

May 06, 2026

## **Final Investigative Report**

**Case Name:** Carr, Melissa v Nguyen, Jason and Vu, Vy Tuong et al

**Case Number:** 04-26-9732-8

### **I. Jurisdiction**

PCOHR filed this complaint on February 24, 2026, alleging that the complainant(s) was injured by a discriminatory act. It is alleged that the respondent(s) was responsible for: Discriminatory refusal to rent; Discriminatory refusal to negotiate for rental; and Discriminatory refusal to rent and negotiate for rental. It is alleged that the respondent(s)'s acts were based on Disability. The most recent act is alleged to have occurred on January 14, 2026, and is continuing. The property is located at: 1020 2nd Avenue NW, Largo, FL 33770. The property in question is not exempt under the applicable statutes. If proven, the allegation(s) would constitute a violation of Sections 804(f) of Title VIII of the Civil Rights Act of 1968 as amended by the Fair Housing Act of 1988, and Chapter 70 of the Pinellas County Code.

The respondents receive no federal assistance.

### **II. Parties and Aggrieved Persons**

#### A. Complainant(s)

Melissa Carr  
467 Boca Ciega Point Blvd. South  
St. Petersburg, FL 33708

#### Complainant Representative(s)

#### Complainant Allegations

Complainant Melissa Carr (CP Carr) belongs to a class of people protected by the Fair Housing Act (the Act) because of her disability. CP Carr was interested in renting the property located at 1020 2nd Avenue NW, Largo, FL 33770. The property is owned by Jason H. Nguyen (RP Nguyen) and Vy Tuong Vu (RP Vu) and managed by Keller Williams Real Estate Agent Koa Tran (RP Tran). CP Carr states that after she completed the application, her request to live in the household was denied due to her disability.

On January 8, 2026, CP Carr contacted RP Tran via text regarding the property listing. He provided his business card and confirmed an appointment for 10:30 am with her. The appointment was changed to 3:00 pm. After CP Carr and her son viewed the property, she requested the application that was texted to her and requested that the link be sent to her son. On January 10, 2026, she received a text from Rp Tran confirming that her rent application was processed and everything

looked great and advised her she would be contacted by Hunt (last name unknown), the property manager, for the next steps.

On January 12, 2026, CP Carr texted RP Tran advised her that the manager was reviewing it. On January 13, 2026, CP Carr contacted RP Tran, and he advised her to contact the property manager. CP Carr texted the property manager, and he advised her that he could contact her after he returned to work the next day. On January 14, 2026, CP Tran received a text message from the property manager stating that, after they reviewed the layout of the property, it would not be safe or suitable for a person with disabilities.

CP Carr states that when she viewed the property, she could manage around the property with her mobility devices. When she asked for an explanation, the property manager advised her that the side door in the other room is too small, and the back door to the garage is too narrow. CP Carr asked the property manager to elaborate on the assessment of the property. He said he would check and never replied. CP Carr reached out to RP Tran, who stated it was out of his hands. CP Carr states that this was a refusal to rent based on her disabilities.

B. Other Aggrieved Persons

C. Respondent(s)

Hunt Nyugen  
9149 Maple Ct.  
Largo, FL 33777

Jason H. Nguyen  
4340 Barnes Cove Drive  
Nashville, TN 37211

Vy Tuong Vu  
4340 Barnes Cove Drive  
Nashville, TN 37211

Khoa Tran  
Keller Williams  
161 14th Street NW  
Largo, FL 33770

Respondent Representative(s)

Respondent Defenses

My name is Khoa Tran, the rental listing agent of Jason H. Nguyen and Vy Tuong Vu for the property at 1020 2nd Avenue NW in Largo, FL 33770.  
Here's are my response to Melissa Carr allegations:

Melissa Carr brief statement details were on point but missing facts and not entirely accurate:

During my showing with Melissa Carr, I've noticed some difficulty and unsafe in her accessing the entrance of the home and into the bedroom. The entrance had 2 elevation points which could be dangerous without custom ramps. The door to the main bedroom is so small that when she tries to fit in, her fingers must be on the inside of the wheelchair turning wheels. The garage also has a step down. Many of the home's features are not handicapped friendly. I had advised the owners of Melissa Carr handicap status, but I think the final decision came from the concern of Melissa safety and the fact that the home is not equipped for handicap tenants.

- 1) We did not discriminatory refused to rent or else we will not show the home to Melissa.
- 2) We did not discriminatory refused to negotiate for rental because to make it safe for Melissa Carr it would involve reconstructing the whole house interior and exterior.
- 3) We did not discriminatory refused and negotiate for rental because the allegations were not accurate and a house handicap inspection is available for the county to perform. We will attach pictures of the home for proof.
- 2) I declare under penalty of perjury that I have read this answer and that is true and correct.

