiian or Pacific Islander
- Asian or Pacific Islander*

SEX

- Male
- Female
- Harassment

FAMILIAL STATUS

- Children under 18
- Pregnant Female
- Securing Custody
- Designee of Custodian
- Non-Specific

COLOR

MULTI-RACIAL

- American Indian or Alaska Native and White
- Asian and White
- Black or African American and White
- American Indian or Alaska Native and Black or African American
- Balance (All Other Multi-Racial Combinations)

NATIONAL ORIGIN

- Hispanic or Latino
- Not Hispanic or Latino

HANDICAP

- Mental Disability
- Physical Disability

 Religion

 RETALIATION

* Historical Value Only, Do not Modify

Click all applicable bases
Please note that only HUD bases are
available in this field

Quick Search for Case:

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Names, Addresses, Etc.	
Number of Parties	
<u>Complainants/Claimants</u>	1
<u>Other Aggrieved Parties</u>	0
<u>Complainant Representatives</u>	0
<u>Complainants Contact Persons</u>	0
<u>Others Treated Differently</u>	0
<u>Others Treated The Same</u>	0
<u>Other Witnesses</u>	0
<u>Respondents</u>	1
<u>Respondent Representatives</u>	0





















This will help you keep track of all of your records by showing you what you have entered. Click on a category to go to that record.

Quick Search for Case: 284660

Search

-  Create Inquiry
-  Newly Assigned Cases

-  Case Locator
-  Active Case
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Click here to access
FHAP Referral Data

Jurisdiction In Edit Mode

Save Changes

Add To My Cases

Refresh Page

Exit Case

New York Region - Open with no transfer records

HUD Jurisdiction Established:	Not Yet	Date Form Sent:	
Inquiry/Claim Date Closed:		HUD Date Filed:	
Why Closed:	None Selected	Date Notification Sent:	
Date Inquiry Reopened:		Date Complaint Reopened:	
Why Inquiry Reopened		Why Complaint Reopened	
<input type="checkbox"/> Referred To Other Authority		Reactivation Date:	
FHAP Referral Data		Reactivation Reason	
Federal Funding to Respondent or Property?		Processing Responsibility? HUD	
<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Don't Know		Dual Filing Status Unknown	
Types of Federal Funding			
Conduct Concurrent Processing?	Don't Know	Refusal Date:	
Other Authorities Applied		Refusal Reason	

284660 / Doe, Jane v. Smith, John

Quick Search for Case: 020905778

Search

- Create Inquiry
- Newly Assigned Cases

- Case Locator
- Active Case
 - Intake
 - Jurisdiction
 - Interviews
 - Investigation
 - Case Management
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 - Conciliation
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- On-Line Help
- About
- FAQ
- Exit System

Remember to save
the information

Save Changes

Refresh

Exit Screen

Exit Screen

Other Applicable Authorities

Case Number:

- | | | |
|-------------------------------------|----------------------|--|
| <input type="checkbox"/> | <input type="text"/> | Title VI of 1964 Civil Rights Act |
| <input checked="" type="checkbox"/> | 02-09-0130-4 | Section 504 of 1973 Rehabilitation Act |
| <input type="checkbox"/> | <input type="text"/> | Section 109 of the Housing and Community Development Act Of 1974 |
| <input type="checkbox"/> | <input type="text"/> | Executive Order 11063 |
| <input type="checkbox"/> | <input type="text"/> | Executive Order 12892 |
| <input type="checkbox"/> | <input type="text"/> | Executive Order 12898 |
| <input checked="" type="checkbox"/> | 02-09-0056-D | Americans With Disabilities Act of 1990 |
| <input type="checkbox"/> | <input type="text"/> | Age Discrimination Act of 1975 |
| <input type="checkbox"/> | <input type="text"/> | Title IX of the Education Amendments Act of 1972 |

If the Complaint is generated as a result of a natural disaster, please indicate it in the Title IX section using the name of the natural disaster. (i.e. Katrina, Rita)

Quick Search for Case:

- Create Inquiry
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- [Exit System](#)

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J A T O**Investigative Plan - General - 274462 - 02-09-0577-8**[General](#)[Jurisdictional Elements](#)[Theories Of Discrimination](#)

Quick Search for Case:

- Create Inquiry
- Newly Assigned Cases

- Case Locator
- Active Case
- Intake
- Jurisdiction
- Interviews
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Investigative Plan - General - 274462 - 02-09-0577-8GeneralJurisdictional ElementsTheories Of Discrimination

<http://hwvauap407.hud.gov:8080/Ecomplaints/main/PagSingleMemo?PagSingleMemo.loadMemo=&jato.pag...>

Investigation - Jurisdictional Elements.

ELEMENT: Complainant

STATEMENT: Complainant is member of protected class, associated with member of protected class or organization whose purpose is to further fair housing.

