

## REALTOR® Fair Housing Checklist

**COURTESY** – How is the prospect received by either the secretary or the salesperson? Are prospects offered a seat? How long must they wait before someone offers them services? Are they offered brochures and/or literature? Are they shown multiple listings books? Are they offered immediate services regarding showings of homes or are they told that someone will phone them either that day or the next day for potential showings? **Note: In the above service, the law requires that all clients and home seekers be treated alike. If equal professional services are offered to all, there is no violation of the law.**

**QUALIFYING** – Is every prospect being asked identical questions concerning such things as price range, type of housing preference, type of features desired (such as garage, basement, yard area), initial investment and financing desired? Are all prospects being asked the same, less frequent, questions such as: spouse's income, ownership of another home, debt obligations, alimony, spouse's employment references, charge accounts and bankruptcies? **Note: If inquiries are made of some prospects, they must be made of all prospects.**

**FINANCIAL INFORMATION** – It is essential that information, concerning the different types of available financing and the rates that are prevalent as of the date of inquiry be given to all prospective clients. To do so, your office should have updated mortgage information summarized on a ledger sheet that can be shown to prospects. Be careful not to make any comments that financing may be difficult to obtain when, in fact, it may not be difficult. **Note: If financial information is provided to some prospects, it should be provided to all prospects.**

**HOUSING AVAILABILITY** – It is important for a salesperson to be aware of the number of available housing choices that are ready for immediate inspection. Be certain to include all homes to which access is available. If a home meets the buyers' preference, do not omit showing it. Show the multiple listing book and/or computer printout to all prospects if that is the method by which you select homes to show. Be certain to suggest the identical number and types of homes to both minority and non-minority prospects. Do not suggest homes in the multiple listing books to the non-minority prospects and in turn wait for the minority prospects to request they be shown homes in the same book. Do not suggest that minority prospects drive through a neighborhood and, at the same time, show non-minority home seekers through the interiors of homes. **Note: The content, quality and quantity of the information provided as well as the level of service provided to minority and non-minority prospects should be equal.**

**LOCATION** – Show minority and non-minority prospects the same locational choices unless you are specifically requested to show homes only in certain areas. All homes that fit the buyer's preferences must be shown in order to give a prospect as wide a freedom of choice of housing as possible. Be certain that it is the buyers' request and not your suggestion that determines the areas in which housing is sought. Requests for information and comments related to area schools should be objective and prospects should be referred to source documents to do their own inquiry. **Note: Make sure that the prospect leads the narrowing of the search.**

**FOLLOW UP PLAN** – Make sure the plan is consistent with both minority and non-minority prospects and that the plan is culturally sensitive. **Note: The quality and level of service provided to minority and non-minority prospects should be equal.**