

**FAIR HOUSING CHECKLIST for
Landlords and Property Management Professionals**

Fair Housing....It's Your Responsibility!

Renting a property is a partnership between the landlord/agent and the resident(s). Misunderstandings can occur because of poor communication and lack of knowledge of the rights and responsibilities of both the landlord and the resident. The following checklist includes helpful suggestions for creating a better landlord/tenant relationship and provides guidance on essential tasks that should be performed to promote fair and equal access to housing. Use this document as part of an onboarding process or training tool to help property management professionals operate consistently and efficiently in their roles.

The Fair Housing Checklist should be used as a reference tool only. Property management professionals should consult with their legal counsel and housing experts to ensure adherence to fair housing laws and regulatory requirements pertaining to programming.

A. GENERAL ADMINISTRATION

	Y	N	NA	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Written Fair Housing Policy for entire company <i>including community contractors and vendors that outlines sexual harassment policy and protocol when a complaint is received.</i> Written Fair Housing Policy stored location:
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Employee receives Fair Housing Training as part of onboarding before working at property and annually (at minimum) thereafter. Training log maintained and updated by organization. Training log stored location:
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Written policy that addressing the Harassment Rule including Violence Against Women Act (VAWA) situations. VAWA addendum with lease for resident to sign-off. <i>Guidance information:</i> <ul style="list-style-type: none"> • Quid Pro Quo and Hostile Environment Harassment (Final Rule), 81 Fed. Reg. 63054 (Sept. 14, 2016) • Sexual Harassment, Questions and Answers (Nov. 17, 2008) Written Policy location:
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lease or addendum for residents explaining fair housing. Residents are notified that discrimination or harassment based on a protected class is prohibited and required to sign-off on agreement that they understand and agree to comply with anti-discrimination policy.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vendors receive Fair Housing Training prior to working onsite and sign an agreement that they understand and agree to comply.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Designated Fair Housing Officer/Expert/Consultant. <ul style="list-style-type: none"> • Provide ongoing training on fair housing • Keep up-to-date on fair housing developments • Be a resource to answer fair housing and related questions • Keep track of compliance with fair housing and equal opportunity policy Identified Fair Housing Officer/Expert/Consultant:
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff receives annual fair housing training and regular updates on fair housing related matters. Responsible individual/department: _____
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fair Housing log is maintained to record: 1) actions to affirmatively further fair housing; and 2) complaints. Fair Housing log stored location:
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fair Housing Equal Opportunity (FHEO) language and logos are included in handbooks, policies and procedures, manuals and other program literature. Identified location of language and logos:
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Educational information on FHEO and civil rights is distributed to all tenants, (e.g., "It's Your Right") Identified materials distributed and stored location: _____
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A written complaint/appeal procedure exists for tenants. Written appeal procedure stored location: _____
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The written complaint/appeal procedure is provided to applicants and beneficiaries upon request.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Operating Policies and Procedures exist for employees that includes a Privacy Policy for protecting tenant and employee information (i.e., applications-social security #'s, guest cards-contact information, medical/disability documentation, etc.).

				Operating Policies and Procedures document stored location: [REDACTED]
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other: [REDACTED]
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other: [REDACTED]
Comments: [REDACTED]				

B. ADVERTISING/MARKETING

	Y	N	NA	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fair housing accessibility logo: <ul style="list-style-type: none"> o e.g., Craigslist (photo), Social media/Facebook (settings, banner or photo), signage, correspondence with residents & public (letterhead), flyers for outreach, etc. o General Information - HUD Guidance Regarding Advertisements Under § 804(c) of the Fair Housing Act (Jan. 9, 1995) FH logo stored location: [REDACTED]
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Social media content (personal and property) guidance
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Images include diversity (families, children, color, disability), seniors (color and disability) Diverse images stored location: [REDACTED]
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Words to avoid – for example, “Perfect for...” Identified words to avoid: [REDACTED]
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Property signage – pool rules (child/children), etc.
AFFIRMATIVE MARKETING AND OUTREACH EFFORTS				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Media used to inform the general public about available units: <input type="checkbox"/> flyers, <input type="checkbox"/> radio ads, <input type="checkbox"/> newspaper ads, <input type="checkbox"/> public radio, <input type="checkbox"/> public TV, <input type="checkbox"/> newsletter, <input type="checkbox"/> website, <input type="checkbox"/> other, list Frequency of advertisements/broadcasts: [REDACTED] Posting locations: [REDACTED]
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Units are marketed to the visually impaired. For example, Michigan Commission for the Blind, 800-292-4200 or Disabilities Network at http://www.dnmichigan.org/ .
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Units are marketed to the hearing impaired. For example, Michigan Relay Center, 800-649-3777 or Disabilities Network at http://www.dnmichigan.org/ .
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Property management offices are fully accessible (barrier-free) and/or agency accommodates physically challenged applicants.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Landlord/agent has written plan to assist Limited English Proficient Individuals - OGC Guidance, FHA Protections - Limited English Proficiency (Sept. 2016) Written Limited English Proficiency Plan stored location: [REDACTED]
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Property management staff complies with their approved Affirmative Fair Housing Marketing Plans (AFHMP) - AFHMP stored location: [REDACTED]
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other: [REDACTED]
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other: [REDACTED]
Comments: [REDACTED]				

