Module 4: Fair Housing - Skill Check #1

1. **What are the protected classes that the federal Fair Housing Act and its amendments recognize?**
   - Race
   - Color (shade of skin)
   - Religion
   - National Origin
   - Sex (including sexual harassment)
   - Familial Status
   - Handicap

2. **What are some of the ways a company can comply with fair housing laws?**
   - Create a written fair housing policy.
   - Set occupancy standards conforming to applicable local and state laws.
   - Post reasonable, non-discriminatory occupancy guidelines in offices in a conspicuous place where applicants will see them.
   - Establish specific, non-discriminatory rental criteria and apply them consistently. Make sure all applicants are aware of the criteria.
   - Treat all applicants and residents in a fair and consistent manner.
   - Consult local and state government agencies to verify if additional fair housing laws are in effect.
   - Display the required federal Fair Housing poster (11 inches by 14 inches) in a conspicuous location in all rental and sales offices if you have four or more rental units.
   - Maintain all records for a minimum of three years, maximum of four years.

3. **What is Disparate Impact Discrimination?**
   This can occur when a neutral policy or procedure has a disproportionately negative impact on a protected class. An act or failure to act that has a disparate impact can still be found to be non-discriminatory if 1) there is a legitimate business necessity for the action or inaction and 2) there is no less discriminatory way to accomplish the business necessity.

   Continued on next page
Module 4: Fair Housing - Skill Check #1, Continued

4. Who can be held liable for a violation of fair housing law?

Everyone can be held personally liable for a violation, including, but not limited to, the individual leasing consultant, assistant manager, maintenance personnel, community manager or property supervisor, property owner and management company. Ultimately, the owner is responsible for the acts of his or her agents, and that responsibility is non-delegable.

Liability follows the line of authority within the company. This means that supervisors should make certain everyone they supervise is trained and complying with fair housing laws.

5. To qualify as senior housing, what requirements must a property meet?

- The housing must be planned and managed for people 62 or 55 years of age or older.
- It must make sure that it has policies and procedures in place that demonstrate its intent to qualify for the exemption.
- These policies and procedures must be distributed and implemented, using the terms “Senior Housing,” “A 55 and older community” or “A 62 and older community” in order to comply with HOPA requirements.

6. In federally-assisted multifamily housing programs, what is a tenant-based subsidy?

- An example of a direct subsidy would be the Section 8 Voucher program. In tenant-based subsidies, residents live in privately-owned properties and pay a portion or percentage of their household income for rent and utilities.
- HUD or its local agent, a public housing authority or state agency enters into a Housing Assistance Payment Agreement (HAP) with the owner and pays the owner the difference between what the resident pays and what HUD considers a “fair” consideration. The tenant qualifies separately for the Voucher with the housing authority.

7. Can you give a notice of termination of tenancy to a household with a Section 8 Voucher or a household who lives in federally-subsidized housing without stating “cause”?

- Generally, the owner must be able to demonstrate good cause for the termination since the resident will lose his housing and/or voucher and in some cases may become homeless. An owner’s ability to terminate such tenancies without cause is limited by federal law and by the terms of the HUD-required lease addendum.

Continued on next page
Module 4: Fair Housing - Skill Check #1, Continued

8. What three (3) types of reviews does HUD perform to ensure that a property manager is adhering to the proper operating procedures and business practices?
   - Physical inspections
   - Management reviews or on-site visits
   - Financial reviews

9. What type of housing does Section 504 of the Rehabilitation Act of 1973 cover?
   - It provides protection against discrimination for persons with disabilities in subsidized housing and other federally assisted programs. It requires that federally funded housing programs be readily accessible to and usable by “qualified individuals with handicaps.”

10. What is the difference between the ADA (Americans with Disabilities Act) and the FHA (Fair Housing Act)?
    - The ADA is an accessibility law, but not a fair housing law. It requires that portions of the property that are open to the public, such as your rental office, consider the needs of persons with disabilities.
    - The Fair Housing Act covers accessibility in the private portions of the property that are used only by the residents and their guests, such as the apartment homes and the amenities.

11. What main things did the Fair Housing Amendments Act of 1988 add to the Federal Fair Housing Act of 1968?
    - This amendment added extensive enforcement authority to federal, state and local governments to investigate and prosecute violations. The cap on punitive damages was removed for awards by federal courts, and civil penalties were added as a remedy for administrative enforcement actions.
    - Two (2) protected classes were added by this amendment: familial status and handicap/disability, which we will discuss in depth in Sections 3 and 4.

