

2020 Idaho Apartment Association Fair Housing Conference and Trade Show

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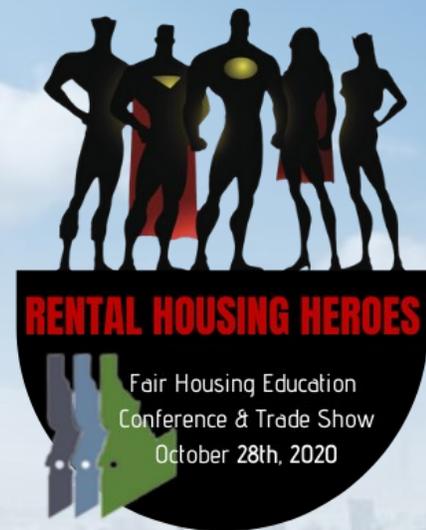
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See page 4 for info on how to win!



EVENT SCHEDULE

- 8:00 AM Registration/Trade Show Floor Opens
- 9:00 AM Opening Session
- 10:00 AM Education Session 1
- 11:15 AM Education Session 2
- 12:30 PM Keynote Luncheon
- 2:00 PM Education Session 3
- 3:15 PM Education Session 4



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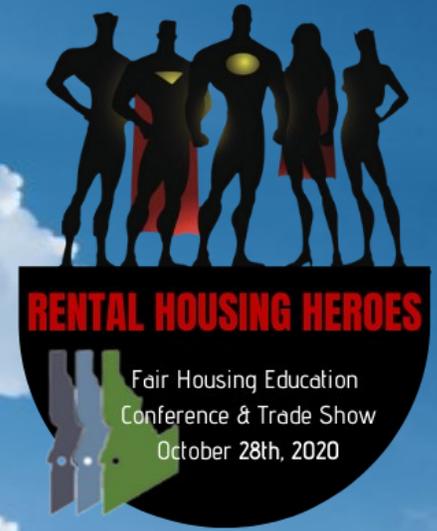
Contact

Tiffanie Thompson

Tiffanie.Thompson@SentryWest.com

(801) 308-2074

Rental Housing HEROES



Virtual Conference Instructions:

This virtual conference is new to all of us! Follow the instructions below for best results.

1 - Attendees and Sponsors will all receive a special link to our virtual platform. There are 5 tabs:

- Floorplan
- Schedule
- Presenters
- Sponsors
- Marketplace

2 - Be sure to visit the marketplace and click to open each booth. On the “Contact Us” tab, leave your contact info (name, phone and email) with each sponsor to be entered to win \$50 or \$100 Amazon gift cards from each sponsor. Visit all to increase your odds

3 - Those who visit all sponsors also are entered to win one of two (2) \$250 Amazon gift cards.

If you have any question email info@iaahq.com for immediate support!

To participate in our sessions and education, use the schedule tab and click the link for each session. Some are pre-recorded while others are live, but all will be recorded and available to you for 30 days so you can watch all sessions.

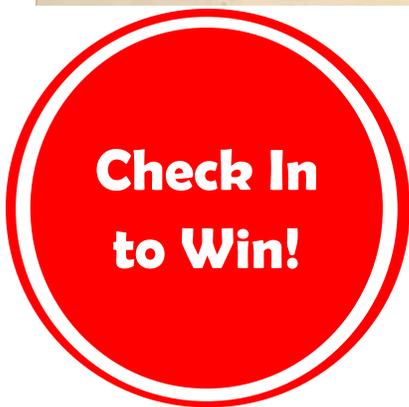
Sample View of Platform

Time	Session Title
09:00 - 10:00a	Opening Session : Keynote National Speaker Lisa Trosien
10:00 - 11:00a	Preventative Maintenance on a Budget - Michael Olvera, National Trainer, HD Supply
	Speed to the Lead - The Art of Closing on the First Visit with Kate Good
	Tenant Screening & Rental Agreements - Idaho Apartment Association
11:15 - 12:15p	Avoiding Fair Housing Complaints - Idaho Apartment Association
	Evaluating Investments with Stacy A. McBain



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Welcome

Schedule

Welcome to our “**Rental Housing Heroes**” Conference and Trade Show! This year’s virtual format will allow us to deliver more education from more professional speakers than ever.

With over 25 seminars available to you, and with access to all sessions for 30 days, we hope you will take advantage of the chance to increase your knowledge and skills

Rental Housing Providers are Heroes. Take advantage of the many ways today to earn part of the thousand\$ in gift cards and prizes.