My name is Khoa Tran, the rental listing agent of Jason H. Nguyen and Vy Tuong Vu for the property at 1020 2nd Avenue NW in Largo, FL 33770. Here's are my response to Melissa Carr allegations:

- 3) Mellissa Carr brief statement details were on point but missing facts and not entirely accurate:

During my showing with Melissa Carr, I've noticed some difficulty and unsafe in her accessing the entrance of the home and into the bedroom. The entrance had 2 elevation points which could be dangerous without custom ramps. The door to the main bedroom is so small that when she tries to fit in, her fingers must be on the inside of the wheelchair turning wheels. The garage also has a step down. Many of the home's features are not handicapped friendly. I had advised the owners of Melissa Carr handicap status, but I think the final decision came from the concern of Melissa safety and the fact that the home is not equipped for handicap tenants.

- 1) We did not discriminatory refused to rent or else we will not show the home to Melissa.
- 2) We did not discriminatory refused to negotiate for rental because to make it safe for Melissa Carr it would involve reconstructing the whole house interior and exterior.
- 3) We did not discriminatory refused and negotiate for rental because the allegations were not accurate and a house handicap inspection is available for the county to perform. We will attach pictures of the home for proof.

Respondents: Jason H. Nguyen and Vy Tuong Vu

Case No.: PC-26-015

Dear Mr. Sarivola,

We respectfully submit this Position Statement in response to the complaint filed by Ms. Melissa Carr.

1. General Response

The Respondents deny that any discrimination occurred. All decisions related to the subject property were made based on objective property-related factors and were not influenced by any protected characteristic, including disability.

2. Property Description and Structural Characteristics

The property located at 1020 2nd Avenue NW, Largo, FL is a residential home with structural features that include, but are not limited to, steps, narrow entryways, and bathroom configurations that were not designed or constructed for accessibility. These features are part of the original structure of the home.

The layout of the property does not accommodate accessibility modifications without substantial structural changes. Certain entry points and interior pathways are limited in width, and the home includes elevation changes that may present safety concerns depending on the use of mobility devices.

2. Basis for Rental Decision

After the property was viewed and the application process initiated, the Respondents evaluated the physical layout and structural characteristics of the home. Based on this evaluation, it was determined that the property may not be suitable due to its existing structural limitations.

This determination was made solely based on the condition and design of the property. It was not based on any personal characteristics of the Complainant.

4. No Request for Accommodation or Modification

At no time did the Complainant submit a request for reasonable accommodation or modification. No specific proposal was presented regarding potential changes to the property.

Given the nature of the home's construction, any adjustments to address accessibility concerns would require substantial structural alterations.

5. Equal Treatment Policy

The Respondents do not discriminate against applicants on the basis of disability or any other protected class. All applicants are evaluated consistently based on the suitability of the property and other standard rental criteria.

#### 6. Good Faith Cooperation

The Respondents have acted in good faith throughout this process and are committed to fully cooperating with the Pinellas County Office of Human Rights. The Respondents are willing to provide additional documentation and make the property available for inspection if requested.

#### 7. Conclusion

The Respondents respectfully maintain that the decision regarding the rental application was based entirely on legitimate, non-discriminatory factors related to the physical structure and limitations of the property. Accordingly, the Respondents request that this complaint be dismissed.

Thank you for your time and consideration.

Sincerely,  
Jason H. Nguyen

Vy Tuong Vu

#### D. Witnesses

### III. Case Summary

#### A. Interviews

Complainant Contact: Carr, Jacob

Date of Interview: May 20, 2026

Type of Interview: Email

Interviewer: Sarivola, Francis

I could not reach Mr. Carr by phone for an interview; however I emailed him several questions:

Mr. Carr,

Please answer the following:

1. Were you present with your mother when she went to view the property?

1. If so, was your mother able to navigate the property in her wheelchair?

1. Could you provide me with any information regarding the denial of housing to you and your mother?

**Frank Sarivola**

Equal Opportunity Coordinator  
Pinellas County Office of Human Rights  
400 S. Ft. Harrison, 5th Floor  
Clearwater, FL 33756  
O: 727-464-5671 F: 727-464-4157

To answer your questions:

Yes, I was present with my mother Melissa Carr on the day we went to view the property. We arrived before the realtor and were given access to the house to view it.

I went in first to open the door and ensure my mother could get inside with her wheelchair. She was able to clear the landing to the front door and enter the house by herself without assistance.

We toured the house for approximately 20 minutes before Mr. Tran arrived. By that point we had already made up our mind we were going to proceed with the application process because we liked the house and would have been a good fit for my mother.

She was perfectly capable navigating the house on her own without assistance. Every doorway and even the closets were easily accessible to her without need for any modification.

We then spoke with Mr. Tran and asked if the furniture that was already in the house could be left there and we asked about the application process. It was at that point he referred us to the link to RentSpree where we would each have to fill out an application and pay the \$50 fee for each. This was no issue and we quickly and accurately completed the two applications and submitted them for approval.

We then received notice that our applications had been denied on the grounds that the owner had decided the house would not be a good fit for my mother based on her disability. I knew immediately that this biased decision was illegal and not in compliance with ADA and expressed my concern to my mother who was in agreement.

I had never dealt with the rejection of a housing application in this way before, but together we were able to research our own legal recourse and that is what led us to HUD. We garnered the

fact that all of the incriminating correspondence was written digitally would help our case and lead us to a fair and just resolution.