SUPPORTING INFORMATION:

ELEMENT: Standing

STATEMENT: Complainant has been injured by violation of Act.

SUPPORTING INFORMATION:

ELEMENT: Respondents

STATEMENT: Each respondent is responsible for a transaction alleged to be in violation of the Act, and how.

SUPPORTING INFORMATION:

Type in the supporting
information for each element



Remember to save
the information





















Elapsed time = 00:31

Local intranet

Quick Search for Case: 020905778

Search

-  Create Inquiry
-  Newly Assigned Cases

-  Case Locator
-  Active Case
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-  [Exit System](#)

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Save Changes

Exit Screen

Investigative Plan - General - 274462 - 02-09-0577-8GeneralJurisdiction ElementsTheories Of Discrimination

Planned Interview Notes



Documents Needed Reminder Notes





















Other Data

Click on Theories of
Discrimination

Quick Search for Case: 020905778

Search

-  Create Inquiry
-  Newly Assigned Cases

-  Case Locator
-  Active Case
-  [Intake](#)
-  [Jurisdiction](#)
-  [Interviews](#)
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-  [Case Reports](#)
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-  Other Authorities
-  Letters
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POWERED BY
J A T O

Save Changes

Exit Screen

Investigative Plan - Theories Of Discrimination - 274462 - 02-09-0577-8GeneralJurisdictional ElementsTheories Of Discrimination

Note: To delete a theory, select the theory checkbox. Select all data on the memo screen and press the Delete key. Click Exit Screen to return to the Investigation screen

Case Issues

332 False denial or representation of availability - rental 804d

- Overt
- Unequal Treatment
- Disparate Impact
- Harassment
- Hostile Environment
- Design And Construction
- Reasonable Accommodation/Modification

Select Federal Funding To Display

No Federal Funding available! Update

Select Other Authorities To Display

Section 504 of the 1973 Rehabilitation Act Update

- Systemic
- Other Theories Of Discrimination

Select all applicable
issues

Must complete for each
Case Issues

Quick Search for Case: Search

- Create Inquiry
- Newly Assigned Cases

- Case Locator
- Active Case
 - Intake
 - Jurisdiction
 - Interviews
 - Investigation
 - Case Management
 - Tracks
 - Conciliation
 - General Counsel
 - Case Reports
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http://hwwaup407.hud.gov:8080/Ecomplaints/main/PagSingleMemo_1?P:

Do Not Use the "X"

Notes:

Do Not Enter Notes

Check Spelling

Summary:

INSTRUCTIONS: This information will appear in the Determination

Save Changes

Exit Screen

Exit Screen

Remember to save the information

Helpful Hint: Type Summary of Respondent's Defenses in MS Word, then cut and paste into this section because you may get logged out if too much time elapses.

Elapsed time = 00:19

Quick Search for Case: Search

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Remember to save the information

Save Changes Exit Screen

Who Provided the Document

Documents

Document Nature	Document Date	Who Provided	Method Obtained	Date Obtained
HUD 903 Memo Delete	09/02/2009	COMPLAINANT	CORRESPONDE	09/03/2009
Previous 100		Insert A New Document Record		Next 100

Date on the Document

Click here to add a New Document Record

Method by which the Investigator received the document

Nature of the Document

Date the Document was received by the Investigator

Quick Search for Case: Search

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- Active Case

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- Jurisdiction
- Interview
- Investigation
- Case
- Tracking
- Conciliation
- General
- Case
- Child
- Administration
- Transmittal
- Other
- Letter
- On-Line
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Choose applicable reason(s) for 100th Day letter

Remember to save the information

Save Changes

Exit Screen

100-Day Letter Reason

FHAP 100-Day Letter Date:

- 1. Complete interviews with parties and/or witnesses
- 2. Subpoena (formally request) documents related to the investigation or arrange other formal information gathering
- 3. Conduct an on-site investigation
- 4. Conduct more investigation because the information gathered so far shows a need for more investigation and analysis
- 5. Include other HUD program offices and/or State, local or other federal agencies in the investigation
- 6. Make additional efforts to conciliate (settle) the complaint
- 7. Determine whether there is further support for information provided by parties or witnesses
- 8. Analyze issues involving new or complicated areas of law
- 9. Conduct a legal analysis of information gathered during the investigation
- 10. Allow additional review by the United States Department of Justice or State and Local legal agencies
- 11. Finish writing a report of the investigation
- 12. Amend the complaint to add or delete parties or claims or make other changes
- 13. Special issues have come up in this case requiring additional time. Specifically,

Projected Completion Date: Point Of Contact Name: Point Of Contact Office: None Selected

Please note that the reasons selected will appear on the 100th Day Letter that will be sent to all parties

Quick Search for Case:

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Cases Newly Assigned To You

Inquiry No.	HUD File No.	FHAP Case No.	Case Name	Role	Assignor	Date Assigned
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[Refresh List](#)

Always Exit TEAPOTS using
this function