Len Galus

Len Galus

2020 Board Chair



L. Paul Smith

L. Paul Smith, CAE

Executive Director

EVENT SCHEDULE

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10:00 AM Education Session 1

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IDAHO
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Opening Session 9:00 AM



Keynote National Speaker Lisa Trosien “Successfully Creating Utilizing and Closing Virtual Tours”

Prospects today have a variety of options for touring apartments: in-person, self-guided and virtual tours are all available. But do you know how to create the best possible virtual tour and how to close your prospect during the tour?

When it comes to virtual leasing, there are many approaches and technology options to consider along with processes, best practices and more. In this Speedy Session, Lisa will explore how to make virtual leasing an effective, conversion-focused strategy for you and your teams as well as how to successfully walk your prospect through the tour, get them comfortable with the technology and most importantly **CLOSE THEM SUCCESSFULLY!**

Education Session # 1 10:00 AM



“Speed to the Lead - The Art of Closing on the First Visit” with Kate Good

People are too busy to simply tour an apartment. They are contacting you because they want to lease an apartment. So why do we treat them like they are “just looking”? Don’t be fooled by the vocabulary your customer uses. Just looking means I have not found what I am going to rent. This program will teach every marketing professional and leasing consultant the art and science of closing on the first visit.



Preventative Maintenance on a Budget – Michael Olvera, National Trainer, HD Supply

In recent times our budgets have seen some major challenges and strains and often PM gets set aside. In this webinar we will show you how to maximize your savings not only on utility’s but also labor as well. Our experts will show you how to make small adjustments that will add up big.



Tenant Screening & Rental Agreements with the Idaho Apartment Association

A class covering setting rental criteria, tenant risk factors and creating a consistent process for tenant screening and the application process. Understanding rental agreements, addendums and forms is essential to your success. We will walk through all the important contracts and forms so will understand and know how to properly use them.



Get in Touch

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Education Session # 2 11:15 AM



“Perfect 10 Leasing” with Kate Good

Everyone wants to ace their shopping reports and our best leasers often do. So that means that everyone should have the accelerated skills to get a perfect score. In this program, Kate shares her secrets for better leasing. Soon she can make this happen for your team. This is THE LEASING FORMULA of the future.



UV-C & Odor Abatement – Michael Olvera, National Trainer, HD Supply

Although UV-C lights are not new technology it's become a new technology to our industry, in today's times it has become highly regarded as another layer of protection in keeping your facilities open and safer for your staff and guests. We will discuss the different options and installation conversations of the UV-C lights as well as the maintenance recommendation. Next, we will talk on odor abatement. Let our experts walk you through the various options and considerations for getting odors under control.



Avoiding Fair Housing Complaints with the Idaho Apartment Association

Discuss how to avoid the most common Fair Housing Complaints by establishing best practices for ensuring equal housing opportunity for



Evaluating Investments with Stacy McBain

A class for small owners and others interested in investing in rental properties. How to evaluate the possible return on investment and how to find the right financing for your portfolio, small or large. *Stacy A. McBain has a passion for helping people sell, buy and assess real estate investments. As a number-crunching, buy-and-hold, cash flow investor herself, Stacy has personal experience buying and managing rentals, has seen businesses succeed and fail, and gained valuable risk management insights along the way.*



Smart Growth/Business Essentials with Melissa Sharone

Is your team ready for turnover, leave of absences or sudden tragedy? SMART Growth means streamlining, metrics, anticipation, online reputation and trust. Do you tools for your business such as checklists, policies & procedures, business task lists - who can do what? Come learn more about important tools and strategies you can implement NOW for success TODAY! *Melissa Sharone is the President of First Rate Property Management CRMC in Boise, Idaho.*

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Keynote Lunch 12:30 PM

Legal Issues and Federal Report

Join us for a virtual lunch. Chow down on your delivered food while we educate you on legal and Federal issues. Our Panel of three experts will bring you up to speed on eviction issues, recent law changes and a Federal Update.



James Colborn, Esq. Neal Colborn PLLC

Navigating evictions right now is a challenge. Learn about the Federal Eviction Moratorium and the new right to Jury Trial for tenants. James will share his expertise and tips.



James Herring, Esq. Wielang and Herring

Idaho law on dealing with Abandoned Property changed this year. James will unpack how you can now move and store a tenant's property and how lock-outs with the Sherriff will now work.



Greg Brown, Senior Vice President Government Affairs National Apartment Association

Greg will discuss the stalled rental assistance bill, the federal eviction moratorium, what may replace in in 2021 and 2020 elections.