Even so, the whole process has been extremely exhausting for my mother, both mentally and physically. No person, especially not a disabled one, should have to go through the type of discrimination she has. Life for her is already hard enough without having to worry if she's going to be able to even have a roof over her head.

Thankfully we have resolved our housing issue and hopefully we can resolve this instance of injustice and do what we can to ensure the same thing never happens to us or anyone else in a similar situation again.

Thank you for your attention and mediation on this matter.

Signed,

Jacob Carr

Respondent: Tran, Khoa; Respondent: Nguyen, Jason

Date of Interview: May 20, 2026

Type of Interview: Telephone

Interviewer: Sarivola, Francis

Good afternoon,

Could either one of you please provide me with a copy of Ms. Carr's approved rental application. Please provide it in 5 days. Thank you

Frank Sarivola  
Equal Opportunity Coordinator  
Pinellas County Office of Human Rights  
727-464-5671

On 5/18/2026, I emailed R's Tran and Nyugen and asked for a copy of the rental application.

On 5/20/2026, Mr. Tran contacted me by telephone and advised me that they would not be providing any further information.

Mr. Tran later sent the application and following email response:

Hi Frank,

Thank you for your email.

We would respectfully clarify that the text messages referenced do not state that Ms. Carr's rental application was formally approved. The communications reflected only that her

preliminary reports appeared satisfactory and that her application had been forwarded to the property manager for further review and evaluation.

As reflected in the messages, the rental process was still ongoing and subject to additional review regarding the overall suitability of the property.

We would also appreciate clarification as to which specific communication is being interpreted as a formal approval of the application.

Additionally, during the initial showing with Ms. Carr, not all areas of the property were fully viewed or evaluated. Certain portions of the home include steps, narrower access areas, and smaller bathroom layouts that were part of the concerns later discussed regarding the overall suitability of the property.

For that reason, Hunt attempted to contact Ms. Carr twice the following day to arrange an additional walkthrough of the property so that the remaining areas could be reviewed more thoroughly. Those calls were not answered.

We also note that no inspection or in-person assessment of the property has been conducted as part of this investigation to evaluate the structural and layout concerns referenced during the rental review process.

We remain willing to cooperate and provide information as requested throughout the investigation process.

Thank you for your attention to this matter.

Sincerely,  
Khoá

Respondent: Nguyen, Jason  
Date of Interview: April 01, 2026  
Type of Interview: Email  
Interviewer: Sarivola, Francis

Just to confirm, who is Hunt?

**Frank Sarivola**  
Equal Opportunity Coordinator  
Pinellas County Office of Human Rights  
400 S. Ft. Harrison, 5th Floor  
Clearwater, FL 33756  
O: 727-464-5671 F: 727-464-4157

Hunt is a close friend of mine that look after the property because we do not live there

Jason Nguyen

Respondent: Tran, Khoa  
Date of Interview: April 01, 2026  
Type of Interview: Email  
Interviewer: Sarivola, Francis  
Mr. Tran,

Where was the subject property listed for rent where Ms. Carr contacted you from. Could you please provide me with links or copies for the rental. Thank you in advance.

**Frank Sarivola**  
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Pinellas County Office of Human Rights  
400 S. Ft. Harrison, 5th Floor  
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O: 727-464-5671 F: 727-464-4157

Hi Frank,  
Miss Carr might have contacted me through my sign in the yard, but the rental was listed in the MLS. I've attached the link for your convenience. I have a question: will you be the only one who make decisions on this case? If that so you need to come to look at the property immediately to help with the case.

Respondent: Tran, Khoa  
Date of Interview: April 01, 2026  
Type of Interview: Email  
Interviewer: Sarivola, Francis  
Good afternoon,

Please answer the following questions:

1. Who is Hunt?
  
  
  
  
  
  
1. After Ms. Carr was denied, has the home been rented? If so, are the new residents who were approved disabled?

**Frank Sarivola**  
Equal Opportunity Coordinator  
Pinellas County Office of Human Rights  
400 S. Ft. Harrison, 5th Floor

Clearwater, FL 33756  
O: 727-464-5671 F: 727-464-4157

Hi Frank,  
I believed the owners could answer these questions.

Respondent: Nguyen, Jason  
Date of Interview: April 01, 2026  
Type of Interview: Email  
Interviewer: Sarivola, Francis

Good afternoon,

Please answer the following questions:

1. Who is Hunt?

1. After Ms. Carr was denied, has the home been rented? If so are the new residents who were approved disabled?

Hello Francis  
Here is Hunt Nguyen contact information

Hunt Nguyen  
nhao321@hotmail.com  
9149 Maple ct Largo FL 33777  
727 455 6955

Because we cannot afford to pay for a property manager, that's why Hunt willing to help us look after the house until we move in to live there

( as a property manager)

And yes the house is rented ( the person who rented the house it not show us any approved disabled)

#### B. Documents

Nature of Document: 903 Form-Carr-Melissa  
Who Provided: Internet  
How Transmitted to HUD: Online 903 form  
Date of Document: January 14, 2026  
Date Obtained: January 14, 2026

Nature of Document: Position Statement of RP Tran

Who Provided: Khoa Tran

How Transmitted to HUD: email

Date of Document: March 18, 2026

Date Obtained: March 18, 2026

My name is Khoa Tran, the rental listing agent of Jason H. Nguyen and Vy Tuong Vu for the property at 1020 2nd Avenue NW in Largo, FL 33770.

