

COURSE SYLLABUS

Fair Housing Focus - Hoarding

Training Time: 30 minutes - 10-Question Exam and
Certificate of Completion



Fair Housing InstituteTM

CONTENT

Introduction

- Dos and don'ts
- Definition and issues
- Identifying a hoarder
- How common is hoarding?
- Lease agreement
- Hoarding example
- Bad policies
- Handling hoarding situations

Fair Housing

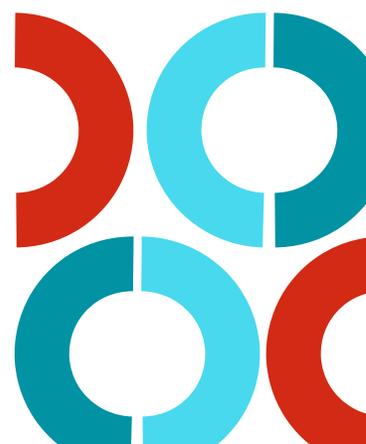
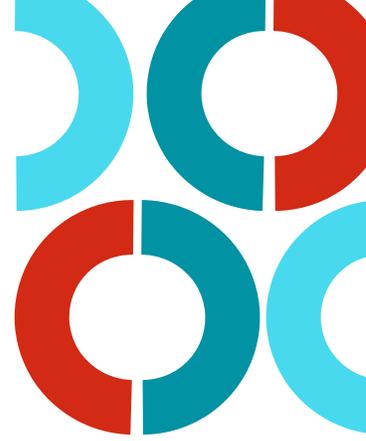
- APA definition of hoarding
- Reasonable accommodations
- Exceptions
- Obvious and apparent
- Best actions
- Follow-ups
- Anxiety

Reasonable Accommodation

- Don't wait
- Resident discussions
- Explaining to resident
- Setting reasonable deadlines
- Communicating consequences
- Providing a copy of the plan
- Obvious disability
- Legal requirements
- Failing to progress
- Facilitating assistance
- Pitfalls
- Written correction plan
- Eviction process
- Housekeeping issue plan
- Apparent disability
- Best practices

Certification Exam

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





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