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Module 4: Fair Housing - Skill Check #1

12. Are older properties (those built before the ADA became effective - January 26, 1993,) “grandfathered” in so that the rental office, for example, does not have to be made accessible to the disabled?
   - Buildings constructed prior to that date need to be made accessible if “readily achievable” (interpreted to mean the building should be modified if the structural and/or financial costs of the modification would not create a burden for the owner). This means that the public areas of older properties are not “grandfathered” in by the ADA.

13. List 5 of the rental practices that would be considered violations of fair housing law.
   - Refusing to rent or sell housing;
   - refusing to negotiate a rental;
   - falsely denying that housing is available for inspection or rental;
   - making housing unavailable for sale or rental;
   - refusing to make a reasonable accommodation for a resident with a disability;
   - refusing to allow a resident with a disability to make a reasonable modification;
   - asking questions about an applicant’s disabilities unless required for certain accessible units in subsidized properties;
   - setting different terms, conditions or privileges for the rental of a dwelling;
   - providing different housing services or use of amenities;
   - establishing restrictive rules for children rather than neutral rules that affect residents of all ages;
   - harassing a resident or allowing a resident to be harassed;
   - directing a renter to a specific neighborhood or area of an apartment community based on the person’s protected class (this is “steering,” which is defined as trying to control the outcome of where the person will live based on the person’s protected class);
   - denying an individual access to or membership in a facility or service, such as a multiple listing service, related to the rental of housing;
   - advertising or making a statement that indicates a discriminatory preference; and
   - having discriminatory covenants in contracts, i.e. in planned developments.

    ###
Module 4: Fair Housing - Skill Check #2

1. Who is protected under the category of familial status?

- Households containing one or more people under the age of 18 who live with a parent or guardian,
- Households with pregnant women,
- Adoptive or foster families,
- People in the process of adopting or becoming a foster family, and
- Households in the process of acquiring legal custody of a child under the age of 18.

2. How can you determine what is a reasonable occupancy standard for your property?

The Keating Memorandum is the closest guidance to a national occupancy standard existing today. This memorandum is an internal HUD document that was published in 1998 in the Federal Register as public guidance to housing providers on what HUD would use for enforcement purposes. It states that a policy of two persons per bedroom can be considered reasonable unless there are special circumstances that may allow for additional persons.

When adopting reasonable occupancy standards for a property or a portfolio, several things should be taken into consideration:

- Does the occupancy standard in any way limit opportunities for families with children?
- Are there additional rooms in the rental that could be used as a bedroom?
- Are some of the rooms extra large so they could accommodate more people?
- Are there any state or local ordinances that dictate what the occupancy standard should be?
- If there is a fair housing complaint which questions your occupancy standard, be sure you can support your policy through sound, non-discriminatory reasons.

Continued on next page
Module 4: Fair Housing - Skill Check #2, Continued

3. **What are examples of reasonable restrictions that can be placed on children for health and safety reasons?**

   The two restrictions that apply only to children that are reasonable are:
   - Prohibiting children under (age) from swimming in the pool unless an adult is in attendance per state or local law, and
   - Requiring adult supervision for children under (age) when using the spa per state law, unless there is a local ordinance which restricts age-related use. You should not require the supervising adult to be a parent. The adult could be a babysitter or a grandparent, for example.

   Other age-restricted rules that *may* be reasonable on a case-by-case basis:
   - Requiring supervision of children under a certain age in a fitness center based on equipment manufacturer recommendations, or
   - Establishing age restrictions for use of certain playground equipment, such as in a tot-lot, again, based on manufacturer recommendations.

