

Fair Housing Compliance Checklist

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Advertising & Marketing

Ensuring all advertising and marketing materials comply with Fair Housing laws. This includes online, print, and other forms of communication.

Review all advertising copy for prohibited phrases or imagery.

Write something...

Which advertising platforms are used? (Select all that apply)

- Online (e.g., Zillow, Trulia, Facebook)
- Print (e.g., Newspapers, Magazines)
- Yard Signs
- Radio
- Television
- Other (specify in LONG_TEXT)



If 'Other' selected above, please specify advertising platforms.

Write something...

Upload examples of recent advertising materials (images, online ads, print ads).

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Does advertising explicitly or implicitly target specific demographic groups?

Yes

No

Unsure

If 'Yes' selected above, explain the targeting strategy and its justification. (Consult legal counsel)

Write something...

Are keywords used in online advertising compliant with Fair Housing guidelines?

- Yes
- No
- Reviewed by Legal/Compliance

If 'No' or 'Reviewed by Legal/Compliance' selected, describe keywords used and justification (if any).

Write something...

Client Intake & Application Process

Reviewing processes for handling inquiries, applications, and tenant screening to prevent discriminatory practices.

Source of Inquiry?

- Online Listing
- Referral
- Walk-in
- Phone Call
- Other

Notes Regarding Initial Inquiry (e.g., family size, financial situation)

Write something...

Assistance Requested?

- No Assistance
- Language Assistance
- Disability Related Assistance
- Other

Household Size (Number of People)

Enter a number...

Date Application Received

Enter date...

Reason for Moving?

- Job Transfer
- Price
- Size
- Location
- Other

Notes Regarding Application Process (e.g., questions asked, assistance provided)

Write something...

Sales & Rental Policies & Practices

Examining sales and rental practices to ensure fairness and equal opportunity for all prospective clients.

Describe your written sales/rental policy regarding occupancy standards.

Write something...

Explain how you handle requests for reasonable accommodations related to pets (e.g., service animals, emotional support animals).

Write something...

Which of the following factors are **never considered in tenant selection?**

- Race
- Religion
- National Origin
- Familial Status
- Sex
- Disability
- Income

What is the maximum number of occupants allowed per unit based on applicable regulations?

Enter a number...

Describe your procedure for demonstrating that any criteria used for tenant selection are directly related to a legitimate business interest.

Write something...

How are requests for modifications or improvements to the property handled?

- Approved immediately
- Reviewed based on specific criteria
- Denied based on blanket policy
- Other (specify)

Describe how your staff is instructed to respond to inquiries about the availability of units with specific accessibility features.

Write something...

Client Interactions & Communications

Monitoring interactions between staff and clients to identify and address any potential discriminatory behavior or unintentional bias.

Describe your company's communication protocols for responding to inquiries from potential clients.

Write something...

Do you have a script or guidance for agents when discussing financing options with clients?

Yes

No

Describe how agents are instructed to handle questions about schools or neighborhood characteristics.

Write something...

Are agents prohibited from steering clients towards or away from specific neighborhoods?

Yes

No

Which of the following topics are agents trained to avoid discussing during client interactions? (Select all that apply)

- Race
- Religion
- National Origin
- Familial Status
- Disability
- Sexual Orientation
- Gender Identity
- None of the Above

Describe how agents are trained to respond to potentially discriminatory client statements or questions.

Write something...

Is there a documented process for escalating concerns about potential discrimination to a supervisor or manager?

- Yes
- No

Record Keeping & Documentation

Establishing and maintaining thorough records to demonstrate compliance with Fair Housing laws.

Last Fair Housing Training Date

Enter date...

Summary of Fair Housing Training Content

Write something...

Copy of Fair Housing Policy

 Upload File

Number of Fair Housing Complaints Received (Past Year)

Enter a number...

Summary of Complaint Resolution Process

Write something...

Data Points Tracked for Demographic Analysis (to ensure no disparate impact)

- Race
- Ethnicity
- Family Status
- National Origin
- Religion
- Disability
- Sex
- Source of Funds

Description of Process for Monitoring Advertising Channels for Compliance

Write something...

Date of Last Record Keeping Audit

Enter date...

Training & Education

Providing ongoing training to all employees and agents on Fair Housing laws and best practices.

Training Program Description

Write something...

Last Training Date

Enter date...

Number of Employees Trained

Enter a number...

Topics Covered in Training

- Protected Classes (Race, Religion, etc.)
- Advertising Guidelines
- Client Intake & Application Process
- Reasonable Accommodation Requests
- Complaint Handling Procedures
- Accessibility (ADA) Requirements
- Language Access
- Steering
- Redlining

Training Materials (Presentations, Handouts)

 Upload File

Next Scheduled Training Date

Enter date...

Training Delivery Method

- In-Person
- Online (Live)
- Online (Self-Paced)
- Hybrid

Summary of Key Fair Housing Concepts Reinforced

Write something...

Accessibility Compliance (ADA)

Addressing requirements related to accessibility for individuals with disabilities under the Americans with Disabilities Act.

Does the property have accessible parking spaces?

- Yes
- No
- Not Applicable

Number of accessible units available (if applicable)

Enter a number...

Are common areas accessible to individuals with disabilities (e.g., ramps, elevators)?

- Yes
- No
- Partial/Limited Accessibility

Describe any accessibility modifications or accommodations made to the property.

Write something...

Does the property comply with accessible signage requirements?

- Yes
- No
- Under Review

Upload photos/documentation of accessible features (e.g., ramps, accessible restrooms).

 Upload File

Are accessible units offered to individuals with disabilities when applying?

- Yes
- No
- Not Applicable

Language Access

Providing reasonable accommodations for individuals with Limited English Proficiency (LEP).

Does your company offer translation services for key documents (applications, leases, disclosures)?

- Yes
- No
- Limited/On-Request

Which languages are commonly spoken in your service area that require accessibility considerations?

- Spanish
- Chinese (Mandarin)
- Vietnamese
- Korean
- Arabic
- Tagalog
- Other (Specify in Long Text)

If 'Other' was selected in the previous question, please specify the language(s) and approximate percentage of clients who speak it.

Write something...

Do you have a designated process for handling inquiries and communications in languages other than English?

- Yes
- No
- Documented but not consistently followed

Describe your process for providing language assistance (e.g., interpreters, translated documents).

Write something...

Upload copies of translated lease agreements or other key documents, if available.

 Upload File

Complaint Handling & Resolution

Establishing a clear process for receiving, investigating, and resolving Fair Housing complaints.

Describe the Complaint Handling Process

Write something...

Date Complaint Received

Enter date...

Complainant Information (Name, Contact Details)

Write something...

Summary of Complaint Received

Write something...

Complaint Type (e.g., Discrimination, Harassment, Retaliation)

- Discrimination
- Harassment
- Retaliation
- Accessibility Issue
- Other

Investigation Steps Taken

Write something...

Date Investigation Completed

Enter date...

Resolution/Outcome of Complaint

Write something...

Complaint Status

- Open
- Closed - Resolved
- Closed - Unsubstantiated
- Closed - Mediation
- Closed - Legal Action

Signature of Person Resolving Complaint