Here's are my response to Melissa Carr allegations:

Mellissa Carr brief statement details were on point but missing facts and not entirely accurate:

During my showing with Melissa Carr, I've noticed some difficulty and unsafe in her accessing the entrance of the home and into the bedroom. The entrance had 2 elevation points which could be dangerous without custom ramps. The door to the main bedroom is so small that when she tries to fit in, her fingers must be on the inside of the wheelchair turning wheels. The garage also has a step down. Many of the home's features are not handicapped friendly. I had advised the owners of Melissa Carr handicap status, but I think the final decision came from the concern of Melissa safety and the fact that the home is not equipped for handicap tenants.

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  - 2) We did not discriminatory refused to negotiate for rental because to make it safe for Melissa Carr it would involve reconstructing the whole house interior and exterior.
  - 3) We did not discriminatory refused and negotiate for rental because the allegations were not accurate and a house handicap inspection is available for the county to perform. We will attach pictures of the home for proof.
- 2) I declare under penalty of perjury that I have read this answer and that is true and correct.

Nature of Document: Adverse Inference Letter RP's

Who Provided: Investigator

How Transmitted to HUD: email

Date of Document: March 26, 2026

Date Obtained: March 26, 2026

Certified mailing of adverse inference letters to respondents Vu and Nyugen

Nature of Document: Initial Response from RP Nguyen

Who Provided: RP Nguyen and Vu

How Transmitted to HUD: email  
Date of Document: March 27, 2026  
Date Obtained: March 27, 2026

Good morning MR. Sarivola

My name is Jason Nguyen and my wife Vy Vu  
Owner of property 1020 2 Nd Avenue NW  
Largo , FL 33770

First of all, please accept my apologies for misunderstood, I thought only my listing agent respond to this letter that would be enough, but he just called me and let me know that we have to respond to you too

So now please accept my late response

Here's the situation:

We have only one house in Tampa FL, for my plan to retire in Tampa because I love it there, But it's not the time yet, so I try to put it for rent show I can take care of the mortgage And when my listing agent ( Khoa Tran ) properly manager ( Hung Nguyen ) Let me know there was some one want to rent that house which is Mrs. Melissa Carr, of course I'm very happy and welcome...

But when they let me know that Mrs. Melissa is disability and that make me a little worry for her safety, so I tell my property manager have to research really careful on Florida law that our property is good enough for her safety to stay And then this is what we find out :

(in Florida, rental properties must comply with the federal Fair Housing Act (FHA) and Florida law, which require reasonable accommodations and modifications for tenants with disabilities. New multi-family dwellings (4+ units) built after March 13, 1991, must have accessible design features, while landlords must allow "reasonable modifications" for existing units. **Key**

**Accessibility Requirements in Florida**

- **Reasonable Accommodations:** Landlords must change rules, policies, or services (e.g., allowing a service animal or assigning a closer parking space).
- **Reasonable Modifications:** Landlords must allow tenants, usually at the tenant's expense, to make physical changes to the unit (e.g., installing grab bars, widening doorways, or installing ramps).

• **Design and Construction Requirements:** Multifamily housing with four or more units must include:

- ζ Accessible building entrances on an accessible route.
- ζ Accessible public and common areas.
- ζ Doors wide enough for wheelchairs.
- ζ Accessible, reinforced bathrooms for grab bars.
- ζ Light switches and environmental controls at reachable heights.)

So based on that, and we think that our property is not good enough for her safety because we are

really cared for her safety that's why we have to deny her.. to hope she will find a better place...  
We never want to hurt her feeling...  
So today I write you this letter with what I'm thinking in my heart, hope you understand and help  
us solve this problem in a nice way..  
Please let's we know what we have to do next  
Thank you very much, and you have a blessed day .

Jason Nguyen  
Vy Vy  
Myvietnam79@yahoo.com

Nature of Document: Email correspondence between R Nyugen and Investigator  
Who Provided: RP Nguyen and Vu  
How Transmitted to HUD: email  
Date of Document: March 28, 2026  
Date Obtained: March 28, 2026

Hello Francis,

First, I did not know that you had a conversation with my real estate agent about conciliation  
according to your response in the email.  
Second, after we stated our reasons that our property was not suitable for Miss Carr because of  
her safety, reasonable modifications were not requested by Miss Carr. The home will need major  
reconstruction to meet handicapped requirements. We are just a small investor and simply can't  
afford any additional cost.

Our home is available anytime for you to come and inspect.  
Now that we know we have to respond to all the allegations. Please let us know what else you  
need from us because we don't want any further delays.  
Thank you

Jason Nguyen

On Mar 27, 2026, at 9:12 AM, Sarivola, Francis <fsarivola@pinellas.gov> wrote:  
Received, thank you. The issue is that you denied her housing based on the appearance of her  
disability. As the law you cited says reasonable modifications must be allowed. Ms. Carr offered  
to settle this matter in conciliation, however your realtor said that you would not participate.