4. **What guidelines should a company follow in establishing their community policies in order to avoid violating fair housing law regarding families with children?**

   - Do not prohibit children from using the amenities or common areas. Requiring adult supervision is acceptable only where there is a specific, legitimate and verifiable health or safety issue, such as the pool or spa. Don’t require the adult to be a parent. Handle behavior issues (of any age) through good management techniques.
   - Establish restrictions that are reasonably necessary for the legitimate and verifiable health and safety of the children. Rules that are designed to protect the property should be neutral and apply to all residents, household members and guests. Always have rules reviewed by fair housing-knowledgeable counsel.
   - Ensure the property is internally and externally safe for all residents.
   - Use advertising materials that do not suggest a preference for applicants without children.
   - Do not charge a higher security deposit to households with children because there might be more wear and tear on the apartment.
   - Remove all references to children from the application, lease, occupancy standards, house rules and other documents, except where the rules are related to legitimate and verifiable health and safety provisions for use of the community’s amenities, such as the pool and spa. These documents should be reviewed by fair housing-knowledgeable counsel.
5. Under federal fair housing law, an individual is considered disabled if he or she

- has a physical or mental impairment which substantially limits one or more major life activities;
- has a record of such an impairment; or
- is regarded as having such an impairment.

“Major life activities” means functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

6. What are the requirements of Section 504 of the Rehabilitation Act?

- Section 504 of the Rehabilitation Act mentioned earlier requires that federally funded housing programs be readily accessible to and usable by “qualified individuals with handicaps.” The Act requires such properties to conduct a “self-evaluation” of the property and prepare a transition plan that removes structural barriers.
- It also requires the housing provider to pay for these changes as long as they do not result in a fundamental alteration in the nature of the housing program or pose an undue financial and administrative burden to the property. Another requirement is to select a “point” person to see that the requirements of Section 504 are carried out.

7. What are the seven (7) accessibility design and construction requirements for new construction?

- All covered units must be on an accessible route.
- Public and common use areas must be easily accessible and usable by people with disabilities.
- All doorways must be wide enough to allow entry by wheelchairs.
- There must be accessible routes into and through the residence.
- Light switches, thermostats and electrical outlets must be installed in accessible locations.
- Bathroom walls must be reinforced to allow installation of grab bars if necessary.
- Kitchens and bathrooms must be designed so that wheelchairs are easily maneuverable.

Continued on next page
Module 4: Fair Housing - Skill Check #2, Continued

8. What questions can be asked about an applicant’s disability at a federally-funded community?

All applicants (not just those who appear to be disabled) at such communities can be asked the following questions:

- Do you qualify for a residence designed for an individual with physical disabilities?
- Do you qualify for a medical expense deduction or other allowances?
- Does a member of the household who will reside here qualify for a priority of admission available to individuals with disabilities?

The subsidized property’s rental application may include the following:

- an opportunity to request an accessible apartment;
- an opportunity to describe any accommodations and/or any accessible features needed;
- a description of the definition of the eligibility criteria for the property followed by the question “do you meet this criteria?” with a choice of answers, yes or no; and
- a question of whether the applicant wants the expenses for continuing prescriptions and other medical expenses considered for medical deductions from the applicant’s income.

9. Who is responsible for the costs of accommodations or modifications?

In most cases in conventional housing, the resident

- is responsible for the cost of modifications made to the property,
- is responsible for acquiring proper permits and ensuring work is done in a workmanlike manner, and
- may be required to pay for removal of the alteration to the interior of a residence if the change interferes with a future resident's ability to enjoy the property and it is reasonable to do so.
- If the owner wants a more costly modification, beyond the modification requested by the resident, the owner must pay for the difference.
- If the modification is used only by the resident, such as a ramp to the front door or grab bars, the resident would maintain it. If the modification is used by others as well, such as a ramp to the laundry room, the owner is responsible for maintaining the modification.

Subsidized housing providers subject to Section 504 of the Rehabilitation Act must provide and pay for reasonable modifications unless to do so would result in an “undue financial or administrative burden.”
10. What is an accommodation?

Accommodations are changes in the rules, services, practices or policies that allow individuals with disabilities equal enjoyment of housing. Changes are reasonable if they do not change the nature of the program or pose undue financial or administrative burdens on the provider.

11. What are some examples of reasonable accommodations?

- Allowing an assistive animal to live in a rental unit with a “no pets” policy.
- Providing a reminder that rent is due on the following day for a person with a developmental disability.
- Providing a reserved parking space when reserved parking is not otherwise provided.
- Using oral presentation of material normally presented in written form or providing written material in large print or Braille for the vision impaired.
- Allowing a live-in caregiver in a unit with a disabled resident even if the presence of the caregiver exceeds the maximum occupancy standards for the property. Note that caregivers who reside on the property should not be considered “residents” but, rather, “occupants” and should not sign the rental agreement or lease. There should be a separate caregiver addendum that defines the responsibilities and rights in case rules are broken or the disabled resident vacates the unit.
- Using less toxic chemicals used for pest control or maintenance, or if alternative chemicals are not effective, providing a notice period to a resident with allergies or chemical sensitivity several days prior to using the chemicals in their building so he or she can avoid them.