C. APPLICATION PROCESS

	Y	N	NA	Tenant/Resident Selection Plan includes the following:
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fair Housing and Equal Opportunity Requirements
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Screening to Determine Applicant Eligibility Guidance Information – <ul style="list-style-type: none"> • HUD OGC, Application of Fair Housing Act Standards to the Use of Criminal Records (Apr. 4, 2016) • <i>Section 8, HUD Policy re Screening for Drug Use, Sex Offender Listing, et al.</i> • Reentry Letter from Sec Donovan to PHAs 6-17-11 • Immigration Status and Housing Discrimination Frequently Asked Questions (July 2012)
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Marketing
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Application Intake and Processing

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Rejection of Ineligible Applicants
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Acceptance of Eligible Applicants
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Waitlist Management The following questions should be considered: <ul style="list-style-type: none"> • How often is waitlist updated? How do you correspond to potential applicants? REMINDER: <ul style="list-style-type: none"> • Maintain a separate waitlist for units that are designated for people with disabilities (mobility and sensory) • Keep separate waitlist based on unit size and household size • Keep separate waitlist for different set asides (30/40/45/60% AMI) • Maintain and update written policy and process for notifying and removing applicants from waitlist for non-compliance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Verification Requirements
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Violence Against Women Act (VAWA) Policy - Violence Against Women Act (VAWA) Reauthorization Act of 2013
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Making an Occupancy Determination - Occupancy Standards (Keating Memorandum) – 63 FED. REG. 70982 (Dec. 22, 1998)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Non-renewal and/or termination notices
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other policies and program specific requirements: <input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other: <input type="checkbox"/>
Comments:			<input type="checkbox"/>

D. ACCOMMODATIONS & MODIFICATIONS REQUEST

Reasonable Accommodations and Modifications Request Guidance Information –			
<ul style="list-style-type: none"> • HUD/DOJ Joint Statement on Reasonable Accommodations under the FHAA • 24 CFR § 100.203 - Reasonable modifications of existing premises • 24 CFR §100.204 - Reasonable accommodations • HUD FHEO Notice 2013-1, Service Animals and Assistance Animals for People with Disabilities (Apr. 25, 2013) • HUD Memorandum re New ADA Regulations and Assistance Animals as RA Under the FHA (Feb. 17, 2011) 			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Maintain log of all requests (approvals and denials) Accommodations and Modifications Request Log stored location: <input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Written policy for processing oral and written requests including accepting and denying requests. Written policy includes process for appealing a request denial and complying with 504 , if applicable. Policy addresses accommodations and modifications request involving assistance and service animals. Written policy stored location: <input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Written policy includes procedure for sending verification requests to professionals to verify accommodation or modification requests. Verifications to doctors should include the following questions: <ul style="list-style-type: none"> • Y/N is this resident considered disabled under the law? • What is the nexus between the request and the person’s disability? Verifications should not ask: <ul style="list-style-type: none"> • Is the disability permanent or temporary? • How did they become disabled? What is the disability? Written policy stored location: <input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other: <input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other: <input type="checkbox"/>
Comments:			

E. MAINTENANCE REQUEST

	Y	N	NA	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Written policy on turnaround time (i.e. 24 – 48 hours) maintenance requests. Communicate policy with residents if delay in service and explain why. Document all communications. Written policy stored location: [REDACTED] Documentation of communications with residents stored location: [REDACTED]
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Written guidance for residents outlining what is considered an after-hours emergency and non-emergency related service requests. Guidance identifies how maintenance staff is to respond to these requests. Written guidance document stored location: [REDACTED]
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other: [REDACTED]
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other: [REDACTED]
Comments:	[REDACTED]			