Frank Sarivola  
Equal Opportunity Coordinator  
Pinellas County Office of Human Rights  
727-464-5671  
fsarivola@pinellas.gov

On Mar 27, 2026, at 10:07 AM, Jason Nguyen <myvietnam79@yahoo.com> wrote:

Good morning MR. Sarivola My name is Jason Nguyen and my wife Vy Vu Owner of property 1020 2 Nd Avenue NW Largo , FL 33770 First of all, please accept my apologies for misunderstood, I thought only my listing agent respond to this letter that

Good morning MR. Sarivola

My name is Jason Nguyen and my wife Vy Vu

Owner of property 1020 2 Nd Avenue NW

Largo , FL 33770

First of all, please accept my apologies for misunderstood, I thought only my listing agent respond to this letter that would be enough, but he just called me and let me know that we have to respond to you too

So now please accept my late response

Here's the situation :

We have only one house in Tampa FL, for my plan to retire in Tampa because I love it there, But it's not the time yet, so I try to put it for rent show I can take care of the mortgage And when my listing agent ( Khoa Tran ) properly manager ( Hung Nguyen ) Let me know there was some one want to rent that house which is Mrs. Melissa Carr, of course I'm very happy and welcome...

But when they let me know that Mrs. Melissa is disability and that make me a little worry for her safety, so I tell my property manager have to research really careful on Florida law that our property is good enough for her safety to stay

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  - ζ Doors wide enough for wheelchairs.
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So based on that, and we think that our property is not good enough for her safety because we are really cared for her safety that's why we have to deny her.. to hope she will find a better place... We never want to hurt her feeling...

So today I write you this letter with what I'm thinking in my heart, hope you understand and help us solve this problem in a nice way..

Please let's we know what we have to do next

Thank you very much, and you have a blessed day .

Jason Nguyen

Vy Vy

Myvietnam79@yahoo.com

Nature of Document: Carr initial Response to Tran P/S

Who Provided: CP

How Transmitted to HUD: email

Date of Document: March 29, 2026

Date Obtained: March 29, 2026

Firstly, I am deeply disappointed by this false statement. The concerns raised were not mine, as we had thoroughly evaluated numerous properties to find the ideal home. I would never pay \$3,000 for a rental that only met my needs partially. No door was too small, and regarding the 3-inch step into the garage, I have my own ramps that are lightweight and allow me to access various locations easier than getting out of chair and walking. I currently use them to enter the front and garage doors of the home I rent now. Without them, I still could walk in the house with my walker and then place my wheelchair inside. However, I was able to enter the house in question without any assistance when I looked at it. Tran watched me, and because it wasn't a way he is familiar with, decided it was not the "right" way. I have been managing my disability for over 40 years, and I am well-versed in my capabilities and limitations.

Furthermore, I did not request any accommodation, as I did not require them. This is why I was eagerly anticipating renting a home and had already envisioned myself living there. When they responded, I was shocked and experienced a panic attack, realizing that five days had been wasted waiting for a reply. Consequently, I had to return to the search process. This is a time-consuming endeavor, as I must inspect each property to ensure it meets my specific needs. I am intimately familiar with my own requirements.

How can someone who is not acquainted with me or my disability provide me with advice on how to live in a home? I intend to file a rebuttal and seek legal counsel. I believe they lack knowledge of discrimination laws and require comprehensive education.

Thank you for your attention to this matter. I am considering seeking legal representation.

Nature of Document: Text Message Exchange CP and RP

Who Provided: CP

How Transmitted to HUD: email

Date of Document: March 30, 2026

Date Obtained: March 30, 2026

Text Message Exchange CP and RP Nyugen of denial

Nature of Document: Text Message Exchange CP and RP

Who Provided: CP

How Transmitted to HUD: email

Date of Document: March 30, 2026

Date Obtained: March 30, 2026

Text between R Tran and CP

Nature of Document: Text Message Exchange CP and RP

Who Provided: CP

How Transmitted to HUD: email

Date of Document: March 30, 2026

Date Obtained: March 30, 2026

Text Message Exchange CP and RP Nyugen confirming denial

Nature of Document: Text Message Exchange CP and RP

Who Provided: CP

How Transmitted to HUD: email

Date of Document: March 30, 2026

Date Obtained: March 30, 2026

Text Message Exchange CP and RP Nyugen

Nature of Document: Text Message Exchange CP and RP

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Text Message Exchange CP and RP Tran

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Text Message Exchange CP and RP Tran

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Text Message Exchange CP and RP Tran

Nature of Document: Text Message Exchange CP and RP

Who Provided: CP

How Transmitted to HUD: email

Date of Document: March 30, 2026

Date Obtained: March 30, 2026

Text Message Exchange CP and RP Tran

Nature of Document: Rebuttal to Position Statement of Tran

Who Provided: CP

How Transmitted to HUD: email

Date of Document: March 30, 2026

Date Obtained: March 30, 2026

I am writing in response to the statements made by Khoa Tran and Hunt about my rental application. What they've said is not accurate, and I need to explain what actually happened. The simple truth is this: they decided the house wasn't right for me because they saw my wheelchair. They didn't ask me if the house worked for me. They didn't consult me about my abilities. They just looked at me and decided I couldn't live there. That's discrimination.