Education Session # 3 2:00 PM



“50 Ways to Market, Connect and Create a Customer” with Kate Good

We are wired for connection. We are designed to want relationships with people and to need people. Yet if we're honest the biggest cause of stress, anger and frustration in our lives are often caused by people! So, the very thing we need, want and desire is the very thing that drives us crazy! In this session you'll discover how to effectively deal with the difficult people in your life in ways that build connection and trust, and without making any situation even worse.



Refrigerator Troubleshooting - Michael Olvera, National Trainer, HD Supply

In the last 5 years there has been tremendous changes to the top mount refrigerators having a good understanding of the repair and diagnostics will aid technicians in locating and repairing on the first call. We will start the discussion on safety and tools then start to pose different work order situations. As we present the different work order situation, we will talk on how to use your meter and tools to identify the problem and different solutions on the repairs to return the refrigerator to normal working operation.



Removing Emotion from Emotional Support Animal Requests - Idaho Apartment Association

Let's be honest.....most housing providers feel taken advantages of by people claiming they need an emotional support animal. We see assistance animal fraud often. So its understandable that emotions bubble to the surface on this topic. But there is too much liability, too much hassle, too much work, pain, bother, frustration and bad publicity on the line if we act emotionally. Review the rules and learn tactics and systems to ensure your emotions never get the better of you when dealing with requests for emotional support animals.



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Education Session # 4 3:15 PM



“Once Upon a Time: Selling Through Storytelling” with Lisa Trosien

If you're still dumping information on your customer about rental rates, square footages, and other information they can't process quickly, you're doing it wrong. Your customers will retain more information and make a connection with you through storytelling as a leasing technique. Stories appeal to both logic and emotions - exactly what you want to do when making a sale to a prospective renter! They will be able to visualize themselves living in your apartments, as well as encourage them to lease. The 'call to action' is an essential part of the story. Join Lisa Trosien in this Speedy Session that will provide you with the essential skills you need to build your collection of 'pocket stories' that will improve your sales techniques as well as your closing



“Social Messaging for Today” with Kate Good

Tough times call for smart messaging. Learn how to create a bonded community of customers through actionable social messaging. In times of distress, the way you respond could be an incredible retention tool. Supporting your brand could be a matter of saying the right thing. Kate Good will share examples and ideas related to:

- Get your residents participating in the idea that we are “all in this together”
- What to say and when to say it
- How to deliver bad news
- Build a stronger sense of community to impact the reputation of your brand for years to come



Retention & Turnover with the Idaho Apartment Association

Come learn about improving vacancy and turn time. This class will cover retention tips and strategies, turnover systems, preventative maintenance to reduce turn times, speeding up your processes and best practices to implement in your business.

**ROCK BOTTOM
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Countertops - Making the right decisions on your supplier and materials with Rock Bottom Granite

Don't get caught between a Rock and the wrong material for your multi-unit projects. Every job is unique and partnering with an experienced supplier that is looking out for your bottom line is essential, especially in today's climate. Having weathered the storm of added tariffs, Covid-19 and ever-changing material selections, the experts at Rock Bottom Granite can help you make educated decisions about the right material for each job while saving you money and time. Benefit from Gisele and Brian's experience in this virtual class as they address points to consider when making those supplier and material selections.



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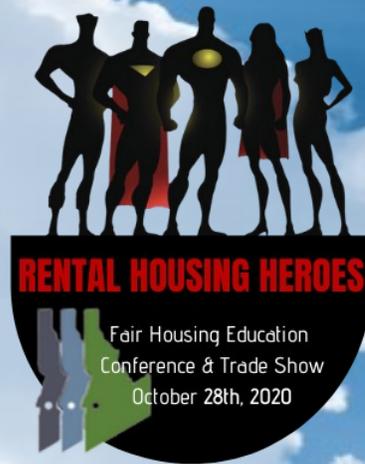
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CLEANER IS HAPPIER



Rental Housing HEROES



Rental Housing Providers are Heroes. “Life happens” for 1/3 of Idaho households in rental housing. In 2020, we have worked with tenants on payment plans, modified how leasing and maintenance are done to conform to social distancing, and comforted our tenants through stressful times. This is the work of Heroes.

This conference honors our heroic owners, management staff and maintenance professionals. We hope you will take time to learn, reflect and honor yourselves for the work you do.

