



Fair Housing

presented by Kathy Banker



Kathy Banker, CAS, NALP
Speaker, Trainer, Marketing Consultant

Kathy Banker is a property management professional specializing in marketing and sales training nationally for over 25 years. Her areas of expertise are in Marketing, Leasing and Training.

Wednesday, October 27, 2010

GRAND RAPIDS

9:00 am to 12:00 pm

The Hilton (4747 28th Street SE in Grand Rapids)

Thursday, October 28, 2010

KALAMAZOO

9:00 am to 12:00 pm

Lower Level at The Radisson (100 West Michigan Ave. in Kalamazoo)

Parking in the ramp will be validated

MEMBERS: \$75

NON-MEMBERS: \$100

This half day session focuses on real life application of Fair Housing Laws specifically for the apartment industry. Owners, managers, leasing consultants and service techs will all benefit from knowing how they are affected by the laws and most importantly best practices to stay in compliance.

a **Why is Fair Housing Important?**

a **History of the Laws**

a **Protected Classes Federal, State, Local—Residents, Prospects, Guests**

• Familial Status

• Americans with Disabilities Act (ADA) - Accommodations or Modifications?

a **Current Issues**

• Victims of Domestic Violence

• Medical Marijuana

• Sources of Income

• Voice and Name Profiling

a **The “Helpful” Sales Process - I was only trying to help!**

a **Fair Housing and the Maintenance Team - Providing Customer Service Equally**

a **Accountability**

• Who is accountable?

• Who can file a complaint?

• Penalties

• Keys to Compliance

• Where is your “Safe Zone”?

a **Resources**

Please RSVP by October 22, 2010. *Sorry, no refunds on cancellations received after October 22, 2010.*

Company Name

Street Address, City, State, Zip

Phone

Fax

E-mail address

Please List Individual Names Attending:

Location:

Mail form and payment to: PMA of West Michigan, 2675 – 44th Street SW Suite 303, Wyoming, MI 49519 or fax to (616) 257-0398. Call (616) 531-5243 or Toll-Free (866) 989-9800 with questions.

You may also register online at www.pmawm.com