12. What is a modification?

A modification is a change to the physical characteristics of a residence or to the common areas of a building.
13. What are some examples of reasonable modifications?

<table>
<thead>
<tr>
<th>Facility</th>
<th>Modification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entryways</td>
<td>• ramps&lt;br&gt;• sufficient width&lt;br&gt;• accessible operating hardware&lt;br&gt;• levered door handles</td>
</tr>
<tr>
<td>Corridors</td>
<td>• non-slippery floors&lt;br&gt;• sufficient width</td>
</tr>
<tr>
<td>Stairs</td>
<td>• traction&lt;br&gt;• handrails (on both sides of the stairway)&lt;br&gt;• sufficient step width</td>
</tr>
<tr>
<td>Elevators</td>
<td>• doors that remain open long enough&lt;br&gt;• accessible controls&lt;br&gt;• Braille floor numbers&lt;br&gt;• audible floor signals</td>
</tr>
<tr>
<td>Drinking fountains</td>
<td>• height requirements&lt;br&gt;• knee space requirements</td>
</tr>
<tr>
<td>Bathrooms</td>
<td>• roll-in showers&lt;br&gt;• accessible mirrors&lt;br&gt;• special door handles and grab bars&lt;br&gt;• lowered sinks</td>
</tr>
<tr>
<td>Alarms</td>
<td>• must be accessible&lt;br&gt;• must be usable, such as flashing for the hearing impaired</td>
</tr>
<tr>
<td>Signs</td>
<td>• raised letter and Braille signs, where needed</td>
</tr>
<tr>
<td>Phones</td>
<td>• accessible height&lt;br&gt;• volume control</td>
</tr>
<tr>
<td>Flooring</td>
<td>• hard surfaces&lt;br&gt;• low-nap carpeting</td>
</tr>
<tr>
<td>Kitchens</td>
<td>• lowering cabinets</td>
</tr>
</tbody>
</table>

14. If the requested modification or accommodation is determined to be unreasonable by the company, what should the company then do?

An “interactive process” is required for all requests. If you are faced with a request that your company feels is unreasonable, the guidelines say that you must engage in an “interactive process” or negotiation with the resident to see if there is another way for the person’s disability-related needs to be met before denying the request. Document all such negotiations and involve fair housing-knowledgeable legal counsel before denying a request.

You can suggest an alternative accommodation but you cannot insist that your alternative be the only acceptable option.

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Module 4: Fair Housing - Skill Check #2, Continued

15. Can you automatically evict a mentally disabled resident whose behavior is creating problems for other residents and/or management?

- If a behavior would normally result in an eviction, you may need to accommodate a disabled resident if the behavior is the result of his or her disability. Even if the person doesn't ask for an accommodation, be prepared to give the person an opportunity to come into compliance with his or her lease.

- Warning letters indicating to the resident that compliance with the lease is required in order to avoid eviction can document this accommodation. If you proceed with an eviction and the issue of disability arises, you may have to delay or dismiss the eviction suit if the resident or his attorney raises the issue.

- The person, his doctor, case worker, attorney or other responsible person can provide satisfactory assurance that if he/she is given time to get counseling or proper medication; for example, he/she will be able to come into compliance with his/her lease. But if the resident refuses or is unable to come into compliance, you may go forward with the eviction. These decisions should be made with guidance from fair housing-knowledgeable legal counsel.

- You can deny an accommodation to a mentally ill resident who poses a direct threat to the residents or property. The HUD/DOJ guidelines say that if a resident with a disability is a direct threat to the health and safety of others or poses a risk of substantial damage to the property, he or she may not be entitled to a reasonable accommodation. However, if there is an accommodation that would eliminate or sufficiently mitigate the threat, it may have to be considered.

16. True or False? All persons who ask for reasonable modifications or accommodations must provide you with written verification that they are disabled and that they need what they are asking for.

False. If the person’s disability is “apparent” or obvious, you may not ask for verification. If the need for what the person is asking is not “apparent” or obvious, you may ask for written verification that it is needed and is related to the disability.

