



COURSE SYLLABUS

The Basics of Fair Housing

Training Time: 3.5 hours – Two 25-Question Exams
and Certificate of Completion



Fair Housing InstituteTM

CONTENT

Lesson 1

Introduction

- Course overview
- Why fair housing training is important
- History of FHA

Protected Categories

- Protected categories
- Explanation of each protected category and Limited English Proficiency (LEP)
- Map of state and local protected categories and unique provisions
- Source of Income
- 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 and 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
 - Recording guest information
- Documenting preferences of prospects
- Examples of making an availability error



Lesson 1 Continued

Screening Process

- Differences between privately funded housing and federally funded housing
- Application
- Screening criteria
 - Specialized housing
- 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
 - Work orders
 - Favors and maintenance examples
 - Maintenance best practices
- Rules pertaining to use of amenities

Property Rules and Policies

- Example of consistent application of rules
- Need to make possible exceptions
 - Sexual harassment
 - Sexual harassment training
 - Other protected category harassment
 - Harassment example and explanation

Lease Violations and Terminations

- Consistent enforcement
- Documenting lease violations
 - Disabled residents
- Retaliation
 - Retaliation example
 - Documentation
 - Crime free ordinances

Renewal

- Potential for appearance of discrimination
- Need for applying a consistent renewal policy that can be documented

Lesson One Certification Exam

25 multiple-choice questions

80% required to advance to Lesson 2





Lesson 2

Family Status

- Definition
- Rules pertaining to children
 - General use of the premises
 - Reasonable vs. unreasonable rules
 - Curfews
- Occupancy policies
- Occupancy limits
 - Forming reasonable occupancy policies
 - Market rate and tax credit properties
- Pregnant women
 - Familial status / occupancy example
- Housing for Older Persons

Disability Rights

- Rights of persons with disabilities
 - Definitions
 - Avoiding discriminatory terms
- Discriminatory rules and terms examples and explanations

Reasonable Accommodations and Modifications

- Definition and explanation
 - Processing requests
 - Case-by-case basis
- Rights of housing providers
 - Clarifying requests
 - Verification
- Challenges to housing providers
 - Proper documentation

Reasonable Accommodations

- Reasonable accommodation policy
 - Steps in process
- Policy in action example

Additional Reasonable Accommodation Best Practices

- Hearing and clarifying a request
- Avoid discouraging or instantly denying a request
- Timely process requests
- Forms
 - Processing requests
- Who can be a verifier?



Lesson 2 Continued

Examples of Requests for Reasonable Accommodations

- Pets
 - Assistance animals
 - Service animals vs. emotional support animals
 - Verification
- Assigned parking
- Transfers
 - Timely processing
 - Seasonal Affective Disorder
 - Questionable request
- Use of Chemicals
 - Management response examples
 - Deaf and hard of hearing
 - Scenario
 - Auxiliary aid modifications

Reasonable Modifications

- Private market
 - Requirements
 - Who pays?
- Federally funded communities
 - Expensive Modifications
 - Financial and administrative burdens
 - Section 504

Unreasonable Requests

- Alternative chemicals
- Conflicts
- Steps to protect decisions
- Denial letters
- Litigation


Accessibility

- Fair Housing Act
 - Seven Basics Accessibility Requirements
- UFAS
- ADAAG
- State building codes

Lesson Two Certification Exam

25 multiple-choice questions
80% required to pass course and earn certificate



 (404) 490-3408

 FHITeam@fairhousinginstitute.com

 FairHousingInstitute.com