

COURSE SYLLABUS

Fair Housing Focus - Assistance Animals

Training Time: 25 minutes - 10-Question Exam and
Certificate of Completion



Fair Housing InstituteTM

CONTENT

Assistance Animals

- Accept or reject: striking a balance
- State and local laws
- Recognizing an emotional support animal
- ESAs vs. pets
- What types of animals can be ESAs?
- Is this resident disabled
- Encourage residents and verifiers
- Definition of disability
- Questions on ESA forms
- Multiple assistance animals
- Issues and rejecting multiple ESAs
 - Noise and odor concerns
- Assistance animal agreement
- Guest assistance animals
- Online certificates
- ESA letters
- Challenging verification
- Summary

Certification Exam

- 10-question multiple-choice exam
- 80% or higher required to pass and earn a certificate





 (404) 490-3408

 FHITeam@fairhousinginstitute.com

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