In January 2026, I contacted Khoa Tran about renting the property at 1020 2nd Ave NW, Largo, FL 33770. At that point, he had no idea I used a wheelchair. I hadn't told him because there was no reason to. My adult son was going to rent with me, so we went to see the property together. Tran was running late, so he gave me the door code and told me to go ahead and look around. I went through the entire house, and it was exactly what I needed. Yes, there were two steps at the front entrance. I was able to enter without any problem. I told Tran I have lightweight portable ramps that I take everywhere, so steps aren't an issue for me. The garage had a small step down, maybe three or four inches. I have a mini ramp for this, but I didn't even need it as I am able to walk with my walker. Tran claims my "fingers needed to be on inside of wheelchair to fit" through the bedroom doorway. That's simply not true. The doorway was about 29 inches wide, which is standard wheelchair width. I went through it without any difficulty. I use my feet to help move my wheelchair, that's normal for me. The bathroom was actually better than most places I've seen. It already had grab bars in the shower, an extended showerhead with a hose, and a big mirror. I told Tran how happy I was about the mirror because in my current place, I can't see myself brush my teeth while sitting. I remember saying, "Finally, I can see myself!" I was genuinely excited.

Before I even got out of my car, my son went inside first to check the door widths. I always do this. If the doors had been too narrow, I would have stayed in the car and left. I know what works for me. I've been doing this for 40 years. I drive my own car, I fold my wheelchair, put it in the trunk, and walk to the driver's seat. I've done this for many years. I am an expert on my own

abilities. Not Tran. Not Hunt. Not the property owners. Me. When a house doesn't work for me, I know immediately. I don't waste anyone's time. I've walked away from plenty of rentals that weren't right. But this house was different. This house worked.

After seeing the property, I paid \$120 for rental applications for me and my son. We submitted everything. Then Tran texted me: "Congratulations, your reports look great. I will now connect you with the property manager, his name is Hunt." He gave me Hunt's number and asked for my son's name. Everything seemed fine. I texted back that my son had sent his information, and Tran replied, "You are awesome." I wrote, "It was relatively painless! Thank you very much. I hope we can rent this home! You guys take real good care of your properties!". He sent a thumbs up. My credit was good. My reports "looked great." Everything was in order.

When I asked about my application status, Tran told me to contact Hunt. Hunt told me the home "was not suitable.". I asked him to explain. He said, "The side door in the other room is too small, and the back door to the garage is too narrow. We apologize for any inconvenience.". This made no sense. I had just been in that house. I went through all the doors. Nothing was too small or narrow. I asked both Tran and Hunt to explain the real reason. I asked Tran directly: "Is the problem due to my disability?". He wouldn't answer. He told me to talk to Hunt. Hunt couldn't give me a straight answer.

At the same time, I asked Tran about another house on Adrian Street that was a bit cheaper. After he saw my wheelchair, he told me that house "would not be suitable" either because the front door had steps and the property was too big for me to "enjoy" and take care of. He refused to even show it to me. He decided for me that I couldn't handle it. My son heard the whole conversation.

I need to explain my situation at that time. I was forced to leave my current home because of mold. I had 10 to 15 days to find a new place. When they rejected me, I felt trapped. If they wouldn't rent to me because of my wheelchair, would everyone do the same? I had a panic attack. I couldn't breathe. I had to drive myself to my doctor on January 16, 2026, barely able to breathe. He put me on anxiety medication. I'm still taking it. I've had follow-up appointments on February 20, 2026, and March 20, 2026. In 40 years with my disability, I had never experienced discrimination like this.

Tran and Hunt decided I couldn't live in that house. They looked at my wheelchair and assumed what I could and couldn't do. They never asked me. They never considered that I might know my own body better than they do. That's not their decision to make. I decide if a home works for me, just like any other person looking for a place to live. They wouldn't tell someone who walks with a limp that a house isn't suitable. They wouldn't tell someone who is blind they can't "enjoy" a large property. But they felt they could make that call about me. HUD and the Department of Justice have said that "discrimination can result from false and over-protective assumptions about the needs of people with disabilities." That's exactly what happened here.

Their excuses don't hold up. They claim the home wasn't equipped for handicapped tenants, but the home had grab bars, an extended showerhead, and wide doorways, features that made it MORE accessible, not less. They claim doors were too narrow, but I went through every door without trouble. They claim they were concerned about my safety, but housing providers can't

deny someone housing based on "safety concerns" unless there's a real, proven threat with an individualized assessment and objective evidence, not assumptions. They did none of that. They just saw my wheelchair and assumed. They say they didn't discriminate because they showed me the property, but they didn't know about my disability when they agreed to show it. The discrimination happened after they saw me. They suggest the home would require reconstruction, but I never asked for any changes. The home worked as-is.

In their own statement, Tran said he "advised the owners of Melissa Carr and her handicap status." That's an admission. They discussed my disability. They made their decision based on my disability. That's exactly what the Fair Housing Act prohibits.

