

Redfin Lawsuit Summary

Summary Prepared by the National Fair Housing Alliance – October 2020

Redfin is a national real estate firm based in Seattle, WA. Redfin provides many of its real estate services on-line and has only a handful of physical offices. Real estate agents are Redfin employees and work with both sellers and buyers.

Redfin offers its brokerage services at lower fees than traditional real estate brokers, including lower sales commissions and a partial refund to buyers at closing, where permitted by state law.

Redfin does not offer its services to everyone. Redfin has a minimum home price policy, below which it does not offer to provide any service – it will not list the house, it will not show a buyer the house, and it will not process offers or handle closings for the house. Redfin's minimum home price varies from area to area, from city to county, and throughout the year.

Over the past two years, NFHA and nine of its member organizations, have investigated Redfin's services. NFHA found that Redfin did not offer its services and financial incentives to buyers and sellers of homes in Extremely Non-White zip codes at a significantly greater rate than in Extremely White zip codes. Also, Redfin offered its Best Available Service at a significantly greater rate in Extremely White zip codes than in Extremely Non-White zip codes.

Following are examples of Redfin's differential service in ten metropolitan areas:

Baltimore, MD – June 2020

- 5.73 times more likely to offer No Service in Extremely Non-White zip codes
- 6.70 times more to offer Redfin's Best Available Service in Extremely White zip codes

Chicago, IL- December 2018

- 7.37 times more likely to offer No Service in Extremely Non-White zip codes
- 3.84 times more to offer Redfin's Best Available Service in Extremely White zip codes

Detroit, MI – November 2018

- 4.14 times more likely to offer No Service in Extremely Non-White zip codes
- 7.82 times more to offer Redfin's Best Available Service in Extremely White zip codes

Kansas City, MO/KS – January 2019

- 5.18 times more likely to offer No Service in Extremely Non-White zip codes
- 69.12 times more to offer Redfin's Best Available Service in Extremely White zip codes

Long Island, NY – August 2020

- 2.52 times more likely to offer No Service in Extremely Non-White zip codes
- 55.02 times more to offer Redfin's Best Available Service in Extremely White zip codes

Louisville, KY – June 2020

- 6.33 times more likely to offer No Service in Extremely Non-White zip codes
- Redfin did not offer its Best Available Service for homes in Extremely Non-White zip codes

Memphis TN – March 2019

- 4.17 times more likely to offer No Service in Extremely Non-White zip codes
- 11.74 times more to offer Redfin's Best Available Service in Extremely White zip codes

Milwaukee, WI – June 2020

- 8.72 times more likely to offer No Service in Extremely Non-White zip codes
- Redfin did not offer its Best Available Service for homes in Extremely Non-White zip codes

Newark, NJ – December 2018

- 4.17 times more likely to offer No Service in Extremely Non-White zip codes
- 3.36 times more to offer Redfin's Best Available Service in Extremely White zip codes

Philadelphia, PA – November 2018

- 10.72 times more likely to offer No Service in Extremely Non-White zip codes
- 5.68 times more to offer Redfin's Best Available Service in Extremely White zip codes

Maps showing the racial impact of Redfin's differential service are included in the Complaint for each of the dates listed above.