



**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
  - 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 exam

**Coming soon! – Fair Housing Act Accessibility Requirements**

**Coming soon! – Fair Housing Requirements for Assist Animals**

**Coming soon! – Federal Subsidized Housing and Section 504**  
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