I want to be clear about the facts. They claimed my fingers had to be inside the wheelchair to fit through the bedroom door, but the door was about 29 inches wide, and I went through easily. Also, my right hand doesn't move due to my disability, so I don't know what "fingers" mean. They claimed the home wasn't equipped for handicap tenants, but the home had grab bars, an accessible showerhead, and wide doors that exceeded what I needed. They claimed the side door and garage door were too narrow, but I went through every door and entrance during my visit without any problem. They claim they didn't discriminate because they showed me the property, but they didn't know about my disability when they scheduled the showing, and the discrimination happened afterward.

I'm not asking for special treatment. I'm asking for equal treatment. I found a house I loved. I could afford it. My credit was good. I met all the requirements. Then they told me no, not because of my finances or rental history, but because they saw my wheelchair and decided they knew better than me. The Fair Housing Act exists to prevent exactly this. Landlords don't get to decide what's "suitable" for a person with a disability. That's my choice, just like it would be anyone else's choice. I've spent 40 years learning how to live my life. I know what I need. I know what works. And I know when a house is right for me. This house was right. They took it from me based on assumptions and stereotypes. That's discrimination. It's wrong. And I'm asking HUD to find that the Fair Housing Act was violated.

Melissa Carr

Nature of Document: Text Message Exchange CP and RP

Who Provided: CP

How Transmitted to HUD: email

Date of Document: March 30, 2026

Date Obtained: March 30, 2026

Text Message Exchange CP and RP Nyugen

Nature of Document: Text Message Exchange CP and RP

Who Provided: CP

How Transmitted to HUD: email

Date of Document: March 30, 2026

Date Obtained: March 30, 2026

Text Message Exchange CP and RP Tran

Nature of Document: Text Message Exchange CP and RP  
Who Provided: CP  
How Transmitted to HUD: email  
Date of Document: March 30, 2026  
Date Obtained: March 30, 2026

Text Message Exchange CP and RP

Nature of Document: Text Message Exchange CP and RP  
Who Provided: CP  
How Transmitted to HUD: email  
Date of Document: March 30, 2026  
Date Obtained: March 30, 2026

Text Message Exchange CP and RP Tran

Nature of Document: Text Message Exchange CP and RP  
Who Provided: CP  
How Transmitted to HUD: email  
Date of Document: March 30, 2026  
Date Obtained: March 30, 2026

Text Message Exchange CP and RP Tran

Nature of Document: Text Message Exchange CP and RP  
Who Provided: CP  
How Transmitted to HUD: email  
Date of Document: March 30, 2026  
Date Obtained: March 30, 2026

Text Message Exchange CP and RP Nyugen confirming denial

Nature of Document: Text Message Exchange CP and RP  
Who Provided: CP  
How Transmitted to HUD: email  
Date of Document: March 30, 2026  
Date Obtained: March 30, 2026

Text Message Exchange CP and RP Tran

Nature of Document: Text Message Exchange CP and RP  
Who Provided: CP  
How Transmitted to HUD: email  
Date of Document: March 30, 2026  
Date Obtained: March 30, 2026

Text Message Exchange CP and RP

Nature of Document: Text Message Exchange CP and RP

Who Provided: CP

How Transmitted to HUD: email

Date of Document: March 30, 2026

Date Obtained: March 30, 2026

Text Message Exchange CP and RP Tran

Nature of Document: Text Message Exchange CP and RP

Who Provided: CP

How Transmitted to HUD: email

Date of Document: March 30, 2026

Date Obtained: March 30, 2026

Text exchange R Tran and CP

Nature of Document: Position Statement of RP Nguyen and Vu

Who Provided: RP Nguyen and Vu

How Transmitted to HUD: email

Date of Document: March 31, 2026

Date Obtained: March 31, 2026

Respondents: Jason H. Nguyen and Vy Tuong Vu

Case No.: PC-26-015

Dear Mr. Sarivola,

We respectfully submit this Position Statement in response to the complaint filed by Ms. Melissa Carr.

#### 1. General Response

The Respondents deny that any discrimination occurred. All decisions related to the subject property were made based on objective property-related factors and were not influenced by any protected characteristic, including disability.

#### 2. Property Description and Structural Characteristics

The property located at 1020 2nd Avenue NW, Largo, FL is a residential home with structural features that include, but are not limited to, steps, narrow entryways, and bathroom configurations that were not designed or constructed for accessibility. These features are part of the original structure of the home.

The layout of the property does not accommodate accessibility modifications without substantial structural changes. Certain entry points and interior pathways are limited in width, and the home includes elevation changes that may present safety concerns depending on the use of mobility

devices.

### 3. Basis for Rental Decision

After the property was viewed and the application process initiated, the Respondents evaluated the physical layout and structural characteristics of the home. Based on this evaluation, it was determined that the property may not be suitable due to its existing structural limitations.

This determination was made solely based on the condition and design of the property. It was not based on any personal characteristics of the Complainant.

### 4. No Request for Accommodation or Modification

At no time did the Complainant submit a request for reasonable accommodation or modification. No specific proposal was presented regarding potential changes to the property.

