



The New Basics of Fair Housing© Syllabus

Training Time: 3.5 hours – 50 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

Marketing

- Description of Marketing Activities
- Example with Use of Words in an Advertisement
- Problematic Words Phrases
- Website Accessibility
- Marketing Related Topics
- HUD and RD's Fair Housing Poster
- Use of Fair Housing Logo

Meeting, Greeting, and Taking Prospects on Tours

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

Showing and Offering Housing

- Steering
- Order of Showing or Assigning Vacant Units
- Documenting Preferences of Prospects

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- Examples of Making an Availability Error

Screening Process

- Application
- Screening Criteria
- Use of Third-Party Screening Companies

- Criminal History Screening Issues

Terms of the Lease

- Consistency in Lease Terms
- Negotiating Rental Amounts

Provision of Services and Amenities

- Golden Rules of Customer Service
- Fair Housing Maintenance Issues
- Sexual Harassment
- Rules Pertaining to Use of Amenities

Property Rules and Policies

- Example of Consistent Application of Rules
- Need to make Possible Exceptions

Lease Violations and Terminations

- Consistent Enforcement
- New for Thorough Documentation
- Retaliation

Renewal

- Potential for Appearance of Discrimination
- Need for Applying a Consistent Renewal Policy that can be Documented

Review of Fair Housing Road Map of the Rental Process

Familial Status and Disability

Familial Status issues

- Rules Pertaining to Children
- Curfews
- Occupancy Rules
- Considerations beyond Two Persons Per Bedroom

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- Pregnant Women
- Housing for Older Persons

Disability Rights

- Discrimination
 - Definitions
 - Limitations
- Reasonable Accommodations
 - Processing Requests
 - Verification
 - Challenges to Housing Providers due to Limitations to Reasonable Accommodation Process
 - Steps in Process
 - Hearing and Clarifying a Request
 - Avoid Discouraging or Instantly Denying a Request
 - Timely Process Requests
 - Forms
 - Who can be a Verifier
 - Examples of Requests
 - Assistance Animals
 - Assigned Parking
 - Transfers
 - Use of Chemicals
 - Reasonable Modifications
 - Requirements
 - Who Pays?
 - Unreasonable Requests
- Accessibility
 - Fair Housing Act
 - UFAS
 - ADAAG
 - State Building Codes

Review of Familial Status and Disability

Final Test

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