Simply put: If it is obvious, no verification is necessary. If it isn’t obvious, verification is necessary.
Module 4: Fair Housing – Skill Check #3

1. What are at least four (4) tips for creating a fair housing environment?

- Display the symbols of fair housing: the “Fair Housing” poster, the Equal Opportunity Housing symbol and accessibility symbols on signs, placards and any other marketing or printed material.
- Provide accessible parking places for applicants visiting the property as required by the ADA.
- Document everything.
  - All visits, calls and emails from prospects or residents.
  - All telephone calls and visits.
  - Traffic logs, guest cards, work orders, applications, leases and other lease documents and use of incentive programs.
  - Any deviations from established policy (who, when, what and why).
  - Keep all documents a minimum of three, and preferably four, years.
- Document the selection criteria used to approve applicants. Make copies available to all applicants. Make sure all selection decisions are in line with the written criteria.
- Treat all residents, applicants and staff equally, fairly, courteously and professionally.
- Do not permit insensitive or offensive jokes, pictures or slogans to be used anywhere on a rental property, by anyone, including staff, contractors or applicants.
- Do not have anything with symbolic meaning that might indicate a preference or limitation in the rental office.
- Have a policy that you won't tolerate any type of discriminatory behavior by residents, whether toward other residents, on-site staff or vendors. Check with fair housing-knowledgeable counsel if the activity is occurring between residents.

2. What are the different enforcing entities that can handle fair housing complaints?

- Federally, HUD (Housing and Urban Development) and DOJ (Department of Justice)
- State or locally, substantially equivalent state/local agencies
- Private fair housing agencies
- Private fair housing attorneys

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Module 4: Fair Housing – Skill Check #3. Continued

3. What are at least five (5) ways that you can reduce the risk of discrimination in leasing practices when handling inquiries and visits?

- Keep a record of the date and time of all phone calls and visitors with a brief description of the conversations and the name of the note taker. This is useful in harassment situations.
- Use a standard welcoming greeting for both telephone and in-person visits. Be enthusiastic with everyone.
- Establish a policy for timing and format of responses to all electronic leasing inquiries.
- Establish a policy for returning all phone messages or voice mail.
- Use the same procedures for all phases of the selling process, from greeting to qualifying. Document any necessary deviations.
- Instruct staff not to answer questions regarding the demographic make-up of the residents and how to politely decline to discuss the issue. Even if a person of the same protected class asks about people like themselves, the question should not be answered other than with a polite refusal. We suggest that you answer the question by indicating that fair housing laws prohibit the tracking or keeping of such information. Further state that all residents who meet the property’s rental criteria are welcome.
- Provide all applicants with an equal quality tour. Document any necessary deviations.

4. What is the community manager’s responsibility when it comes to staff training regarding fair housing laws?

- It is the community manager’s responsibility to keep current on fair housing laws and regulations. He or she must also make sure that each staff member understands and practices fairness and equal opportunity principles. Providing annual refresher training to all on-site staff gives the community a better chance to minimize fair housing risks. All new on-site employees should receive training as soon after hiring as possible.
- Reminder: Each individual has personal liability in a fair housing complaint. Supervisors are liable for the actions of everyone they supervise. For this reason, it is also important that all on-site personnel receive training.

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Module 4: Fair Housing – Skill Check #3. Continued

5. What are five (5) things that you can do to minimize the risk of discrimination in your management to resident practices?

- Let disabled prospects and residents identify their needs. Do not presume or attempt to accommodate out of good intentions.
- Never threaten or intimidate or otherwise pressure a resident because the resident’s visitors or associates are from protected classes.
- Always treat applicants and residents with respect. Make each one feel valued and proud of their apartment homes.
- Policies for common area amenities should not discriminate against protected classes but should use fair rules for conduct, sanitation and safe operation.
- Consider the manufacturer’s recommendations for use of fitness or other equipment if establishing rules for use of the fitness center and/or other common area amenities.
- Do not ban children from, or set unreasonable restrictions for, the use of recreational amenities. Require adult supervision only where appropriate based on legitimate and verifiable health and safety reasons.
- Handle all complaints promptly, including harassment and sexual harassment.
- Provide equal service to all residents. This includes having a written procedure for handling maintenance requests in a timely manner.
- Follow that old management warning: be friendly, but never a friend, to your residents.

