

Fair Housing Training



Participant Handbook

Activity – Review the Protected Classes

Instructions:

Work in pairs to complete sections A and B.

A. Circle the 7 protected classes under federal law (The Fair Housing Act).

Source of Income

Gender Identity or expression

Color

Sexual Orientation

Family Responsibilities

Age

National Origin

Religion

Disability

Personal Appearance

Place of Residence or Business

Familial Status

Victim of an Intra-Family Offense

Political Affiliation

Marital Status

Race

Sex

Matriculation

B. Certain activities are considered discriminatory under the Fair Housing Act when those activities are motivated by an individual's membership in a protected class. Matchup the "prohibited activity" with the examples on the right hand side.

a. Misrepresent Availability

___ A leasing agent tells a Jewish family that they will love living in this neighborhood because of its proximity to a synagogue.

b. Discriminatory Terms and Conditions

___ A leasing agent fails to tell a man who uses a wheelchair about an available two-story unit

c. Refuse to Sell or Rent

___ A tenant is experiencing sexual harassment from another resident in the building

d. Blockbusting

___ A tactic used by Real Estate agents to generate quick sales in "all white" neighborhood blocks.

e. Steering

___ A woman with 3 young children was quoted a higher security deposit than a couple with no children

f. Harass, Threaten, Intimidate, Coerce

___ An agent refuses to rent to a prospect because he is Muslim and the rest of the community is Catholic

Disability Etiquette Tips and Best Practices

- Be mindful of the diversity within the disability community
- Respect that each person is the expert on their own experience
 - If you don't know, ask.
- Talk to a person with a disability just as you would talk to anyone else
- When speaking to a person with a disability, maintain eye contact
- Don't assume that someone with a disability needs help
- **People First Language**
 - Best used when speaking about broad categories, based on individual preference, and when referring to people in DC laws, publications, etc.
- **Identity First Language**
 - Best used when speaking collectively about the Deaf and Autistic community (there may be others), and based on individual preference
- Context is key, identity or person first language is not right or wrong
- Do not use terms such as afflicted, suffering, and stricken
- Equipment is not a limitation but an instrument for independent living
- Terminology changes and not every person in a group will agree with these terms

Notes:

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Reasonable Accommodations and Reasonable Modifications

The FHA allows residents with disabilities to request reasonable accommodations and/or reasonable modifications if such changes will afford the person equal opportunity to use and enjoy their living situation.

Reasonable accommodations are changes in rules, policies, practices, or services that afford a person with a disability the equal opportunity to use and enjoy a dwelling. Examples of requests for reasonable accommodations include allowing a resident to have a service animal in a “no pets” building, or allowing a parking assignment where generally there is none.

Reasonable modifications are structural changes made in units or common use areas that afford a person with a disability full use and enjoyment in housing. Examples of requests for reasonable modifications include installing a ramp to an entrance door, widening doorways or installing grab bars.

Modifications to Common Use Areas:

- Reasonable modifications are not limited to units; also permitted in common and public use areas
- In common areas, residents are responsible for the cost of modifications, but not for maintenance or removal

Modifications Post-tenancy

- Residents may be asked to restore the unit to its original condition when “reasonable” to do so
- Residents should not be asked to restore modifications that do not affect the subsequent tenant’s use or enjoyment of the unit
- Housing providers may NOT require modifications made to the exterior of dwelling units or common areas to be restored

Verification Process

- If the disability is NOT visible:
 - Disabilities can be verified by self, third party, or medical professional
 - Include a description of the needed modification or accommodation
 - Demonstrated relationship between the person’s disability and the request
 - Request can be made in writing or orally
 - Provider may not inquire as to the nature or extent of the disability
 - Resident does not need to use the term “Reasonable Accommodation” or “Reasonable Modification”
 - Review each request on a case-by-case basis.

Notes:

[illegible]

Assistance Animals

Service and companion animals for individuals with disabilities should be considered a reasonable accommodation in housing. For fair housing purposes, **service animals** are animals that are individually trained to do work or perform tasks for a person with a disability.

Companion animals are used often by people with emotional disabilities and may or may not be trained to perform a specific task.