3 Ways to Win

Ways to Win:

1. Each exhibitor in our virtual marketplace is giving away gift cards of at least \$50. Check in at each booth by entering your name phone number and email in the CONTACT US tab.
2. Be online sharing your screen at the beginning of each live education session. One person who is showing their screen will be randomly selected to win \$50-\$100 gift cards!
3. If you check in at every exhibitor’s virtual booth, you will be eligible to win one of two (2) \$250 gift cards.

AVOIDING FAMILIAL STATUS DISCRIMINATION

Many landlords aren't familiar with their responsibilities when it comes to renting to families with children or don't even know that families with children enjoy a protected status under federal housing discrimination laws.

The Federal Fair Housing Act protects tenants against discrimination based on seven protected classes, including "familial status." This means that if you refuse to rent to tenants simply because they have children under the age of 18 or you treat tenants differently because they have children, you may be violating federal law.

Here's a rundown on exactly whom the FHA's familial status discrimination ban protects and how it applies to your property.

It is fair to have reasonable limits on the number of people that can live in a rental home. However, when it comes to families with children you have to

What Types of Families With Children Does the FHA Protect?

The FHA's familial status protection is broad. Here's what you need to know to determine if the ban on familial status discrimination applies to your tenants:

1.The FHA protects families with children even if the children aren't living with their biological parents. Children may live with a biological parent, stepparent, foster parent, grandparent, or any other adult who has legal custody of them. In addition, if a child is living with someone whom a parent or legal custodian has designated in writing, then such a household is also protected against familial status discrimination.

2.The marital status of adult tenants is irrelevant. As far as familial status protection is concerned under the FHA, it makes no difference if the adult members of the family are

married, divorced, single, widowed, or separated. So, for example, a single father with one child is protected just as much as a married couple with three children.

3.Children must be under 18 years old. The FHA doesn't simply protect people who happen to be living with their children. For familial status protection to apply, the law requires that there be at least one person in a household under 18 years old. So, for example, a couple who's looking to rent an apartment with their 18-year-old son isn't protected (even if the son is still a high school student). Similarly, a couple who starts renting an apartment with a child when he's 17 years old will lose familial status protection on the child's 18th birthday.

4.Children don't have to be part of a household yet. Tenants are also protected against familial status discrimination if they're expecting a child to become part of their household. So, landlords can't discriminate against tenants because they're pregnant or in the process of adopting a child.

It is fair to have reasonable limits on the number of people that can live in a rental home. However, when it comes to families with children you have to be extra cautious, and the Department of Housing and Urban Development (HUD) has ruled that usually means allowing two people per bedroom, with one additional person in the rest of the unit. So in a two bedroom apartment you should allow a family of up to five people to live there, and in a one bedroom you should allow a family of three. (Again, this applies to families—unrelated individuals can have a different occupancy standard). Recently a large number of apartments nationwide have been taken to court for not using this standard.

This standard is especially important when it comes to a small apartments and tenants who are pregnant or who



have a newborn. Refusing to rent to such tenants (or making them move) is the most common violation of this rule, and will always get you in trouble. As far as a judge is concerned the amount of space and the additional wear and tear on a unit caused by a newborn is so negligible that if you were to force them to move to comply with a "two people per bedroom" occupancy standard it would be almost impossible to justify that in court.

Two other common problems with familial status discrimination involve steering and rules. Steering occurs when managers discourage a household with kids from renting upper floor units or in areas they want to have adults (like near the swimming pool). Don't do this, you'd be asking for a \$10,000 fine. When setting rules, you should make sure they don't have disproportionately negative effects on families. For instance, a rule that the swimming pool has "adult swim hours" when families can't go is discriminatory. Requiring adult supervision on a playground may also be discriminatory.

NOTE: For health and safety reasons it may be ok to set some rules for things like pools, but consult an attorney before setting any such rules.



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WHY YOU SHOULD PICK THE “FIRST QUALIFIED “ PROSPECT

It is human nature to want to pick the “best”. We often do this by comparing one thing against another. While it may be natural for owners to want to compare prospects against each other. -BEWARE! Because of Federal Fair Housing Laws this can get you in trouble. Here is an example:

On Saturday morning Jane put a for rent sign in front of her duplex and spends the morning doing yard work around the property. At 9:00 am Marie shows up with two children, looks at the property and decides she wants it. While she fills out the application, her children run around the yard.

At 10:00 a nice looking young man, Derek, shows up. He tells you he is starting law school at the local university, is actively involved in his church, and that he wants to stay in the place the entire three years he is in school. As he fills out his application and gives you a deposit, he flashes Jane a smile that makes her swoon.

