



The Fair Housing Institute, Inc.

Fair Housing for Single-Family Rentals© *Syllabus*

Training Time: 1.5 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

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

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Provision of services

- Contractors
- Failure to address an issue
- Sexual harassment
- Best practices

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

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

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- 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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