

COURSE SYLLABUS

Fair Housing for Maintenance Professionals

Training Time: 1 hour - 15-Question Exam and Certificate of Completion



Fair Housing Institute

CONTENT

Introduction

- Premise
- Purpose
- Relevance
- Federal, state and local laws
 Why training is important

Common Situations

- Common situations and responses
- Reasonable accommodations and modifications
- Animals
- Parking spaces
- Steering
- Harassment
 - o Sexual
 - o Non-sexual
- Marijuana
 - Reasonable modifications scenario

Best Practices

- Managing service requests
 - Service request delays
- Know and follow your company policies
- Maintenance and the customer experience
 Incident Reporting

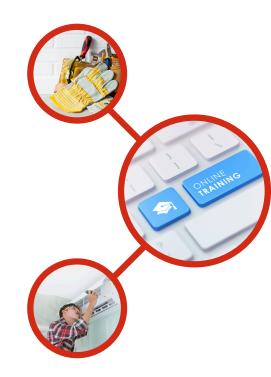
Frequently Asked Questions

- "What kinds of people live here?"
- "How come they have a dog?"
- "How come they get a reserved parking space?"
- "Can you do me a favor?"
- "Can I hire you this weekend to help me move some things?"
- "I'm having a party Saturday night; why don't you drop by?"
- The Universal Answer: "I don't know let's find out!"

Certification Exam

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









- **404)** 490-3408
- FHITeam@fairhousinginstitute.com
- FairHousingInstitute.com