Jane decides Derek is the tenant for her and puts Marie’s application and deposit in an envelope and immediately mails it off without checking any references.

Two weeks later, Jane receives a letter from the anti-discrimination office, informing her that there is an investigation into her on housing discrimination for denying Marie Chaves, a single mother who is in a protected class, due to familial status, since she is a single mom with children.

Unless Jane can prove that Marie was not qualified, she will likely lose this case and incur a \$10,000 fine. Marie can also sue her civilly for damages. The problem is Jane didn’t even check Marie against pre-set criteria, so she will never know if Marie was qualified. In this case, even if Jane didn’t intentionally discriminate, the net result was that Marie was denied housing that she might have qualified for. Since she is in a protected class (familial status) Jane will be found to have discriminated. Derek may turn out to be a better tenant, or he may not. But at a cost of \$10,000 plus was it really worth it?

One of the biggest mistakes owners make is not having rental qualifications set in advance. Make sure you have them and that you use them as the only guideline in deciding to rent to an individual or to deny their application. The goal here is to give everybody a fair shot and to let them have the opportunity to see if they meet your standards. So instead of spending time hunting for the most qualified tenant, remember to look for the FIRST QUALIFIED APPLICANT!





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ASSISTANCE ANIMALS

IDAHO'S GREATEST CHALLENGE

***PLEASE REFER TO THE NEW HUD GUIDELINES NOTE ON PAGE 22**

How to Deal with Requests for an Assistance Animal

It is ok for property owners to have a no pet policy. Pet owners are not a protected class. But if a current or prospective renter asks at any time for a service animal, companion animal, comfort animal (all called assistance animals) you need to be careful. If you are bound by Fair Housing Law you must allow these animals in *once you have verified that they are medically necessary.* **(see new ESA guidelines for more information)*

accommodation. If it isn't, you do not have to allow the accommodation.

Below is a brief overview of what you can and cannot do:

You cannot deny a reasonable request for a medically necessary animal.

If the animal is necessary for their disability, then they are allowed to have it. Even if it is an untrained dog. Or a cat. Or a hamster, gerbil, snake, tarantula, chicken or parakeet. Even if it is just a goldfish that helps them calm down (don't we wish they were all goldfish? No such luck)

You can evict a tenant for not controlling their animal and charge them for any damage the animal has done.

If the tenant doesn't follow the reasonable animal rules you've established, then you can evict them. You can also charge them for any damage that their animal did.

You cannot charge pet rent, pet fees or a pet deposit – because the animal is not a pet.

It would be considered a form of discrimination to make somebody pay more just because they are disabled. So you can't charge a

***These instructions are for informational purposes only, and should not be given to a resident as part of the Assistance Animal request packet.

Assistance Animal Forms Instructions

Please read and review before use of these forms.

- Remember that neither HUD nor the State of Idaho has "approved" the forms. Usage varies by state, city, county and jurisdiction and should be reviewed on the HUD and State of Idaho websites. The forms are not intended to be used as a legal document. Service animals where the need is apparent need not use this form but should still provide an address and phone number to the person requesting the need for the animal.
- You can require the information on the animal and ask that the Resident affirm their request for the Assistance Animal.
- Give them the medical professional form as a guide. If the medical professional does not want to sign and provide substantiation the same information in another format, it must be accepted. Remember to review your policy on who can provide this information.
- If the Resident provides documentation from a medical professional or other qualified person, it should be reviewed to make sure it properly and clearly identifies the condition and how the animal is needed to assist with the disability. If you are unable to verify, you should inform the Resident of the problem to see if they cannot get the medical professional to provide the verification. Seek assistance from legal counsel and/or your regional manager in this circumstance.
- If the Resident provides documentation from a medical professional or other qualified person, it should be reviewed to make sure it properly and clearly identifies the condition and how the animal is needed to assist with the disability. If you are unable to verify, you should inform the Resident of the problem to see if they cannot get the medical professional to provide the verification. Seek assistance from legal counsel and/or your regional manager in this circumstance.
- The HUD FORM IS NOT REQUIRED. Many medical professionals will not discuss the patient without an HSA or HIPAA authorization. The HUD FORM is not required for the medical professional that you are merely verifying the information that has already been provided. If you are unable to verify, you should inform the Resident of the problem to see if they cannot get the medical professional to provide the verification. Seek assistance from legal counsel and/or your regional manager in this circumstance.
- If the Resident provides documentation from a medical professional or other qualified person, it should be reviewed to make sure it properly and clearly identifies the condition and how the animal is needed to assist with the disability. If you are unable to verify, you should inform the Resident of the problem to see if they cannot get the medical professional to provide the verification. Seek assistance from legal counsel and/or your regional manager in this circumstance.
- Failure to provide all information may be grounds for denial. Sufficient information would include a description of the animal, verification from someone that the Resident meets the definition of disabled and that there is a need for the animal and the need for the animal, and the other information contained on the Animal Identification Form.
- All conversations should be documented. Persons who obtain an animal by reasonable accommodation generally must abide by these rules (excepting breed restrictions and size & weight restrictions). These rules should be given to residents with animals.
- The forms should not be given out unless someone has filled out an application and is actually attempting to rent.
- Questions on Assistance Animals from prospective residents should be answered. The Community will complete with the Responder then as to apply to disabilities. Persons who are unable to provide sufficient information to determine if the request can be granted will have to be considered. Once every disability is different, each request is treated separately. It is impossible to give a blanket answer on questions of accommodation. If a responder requests to apply we will then accept any request and make a full review to see if it can be accommodated.
- If you have any questions as a resident, contact legal counsel.
- If you think someone is using your community on reasonable accommodation, contact your regional manager and contact legal counsel.

