

Office Policies and Fair Housing Compliance

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BROKER TIP

Are your office policies in compliance with fair housing?

One of the easiest ways to ensure that each prospective client and customer is treated in a manner compliant with fair housing laws is to

DEVELOP A CHECKLIST

to use consistently with everyone



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Consider this:

- Treat each person that approaches you for real estate services consistently and with courtesy
- **A policy for returning all inquiries:**
 - How long does it take you to return inquiries?
 - Upon initial meetings, are you requesting any types of documents, identification, or proof of funds?
 - All requests should be made equally to avoid disparate impact



Consider this:

- **Ask each prospective client the same types of questions** during the interview process such as: price range, housing preference, preferred features, etc.
- **Do not make assumptions** about the type of property or location a prospective client may be interested in
- **Provide buyer clients** with all available properties that meet their search criteria

TRY THIS BEST PRACTICE

Present properties that may slightly differ from client criteria, explain availability, and gauge their interest



Follow Up

- **Consider a follow up plan** after you meet with a prospective client or show them a property
- **Consistency is key**
- **Follow the same process** with each client



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Summary

Be sure each prospective client and customer is treated the same by the types of questions you ask and documents you request, including your level of interaction

To ensure compliance, consider a written checklist that you consistently follow with every interaction



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1-800-370-LEGAL (5342)



- Call 800-370-LEGAL (5342) from 9 am – 4 pm Monday through Friday
- Or email Legalhotline@marealtor.com any time



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