- No formal training needed
- No special harness or vest necessary
- Can be any breed/size
- Do not need specific documentation “papers”

Manager's Responsibilities

- Property Manager may not charge an additional fee such as a pet deposits, additional security deposits, increased rent, etc.
- Allergies and/or fears of dogs are not valid reasons for dismissing a service or companion animal from any community
- Remember that disabilities may not be visible, in which case you may verify that the requestor has a disability

Owners Responsibilities

- Animals must not pose a threat to other residents or property
- Residents must follow “pet” rules that may include: leash usage, clean up and general control of animal
- Residents are financially responsible for any property damage, reasonable wear and tear excepted.

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Equal Professional Service

Equal Professional Service is a technique employees can use to avoid discrimination by treating each prospect the same. Equal Professional Service is defined as giving each prospect the same type and caliber of service and information, and the same access to all housing opportunities.

Best Practices

- Maintain a professional demeanor
- Provide similar materials and treatment
- Provide only factual information
- Avoid steering!
- Monitor your local and state protected classes
- Manage high prospect volume
- Display fair housing poster
- Report suspected discrimination immediately
- Ensure that your leasing office is accessible
- Document unusual interactions with prospects or tenants
- Promote equal qualification standards
- Do not disclose the nature of a resident's disability
Or membership in a protected class
- Promptly respond to requests for reasonable accommodations and modifications

