



The Fair Housing Institute, Inc.

Fair Housing for Maintenance Professionals Syllabus©

Introduction to the Fair Housing Act

- Premise
- Purpose
- Relevance

Introduction to protected classes

- Federal, State and Local

Common fair housing issues that arise in maintenance

- Timeliness and prioritization of service requests
- Preferred treatment – real or perceived
- Communication failures
- Failure to document incidents

What is discrimination?

- **Specific topics**
 - Animals
 - Parking spaces
 - Steering
 - Harassment
 - Sexual
 - Non-sexual
 - Marijuana

Compliance best practices

- Managing service requests
- Know and follow your company policies
- Maintenance and the Customer Experience
- Communication
- Confidentiality

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- Incident reporting
- Zero tolerance
- Leasing related issues
- Equal opportunity, access and enjoyment
- This is a 24/7/365 commitment
- Look, act and sound like a professional always
- Documentation
- Be friendly, not friends

The what and why of 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!”

Final Test

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