



**The Fair Housing Institute, Inc.**

## *Fair Housing in A Flash*© *Syllabus*

Training Time: 1 hour -20 Question Exam and Certificate of Completion

### **Fair Housing Road Map of the Rental Process**

#### **Introduction**

- History of FHA
- Protected Categories
- Explanation of each protected category
- Map of State and Local Protected Categories and Unique Provisions
- Introduction of Fair Housing Road Map
- Introduction to Murphy Hill Townhouses and Dodge Falls Lofts

#### **Meeting, Greeting, and Taking Prospects on Tours**

- Testers
- What Kind of People Live Here
- Consistency in Treatment

#### **Showing and Offering Housing**

- Steering
- Documenting Preferences of Prospects
- Examples of Making an Availability Error

#### **Screening Process**

- Application
- Screening Criteria
- Criminal History Screening Issues

#### **Services, Amenities, and Rules**

- Golden Rules of Customer Service
- Fair Housing Maintenance Issues

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- Sexual Harassment

## **Rules Pertaining to Use of Amenities**

### **Consistent Application of Rules**

### **Retaliation**

## **Familial Status and Disability**

### **Familial Status issues**

- Rules Pertaining to Children
- Curfews
- Occupancy Rules
- Considerations beyond Two Persons Per Bedroom
- Pregnant Women
- Housing for Older Persons

### **Disability**

- Definitions
- Examples of Best Practices and Limitations
- Reasonable Accommodations vs. Modifications
- Granting Requests
- Consideration and Documentation

### **Reasonable Accommodations**

- Steps in the Process
- Example of Policy in Action

### **Additional Reasonable Accommodations**

- Discouraging Requests
- Timely Processing
- Forms
- Who can be a Verifier

### **Examples of Reasonable Accommodation Requests**

- Assistance Animals
- Verification
- Assigned Parking

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- Transfers

#### **Reasonable Modifications**

- Private Market
- Who Installs?
- Who Pays?
- Federally Funded Housing
- When can you turn down a request?

#### **Final Test**

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