6. What is “testing” and why are testers used?

“Testing” is similar to shopping except it is conducted to compare the information and treatment provided to testers who pose as applicants strictly for fair housing purposes. It is carried out, in most cases, as a result of a complaint being filed. Two testers of different races or other protected classes, depending on the complaint, may be used to determine whether the staff treats a person from that protected class less favorably in the leasing process.

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Module 4: Fair Housing – Skill Check #3. Continued,

8. What can you do to prevent discriminatory behavior towards residents by vendors or service providers?

Courts have held that contractors may be viewed as extensions of the property management team itself if the contractors are discriminating against prospects or residents.

- Vendors and other service providers who come on-site to perform certain duties and provide materials and services should be informed of the non-discriminatory operating policies of the property.

- A vendor can be requested to sign a non-discrimination agreement that covers the statements and actions of the vendor’s employees toward both residents and employees while on the property.

- Encourage your vendors to send their employees to fair housing classes.

9. a. What is the time limit (statute of limitations) for filing a complaint with HUD?
   - One year

b. What is the time limit for filing a complaint with the U.S. Department of Justice?
   - 18 months

c. What is the time limit for filing a complaint with the federal or state court?
   - Two years, although it can be as long as three years

10. Who can be named in a fair housing complaint?

    Respondent – The entity or entities named as causing the alleged injury is called the Respondent. A Respondent can be any person having ownership, a lessee, sub-lessee, assignee, managing agent, salesperson or real estate broker. Essentially, anyone employed on the property or involved in the company could be named.

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Module 4: Fair Housing – Skill Check #3. Continued,

11. What are some important fair housing tips when making offers to prospective residents?

- Keep a record of the date and time of all phone calls and visitors with a brief description of the conversations and the name of the note taker. This is useful in harassment situations.
- Use a standard welcoming greeting for both telephone and in-person visits. Be enthusiastic with everyone.
- Establish a policy for timing and format of responses to all electronic leasing inquiries.
- Establish a policy for returning all phone messages or voice mail.
- Use the same procedures for all phases of the selling process, from greeting to qualifying. Document any necessary deviations.
- Instruct staff not to answer questions regarding the demographic make-up of the residents and how to politely decline to discuss the issue. Even if a person of the same protected class asks about people like themselves, the question should not be answered other than with a polite refusal. We suggest that you answer the question by indicating that fair housing laws prohibit the tracking or keeping of such information. Further state that all residents who meet the property’s rental criteria are welcome.
- Provide all applicants with an equal quality tour. Document any necessary deviations.

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12. If a resident has a complaint about harassment or abuse by another resident, what steps should you take, if any?

- Don't automatically assume the issue is just a personality problem and ignore it.
- Don’t automatically evict both parties in the dispute.
- Be cautious about taking eviction action based on behavior if a female resident could be a victim of abuse or harassment by a spouse or live-in. Such situations have been held to be sex discrimination by the housing provider against the female victim and should be considered on a case-by-case basis. Obtain legal advice before proceeding.
- Set a policy for responding consistently to resident complaints of other residents who are harassing him/her because of the resident’s protected category. List the steps that should be taken in the procedure.
- Get the complaint in writing or document a witness’ statement or write a confirming letter to the witness if necessary.
- Investigate the situation. If in doubt as to what to do, check with fair housing-knowledgeable counsel as to whether investigation is appropriate and how to proceed in the particular situation.
- Consult fair housing-knowledgeable legal counsel for proper response to findings.
- Respond to the accused resident. Provide a warning if the findings support the claim that harassment occurred.
- Respond to the complaining resident by asking what they want done as a result. Do not promise compliance with the request.
- Document and follow up with all parties regarding the findings.
- Be prepared to evict the abusive resident if the evidence shows that harassment occurred.

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13. What are some of the possible penalties that can be imposed in the federal administrative process?

The respondent can be ordered to do any or all of the following:

- Compensate the complainant for actual damages, including humiliation, pain and suffering.
- Be subjected to injunctive or other equitable relief; for example, to make the housing available to the complainant.
- Pay the Federal Government a civil penalty to vindicate the public interest. (The maximum penalties are up to $16,000 for a first violation, $37,500 for a second violation within a five year period and $65,000 for more than two violations within the preceding seven years. These amounts are subject to frequent increase by the government.)
- Pay reasonable attorney's fees and costs.
- Turn over management of the property to professional property management and stay away from the property (common in sexual harassment cases).