

# COURSE SYLLABUS

## **Fair Housing for Maintenance Professionals**

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



Fair Housing Institute<sup>TM</sup>

# 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
  - Sexual
  - 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





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