Given the nature of the home's construction, any adjustments to address accessibility concerns would require substantial structural alterations.

### 5. Equal Treatment Policy

The Respondents do not discriminate against applicants on the basis of disability or any other protected class. All applicants are evaluated consistently based on the suitability of the property and other standard rental criteria.

### 6. Good Faith Cooperation

The Respondents have acted in good faith throughout this process and are committed to fully cooperating with the Pinellas County Office of Human Rights. The Respondents are willing to provide additional documentation and make the property available for inspection if requested.

### 7. Conclusion

The Respondents respectfully maintain that the decision regarding the rental application was based entirely on legitimate, non-discriminatory factors related to the physical structure and limitations of the property. Accordingly, the Respondents request that this complaint be dismissed.

Thank you for your time and consideration.

Sincerely,  
Jason H. Nguyen  
Vy Tuong Vu

Nature of Document: Rebuttal to Position Statement of Nyugen and Vu

Who Provided: CP

How Transmitted to HUD: email

Date of Document: April 02, 2026

Date Obtained: April 02, 2026

**In response to the owner of Jason H. Nguyen and Vy Tuong Vu**  
Case No.: PC-26-015

**1. General Response:**

The Respondents claim that no discrimination occurred and that decisions were based solely on objective property-related factors. However, I have provided detailed evidence that the property was suitable for my needs and that the decision to deny my rental application was based on assumptions about my disability rather than an individualized assessment of my abilities. The Respondents failed to engage in a meaningful dialogue with me about my needs and capabilities, which is a requirement under the Fair Housing Act.

**2. Property Description and Structural Characteristics:**

The Respondents argue that the property's structural features, such as steps, narrow entryways, and bathroom configurations, were not designed for accessibility. However, I have already stated that I was able to navigate the property without issue, using my portable ramps and walker where necessary. Also, the property already had accessibility features, such as grab bars, an extended showerhead, a shower seat, extra-long bathroom mirror and wide doorways, which made it suitable for my needs.

The Respondents' claim that the property was unsuitable is contradicted by my firsthand experience.

**3. Basis for Rental Decision:**

The Respondents assert that the decision was based on the physical layout and structural limitations of the home. However, I have provided evidence that I was able to navigate the property and that the features cited by the Respondents as problematic were not barriers for me. The Respondents did not consult me about my abilities or needs, instead making assumptions based on my use of a wheelchair. This constitutes discrimination under the Fair Housing Act.

**4. No Request for Accommodation or Modification:**

The Respondents claim that I did not request any accommodation or modifications. However, I have stated that I did not need any modifications, as the property was already suitable for my needs. The Respondents' assertion that substantial structural changes would be required is unfounded and based on assumptions rather than evidence.

**5. Equal Treatment Policy:**

While the Respondents claim to treat all applicants equally, their actions suggest otherwise. I have provided evidence that my application was initially approved, but after the Respondents became aware of my disability, they decided the property was "not suitable" without consulting me. This demonstrates a failure to provide equal treatment to me as a person with a disability.

**6. Good Faith Cooperation:**

The Respondents claim to have acted in good faith, but their refusal to engage in a meaningful discussion with me about my needs and their reliance on assumptions about my disability contradict this claim. I have provided evidence that I was able to navigate the property and that it met my needs, yet the Respondents denied my application without providing a valid, non-discriminatory reason.

## **7. Conclusion:**

The Respondents argue that their decision was based on legitimate, non-discriminatory factors. However, my detailed account demonstrates that the decision was based on assumptions about my disability rather than an objective assessment of the property's suitability for my needs. The Respondents' actions violate the Fair Housing Act, which prohibits discrimination based on disability. I am not seeking special treatment but rather equal treatment, which I was denied in this case.

In summary, the Respondents failed to engage in an individualized assessment of my needs and abilities, instead relying on assumptions and stereotypes about my disability. Their decision to deny my rental application was discriminatory and in violation of the Fair Housing Act.

I respectfully request that this complaint not be dismissed and that appropriate action be taken to address the discrimination I experienced.

Melissa Carr

Nature of Document: Text Message Exchange CP and RPs

Who Provided: CP

How Transmitted to HUD: email

Date of Document: April 28, 2026

Date Obtained: April 28, 2026

CP and RP Khoa and Hunt

Nature of Document: Rental Application

Who Provided: Khoa Tran

How Transmitted to HUD: email

Date of Document: January 09, 2026

Date Obtained: May 20, 2026

CP's completed rental application for subject property

Nature of Document: Text Message Exchange CP and RPs

Who Provided: CP

How Transmitted to HUD: email

Date of Document: April 28, 2026

Date Obtained: April 28, 2026

CP and RP Khoa and Hunt

Nature of Document: Signed Complaint

Who Provided: CP

How Transmitted to HUD:

Date of Document: February 24, 2026

Date Obtained:

Signed complaint received

C. Interrogatories

D. Factual Observations

Betina Baron, Human Rights/E. E. O. Officer

A handwritten signature in dark ink, appearing to read "Jay Burkey". The signature is stylized with a large, looped initial "J" and a cursive "B".

Jay Burkey, Compliance Manager