



## *Fair Housing for Single-Family Rentals*© *Syllabus*

Training Time: 2.5 hrs – 50 Question Exam and Certificate of Completion

### **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 media example
- Websites
- Photos
- Web Accessibility
- HUD Poster

#### **Tours**

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

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### **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 an 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

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**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 an 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

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