

COURSE SYLLABUS

Fair Housing for Single-Family Rentals in a Flash

Training Time: 1.5 hours - 20-Question Exam and
Certificate of Completion



Fair Housing InstituteTM

CONTENT

Introduction

- Overview
- Disclaimer
- What is the Fair Housing Act?
- Why is it important to learn about it?
- Who can be held liable?
- Who is protected by the Fair Housing Act?
- Perception is important
- The seven federally protected categories
- State and local laws
- Fair housing rental map

Tours

- Steering
- Intent doesn't matter
- Steering examples
- Testers and examples
- Answering questions

Processing an Application

- Following established process
- Third-party screening companies
- Questions and scenarios
- Document everything
 - Determining eligibility
- Occupancy limits

Provision of Services

- Contractors
 - Complaint investigations
- Maintenance professionals
- Failure to address an issue
- Sexual harassment
- Best practices





Content Continued

Issuing Lease Violations

- Documenting a lease violation
- Lease violations and disabilities

Renewal

- Nonrenewal
- Punitive actions
- Retaliation

Disabilities

- Rights of a person with disabilities
- FHA definition of disability
- Discriminatory terms or rules

Reasonable Accommodations and Modifications

- Handling requests
- Case by case basis
- Making decisions

Housing Provider's Rights

- Right to clarify
- Considering requests
- Determining whether to grant a request
- Refusing requests
- Documentation and policies

Reasonable Accommodation Request Process

- Scenario
- Process

Additional Reasonable Accommodation Best Practices

- Request log
- Hearing requests
- Discouraging requests
- Timely processing
- Forms
- Who can be a verifier?

Content Continued

Reasonable Request Example

- Reasons to deny a request
- Documentation and alternatives

Assistance Animals

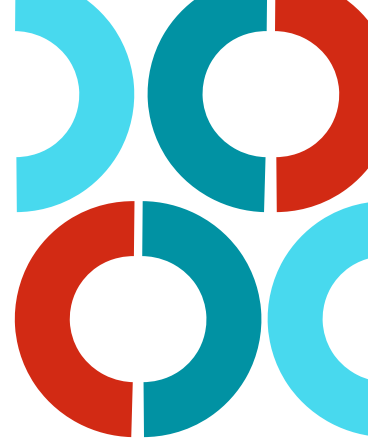
- Service animals vs. emotional support animals
- Process and policies
- Assistance animals questions and examples
- Entitlement requirements
- Verification process
- Getting information
- Conditions and consultation
- Delaying requests

Reasonable Modifications

- Requests
- Approval
- Modification request example
- Following a process

Certification Exam

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





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