

# Fair Housing For Single Family Rentals Syllabus

## Lesson 1

### Introduction

- Overview
- Disclaimer
- What is the Fair Housing Act?
- Why is it important to learn about it?
- Who can be held liable?
- Who is protected by the Fair Housing Act?
- Perception is important
- The seven federally protected categories
- State Laws
- Fair Housing Rental Map

### Marketing

- Fair Housing in advertising
- Social medial example
- Websites
- Photos
- Web accessibility
- HUD Poster

### Tours

- Steering
- Intent doesn't matter
- Steering examples
- Testers and examples
- Answering questions

## **Processing an application**

- Following established process
- Third party screening companies
- Questions and scenarios
- Document everything
- Occupancy limits

## **Provision of services**

- Contractors
- Maintenance professionals
- Failure to address and issue
- Sexual harassment
- Best practices

## **Property rules and policies**

- Animals example
- Property Rules

## **Issuing lease violations**

- Documenting a lease violation
- Lease violations and disabilities

## **Renewal**

- Nonrenewal
- Punitive Actions
- Retaliation

## **Lesson 2**

### **Disabilities**

- Rights of a person with disabilities
- FHA definition of disability
- Discriminatory terms or rules
- True or false exercises

### **Reasonable accommodations and modifications**

- Handling requests
- Case by case basis
- Making decisions

### **Housing provider's rights**

- Right to clarify
- Considering requests
- Determining whether to grant a request
- Refusing requests
- Documentation and policies

### **Reasonable Accommodation Request Process**

- Scenario
- Process

### **Additional reasonable accommodation best practices**

- Request log
- Hearing requests
- Discouraging requests
- Timely processing
- Forms
- Who can be a verifier?

### **Reasonable request example**

- Reasons to deny a request

- Process example
- Follow up and verification
- Alternative solutions
- Handling a unresolved conflict

### **Assistance animals**

- Service animals vs. emotional support animals
- Process and policies
- Assistance animals questions and examples
- Entitlement requirements
- Verification process
- Getting information
- Conditions and consultation
- Delaying requests

### **Reasonable Modifications**

- Requests
- Approval
- Modification request example
- Following a process

### **Certification Exam**

- 50 multiple choice questions
- Questions are randomized from a question bank
- 80% required to pass