

Fair Housing – The Posture You Choose and the Words You Use May Get You Sued

Sponsored by NE NAHRO

On-line zoom training

Fair Housing Training!

Today's consumer is living in fear, gets angry and frustrated easily.

Too often we allow them to 'pull our strings' and act negatively ourselves. These behaviors trigger expensive fair housing complaints

Fair housing communication has become an area of increasing importance and concern for owners, supervisors, managers, and leasing professionals across the U.S. More and more fair housing complaints are filed every year, and civil penalties for violations can cost you lots of time and money – and even your job. In such a scenario, you can't afford to be behind the curve when it comes to thoroughly understand your obligations under the law.

Join this session with top industry expert **Anne Sadovsky**, who will demonstrate how real-life situations require critical thinking and prudent decision-making. She will show you how to avoid incorrect verbal and written communications – such as speaking in the heat of anger, firing off a letter or a notice to a resident – and how to prevent complaints and lawsuits, as well as intimidation and hostility. She will provide practical examples of the biggest mistakes people have made – and coach you on how to prevent them. Sadovsky will also walk you through true cases and scripts you can use when handling fair housing accommodation requests and complaints.

Remember, fair housing is the law – it's not merely a set of guidelines. What makes this a must-attend webinar is that it teaches you how to handle an upset and angry resident, use the fair housing poster to make your point, and protect your organization from costly lawsuits. After attending the webinar, you will be able to choose the right words when communicating with a resident and create positive responses and referrals for your organization.

Areas Covered

- To think before you speak
- To know your company and community policies and the hot spots and laws governing multifamily housing.
- How to be cool under fire
- Things you should NEVER say to a resident.
- You will get a list of magic words versus fighting words.
- Situations you haven't thought of that can become fair housing issues
- Role play behaviors that are calming and create a win-win ending.
- The top-five fair housing complaints filed
- How to stay cool when under fire, and control your temper
- How to choose words that help the resident understand the laws
- How to use the fair housing poster to make your point
- How to handle an upset and angry resident
- Latest rulings and documents in 2020 from HUD
- Service/Emotional support animals
- Internet Documents
- Occupancy Standards
- Violence Against Women
- Limited English Proficiency

Who Should Attend

- Owners
- Supervisors
- Corporate employees who interact with residents
- Regional and assistant managers
- On-site business managers
- Leasing professionals
- Maintenance professionals

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Registrations must be received within 10 days of the date of the training date.

Copy this form for each additional registration. A separate form is required for each person.

Name: _____

Attendant Email: _____

Housing Authority: _____

Housing Address: _____

Housing Contact and Phone Number: _____

****For the training, the participant is recommended to use a full functioning Windows 10 PC for the best experience. Using alternative devices such as a MacBook, iOS or Android tablet or smartphone, or a Chrome book is not recommended, as the participant might have technical challenges or limitations with these devices. We will be doing this training through zoom.**

Mark which training slot you prefer to attend:

_____ 10:00 a.m. CST Tuesday, September 22, 2020

_____ 10:00 a.m. CST Thursday, October 15, 2020

_____ 10:00 a.m. CST Wednesday, November 18, 2020

Training Only Registration Price:

_____ \$75 NE NAHRO Member

_____ \$150 Non NE NAHRO Member

Check # _____ Amount \$ _____

Cancellation and Refunds: To receive a refund of your registration fees, written notice of cancellation must be received 3 days prior to the training. Cancellation received within 3 days of the training will not be refunded. The agency can send a substitute attendee or pick an alternate training date if one is available, if the original registrant can't attend. No exceptions will be made.

**For questions, please contact
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Patti Reick clarksonha@hotmail.com (402) 352-2431**

Mail Check and Registration Form to:
**NE Chapter of NAHRO
% Heather Looper
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Lincoln, NE 68507**