

THE NEW BASICS OF FAIR HOUSING SYLLABUS©

LESSON 1 Fair Housing Road Map of the Rental Process

A. Introduction

- History of FHA
- Protected Categories
 - Explanation of each protected category
- Map of State and Local Protected Categories and Unique Provisions
- Introduction of Fair Housing Road Map
- Introduction to Murphy Hill Townhouses and Dodge Falls Lofts

B. Marketing

- Description of Marketing Activities
- Example with Use of Words in an Advertisement
- Problematic Words Phrases
- Website Accessibility
- Marketing Related Topics
- HUD and RD's Fair Housing Poster
- Use of Fair Housing Logo

C. Meeting, Greeting and Taking Prospects on Tours

- Testers
- What Kind of People Live Here
- Consistency in Treatment

D. Showing and Offering Housing

- Steering
- Order of Showing or Assigning Vacant Units
- Documenting Preferences of Prospects
- Examples of Making an Availability Error

E. Screening Process

- Application
- Screening Criteria
- Use of Third-Party Screening Companies

- Criminal History Screening Issues

F. Terms of the Lease

- Consistency in Lease Terms
- Negotiating Rental Amounts

G. Provision of Services and Amenities

- Golden Rules of Customer Service
- Fair Housing Maintenance Issues
- Sexual Harassment
- Rules Pertaining to Use of Amenities

H. Property Rules and Policies

- Example of Consistent Application of Rules
- Need to make Possible Exceptions

I. Lease Violations and Terminations

- Consistent Enforcement
- New for Thorough Documentation
- Retaliation

J. Renewal

- Potential for Appearance of Discrimination
- Need for Applying a Consistent Renewal Policy that can be Documented

Review of Lesson One

Lesson Two Familial Status and Disability

A. Familial Status issues

- Rules Pertaining to Children
- Curfews
- Occupancy Rules
- Considerations beyond Two Persons Per Bedroom
- Pregnant Women
- Housing for Older Persons

B. Disability Rights

1. Discrimination

- Definitions
- Limitations

2. Reasonable Accommodations

- Processing Requests
- Verification
- Challenges to Housing Providers due to Limitations to Reasonable Accommodation Process
- Steps in Process
- Hearing and Clarifying a Request
- Avoid Discouraging or Instantly Denying a Request
- Timely Process Requests
- Forms
- Who can be a Verifier
- Examples of Requests
- Assistance Animals
- Assigned Parking
- Transfers
- Use of Chemicals
- Reasonable Modifications
- Requirements
- Who Pays?
- Unreasonable Requests

3. Accessibility

- Fair Housing Act
- UFAS
- ADAAG
- State Building Codes

Lesson Two Review

CERTIFICATION TEST

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