



The Fair Housing Institute, Inc.

## *Advanced Fair Housing© Syllabus*

Training Time: 2 hours – 50 Question Exam and Certificate of Completion

### **Advanced Fair Housing**

- Introduction
- Overview
- Disclaimer
- Why this course is necessary

### **Assistance Animals**

- Recognizing an emotional support animal
- Accept or reject: striking a balance
- State and local laws
- ESAs vs. pets
- What types of animals can be ESAs?
- Is this resident disabled
- Encourage residents and verifiers
- Definition of disability
- Questions on ESA forms
- Multiple assistance animals
- Issues and rejecting multiple ESAs
- Assistance animal agreement
- Guest assistance animals
- Online certificates
- ESA letters
- Challenging verification
- Summary

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### **Criminal History Screening and Disparate Impact**

- Screening
- Local laws and ordinances
- Arrests vs. convictions
- Fair housing considerations
- Unique situations
- Appealing a denial
- Exceptions to criminal history policy
- Processing an appeal
- Considerations for appeals
- Disparate treatment
- Disparate impact
- Lookback periods
- Content of criminal history policy
- Developing a graduated policy
- Do not summarize your policy
- Third party screening policies
- Summary

### **VAWA and Domestic Violence**

- Domestic violence
- Disturbance example and options
- Crime free ordinances
- State and local laws
- Properties covered
- VAWA rights
- Landlord tenant rights
- Emergency transfers
- Staying informed
- Is this domestic violence?
- Multiple examples
- Summary

### **Sexual and Other Protected Category Harassment**

- Sexual harassment
- Quid pro quo vs. hostile environment
- Processing claims
- Avoiding claims
- Appropriate vs. inappropriate comments

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- Multiple examples
- Example review
- Best practices
- Lease violations
- Mitigating negative outcomes
- Sexual harassment scenario
- Scenario response
- Steps involved in resolving an incident
- Management's response
- Any incident can cause an issue
- Other protected category harassment
- Summary

#### **Expansion of the Definition of Sex**

- The definition of sex
- Employees' personal views
- Examples for training
- Closer look at outcomes
- Harassment
- Sensitivity training
- Summary

#### **Marketing and Advertising**

- Marketing and advertising
- The broad definition
- Discriminatory statements
- Multiple examples
- Words to avoid
- Problematic phrases
- Marketing cheat sheet
- Pictures
- Diversity in advertising
- Use of stock photos and models
- Advertising over time
- Social media
- Marketing on digital platforms
- Website and app accessibility
- Legal basis

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- ADA website accessibility guidelines
- WCAG technical standards
- Serial-filing
- Summary

#### **Conclusion**

- Summary
- Additional resources
- Certification Exam

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