



Lesson 1 Introduction

- Practical application of experience with a prospect that could turn into a fair housing complaint
- History of FHA
- Introduction to protected categories
- The types of employees that can be held liable under FHA
- The kinds of housing that the FHA applies to
- Courtesy and sensitivity can avoid fair housing problems
- Judge Terry – Case law
 - Traffecanti
 - Decatur HA Sexual harassment case
 - South Florida case on answering question about race of prospect
 - HUD case on forgiving past credit problems because of disability
- 10 steps for meeting and greeting – consistency
- Examples of situations that could be fair housing problems:
 - Prospect who uses a wheelchair can't get into rental office
 - Hispanic complains of racial slurs by neighbors
 - Prospect is told there are no available vacancies
 - Prospect is told to return later because there's no one in the office
 - Resident asks maintenance to walk her dog
 - Employees laugh at racial joke
 - Resident asks management to stop spraying for pesticides
 - Resident claims she's made 5 requests for RA and has been ignored
 - Resident complains of Christmas decorations
 - Manager of elderly property requires residents to provide medical contact information
- Testers explanation
- Interactive questions
 - Who has extra rights?
 - Who lives here?
- Review

Lesson 2 Protected Categories

- Explanation of each protected category
- Examples of how cases arise under each category
- Familial Status issues
 - Occupancy
 - Keating memo
 - HUD
 - Considerations for extra rooms and infants
 - Protection for pregnant women
 - Housing for Older Persons
- Disability (Introduction)
 - Definition
- Design and Construction
- Reasonable Accommodations and Modifications
 - Verifications--when and how
- Substantially Equivalent State Protected Categories
- Review

Lesson 3 Prohibited Activities

- Refusing to rent to a member of a protected class.
- Making discriminatory statements.
- Using discriminatory advertising.
- Imposing discriminatory terms and conditions.
- Harassment, including sexual harassment.
- Retaliation.
- Steering.
- Examples and explanations for each
- Judge Terry Cases
 - Jackson MS
 - Sex Discrimination “Men are Messy”
 - Simpsons – National Origin Discrimination and Harassment
 - Applicant with child wants 2d floor apt.
- Federally funded vs. market rate apartments
- Review

Lesson 4 Disabilities

- Forms for requests and verifications
- Section 504
- Review of basics
- 7 Steps in a Reasonable accommodations process
- When to use forms and when to require verification
- Structural modifications
- Assist Animals
- Service and Therapy Animals
- Units article on Companion Animals
- Restricted use of chemicals
- When is a request not reasonable. Financial burden
- Fundamental Alteration
- Accessibility – Design and construction
- Example of how to apply the RA process
- Review

Certification Test

Coming soon!! – The Basics of Fair Housing Spanish Language Version

Coming soon!!- Fair Housing and Maintenance

Coming soon!!- Fair Housing and Maintenance Spanish Language Version

Coming soon!! – Fair Housing Act Accessibility Requirements

Coming soon!! – Fair Housing Requirements for Assist Animals

Coming soon!! – Federal Subsidized Housing and Section 504