



# FAIR HOUSING...

*Know the Law...  
It's The Right Thing To Do*



Seminar Presentation by National Fair Housing Expert

## Yvonne Poindexter

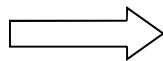
Director of HUD's Fair Housing and Equal Opportunity Center from the  
Department of Housing and Urban Development

**Find out what HUD looks for when investigating a complaint and  
make sure your property is in compliance with the latest HUD guidelines.**

- **The Leasing Process** *Why should we track telephone calls? Is your leasing team consistent? What should be on the guest card ? Do we have to follow up with everyone? Do we have to show everyone the same apartments?*
- **Management** *How often does the manager go on a leasing tour? How often does anyone audit guest cards? What is the policy regarding thank you notes? How often do you question your staff on policy? Does everyone know what the rental incentive is? Does everyone know what apartments are available?*
- **Resident Relations/Service** *Do you have written policies and procedures regarding service? Are they being applied consistently?*

**April 23, 2008**

**9:00 am to 1:00pm**



**EAST SIDE LOCATION!!**



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*Please List Individual Names of Attendees:*

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**Fax this form to 248-594-9804 or e-mail attendee name(s) to [info@dmaa.net](mailto:info@dmaa.net)**

**Make checks payable to "DMAA" and mail to: 30700 Telegraph Rd., Suite 2665, Bingham Farms MI 48336**

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