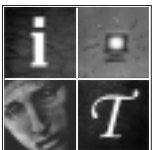


Pre-Assessment

Part 1

1. List the protected classes under Federal Fair Housing law.
2. Define “familial status.”
3. What is “steering?”
4. What would you say if asked by a resident/client, “How many purple people live here?”
5. If a disabled person wants to modify an apartment to accommodate their wheelchair, who pays for the modification?
6. Do you have to service an apartment for a resident who has AIDS?
7. Is a guide animal a pet requiring a deposit?
8. Can you prohibit children from playing in the flower beds?
9. How many people, by the guidelines from HUD, should you allow in a two bedroom apartment?
10. Can senior citizens be placed in a separate section of the property?
11. If you suspect a resident is using drugs, what should you do?
12. Please write your response when a potential resident asks about safety on your property:



Pre-Assessment

Part 2

- 1 You should document every “prospective renter” who contacts your office. True False
- 2 Everyone who works on the property has responsibility for compliance with Fair Housing. True False
- 3 It is ok to have separate sections of the property for the elderly. True False
- 4 If there is more than one pool, one can be designated a “family pool”. True False
- 5 A handicapped parking space which has been designated to a certain resident is that resident’s responsibility to “govern”. True False
- 6 A guide animal is considered an extension of the handicapped person. True False
- 7 You can ask a person with AIDS to get out of the pool when there are also children swimming True False
- 8 It is ok to suggest that people with children live near the playground. True False
- 9 Porters and housekeepers have no responsibility for Fair Housing. True False
- 10 You can get insurance to cover intentional discrimination fines. True False
- 11 It is not necessary to display a fair housing poster in the leasing office. True False
- 12 It is ok to use only white models in advertising True False
- 13 It is ok to ask on the guest card if the client is handicapped. True False
- 14 If the office staff knows a resident is using drugs, we should ignore it to prevent trouble. True False
- 15 A lawsuit can be brought up to five years after an incident. True False
- 16 State laws can supercede federal as long as state law adds to the federal law. True False



Pre-Assessment

Part 3

1. When listening to a person who has speech that is difficult to understand the average person will:
 - A. Say she/he does not understand
 - B. Pretend to understand
 - C. Make an excuse to end the conversation
2. It is impolite during a conversation with someone who is blind to look directly into their eyes as you would someone who is not blind.
 - A. True
 - B. False
3. When a hearing impaired person asks to have a statement repeated the average person will:
 - A. Repeat the statement
 - B. Repeat the statement in a louder voice
 - C. Repeat the statement more slowly
 - D. Repeat the statement more slowly and loudly
 - E. Rephrase the statement
4. When holding face-to-face conversation with someone who is using a wheelchair the service person should:
 - A. Find a chair and sit down so you are both on the same level.
 - B. Step back so he/she can see you more comfortably
 - C. Avoid leaning on or touching the wheelchair
 - D. All of the above
5. The only animal that is legally allowed into hotels and restaurants to assist persons with disabilities are dog guides for the blind and visually impaired.
 - A. True
 - B. False



Pre-Assessment

Part 3

6. If someone is using a sign language interpreter it is proper to address questions and responses to the interpreter so he/she can relay them to the person who is deaf.
A. True B. False
7. When planning a function when someone who uses a wheelchair is going to be present it is proper to remove a chair at a table to prevent the person from having to remove it.
A. True B. False
8. When meeting a person who is blind it is proper etiquette to announce who you are even if he/she has met you before.
A True B. False
9. When meeting a person who has an artificial right hand it would be proper etiquette to:
A. Reach out with your right hand to shake theirs as if there was no difference.
B. Reach out with your left hand.
C. Pause, waiting for the person to initiate contact.
10. When you are unsure of what to do in a situation with someone with a disability it is permissible to admit that you are unsure and ask the person for advice and direction.
A. True B. False