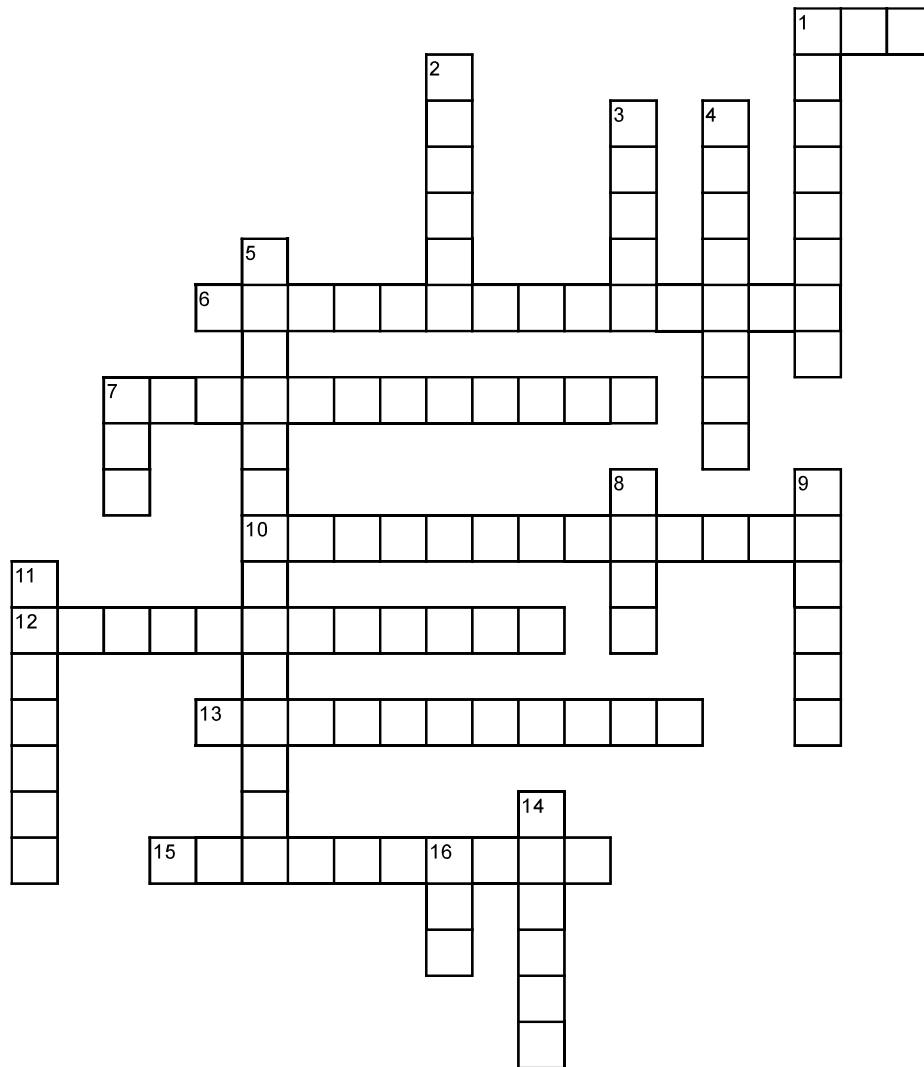
Resources

The Equal Rights Center
www.equalrightscenter.org
202-234-3062

U.S. Department of Housing and Urban Development
www.hud.gov
202-708-1112

HUD Guidance

- HUD/DOJ Joint Statement on Reasonable Accommodations –
www.hud.gov/offices/fheo/library/huddojstatement.pdf
- HUD/DOJ Joint Statement on Reasonable Modifications –
www.hud.gov/offices/fheo/disabilities/reasonable_modifications_mar08.pdf
- HUD Guidance on Assessing Requests for Assistance Animals
<https://www.hud.gov/sites/dfiles/PA/documents/HUDAsstAnimalNC1-28-2020.pdf>
- “I-Speak Card” - <https://www.lep.gov/resources/resources.html#ispeak>
- Equal Housing Opportunity Logo
<https://portal.hud.gov/hudportal/HUD?src=/library/bookshelf11/hudgraphics/fheologo>



Across

- 1 Protected class under the Fair Housing Act
- 6 Protected class under the Fair Housing Act
- 7 Installing handrails is an example of a reasonable _____
- 10 Allowing an assistance animal is an example of a reasonable _____
- 12 Providing prospects with the same information is an example of Equal _____ Service.
- 13 The sale and rental of housing free from discriminatory practices or policies, while continuing to treat everyone equally and with respect.
- 15 Protected class under the Fair Housing Act

Down

- 1 Directing someone to live in an area because of a protected class is an example of this type of prohibited activity.
- 2 We should always put the _____ first instead of the disability.
- 3 Protected class under the Fair Housing Act
- 4 Protected class under the Fair Housing Act
- 5 Protected class under the Fair Housing Act
- 7 Man who inspired the Fair Housing Act
- 8 Protected class under the Fair Housing Act
- 9 Housing Choice Vouchers may be protected in your area as a legal source of _____
- 11 If a requested modification or accommodation overlaps with a disability, we should _____ the request.
- 14 Individual _____ have extended the federal protections by adding more protected classes.
- 16 President who signed the Fair Housing Act

PROTECTED CLASSES

FAIR HOUSING ACT

Race
Color
Religion
National Origin
Sex
Disability
Familial Status

WASHINGTON, DC

Marital Status
Age
Personal Appearance
Sexual Orientation
Gender Identity or Expression
Family Responsibilities
Political Affiliation
Matriculation
Source of Income
Sealed Eviction Records
Homeless Status
Place of Residence or Business
Status as a Victim of an Intra-Family Offense

MARYLAND

Marital Status
Sexual Orientation
Gender Identity
Source of Income

Military Status

Frederick County

Age
Marital Status
Source of Income

City of Frederick

Age
Marital Status
Sexual Orientation
Gender Identity
Source of Income

Prince George's County

Age
Occupation
Political Opinion
Personal Appearance
Sexual Orientation
Source of Income
Citizenship/Immigration Status

Montgomery County

Age
Ancestry
Family Responsibilities
Gender Identity
Presence of Children
Source of Income
Marital Status
Sexual Orientation

City of Rockville

Age
Ancestry

Presence of Children
Sexual Orientation

VIRGINIA

Elderliness (55+)
Source of Funds
Sexual Orientation
Gender Identity
Military Status

City of Alexandria

Sexual Orientation
Gender Identity
Ancestry
Marital Status
Age

Arlington County

Marital Status
Sexual Orientation

Fairfax County

Marital Status

City of Falls Church

Marital Status

Prince William County

Age
Marital Status

WEST VIRGINIA

Jefferson County

Ancestry
Blindness