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Resident's Request for Assistance Animal

The undersigned does hereby request a assistance animal and does hereby attest and state as follows:

- Handicap Definition** I am aware of the requirements of the Fair Housing Act and its definition which include:
 - "Handicap" means, with respect to a person:
 - (1) a physical or mental impairment which substantially limits one or more of such person's major life activities,
 - (2) a record of having such an impairment, or
 - (3) being regarded as having such an impairment, but such term does not include current illegal use of or addiction to a controlled substance.
 Pursuant to the definition above, I do qualify and am or have been under the care of a medical professional in my disability, or have been so diagnosed with a permanent disability to no longer require medical supervision. I request that the requested assistance animal is necessary to provide assistance with my disability.
- Qualification** The anticipated length of this disability is _____
- Impairment** My primary care physician is Dr. _____ where telephone number is _____
- Request** I do hereby request that I be able to reside with a assistance animal at the premises below. I certify that the statements herein are true and have been provided truthfully on Animal Identification Form and a Medical Request for a Assistance Animal. I agree that the city animal will keep in the response in hand thereon and that I will abide by the rules and regulations of the community regarding animals. I understand that I will continue to pay additional costs of care of the assistance animal that will be responsible for any damage caused. I request that my medical professional provide verification of the requested information to my housing provider to assist in making this determination.

Applicant's Name _____
 Phone Number _____
 Email _____
 Signature of Applicant _____

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Medical Request for Assistance Animal

Name of Person Making Request _____

A request has been made to allow an assistance animal to reside with the above named individual. Such request has been made pursuant to the Fair Housing Act. In order to qualify for an assistance animal exemption to the normal rules of the community, the person making the request must qualify as a handicapped as defined, which is:

"Handicap" means, with respect to a person -

- (1) a physical or mental impairment which substantially limits one or more of such person's major life activities,
- (2) a record of having such an impairment, or
- (3) being regarded as having such an impairment, but such term does not include current illegal use of or addiction to a controlled substance.

Additionally, the assistance animal must assist the person in dealing with the disability.

Much like a prescription, this request is made because of the professional's opinion that the assistance animal may be necessary to afford the disabled person an equal opportunity to use and enjoy the leased premises. With this request and upon approval, the management of the premises must allow the animal on the premises and is prohibited from charging pet rent or other fees normally charged to persons with pets. Assistance animals are not pets for animals that are determined by competent professionals to be an important and necessary part of treatment or assistance of a disability handicap.

Professional's Name _____ Telephone number _____

I certify that I have sufficient information and have consulted with the Patient in order to make a diagnosis. I certify that the above named person is handicapped as defined above and that the animal described below is, in my professional opinion, necessary to afford an equal opportunity to use and enjoy the leased premises.

Prescribed Animal's Description _____
 Expiration Date of this Certification _____
 Date _____ Signature of Medical Provider, Health or Social Service Professional _____

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Animal Identification Form

Type of animal _____ Breed _____
 Age _____ Approximate Weight _____ Color _____

Describe any special training or certifications _____

Has the animal ever been reported to authorities (police, animal control) for any incident or for any cause? _____ If yes, please provide details: _____

Animals may not be in the common areas of the community unless on a leash or an approved device based upon the animal's certification. Animals may be restricted from specific areas. The animal's owners are responsible for cleaning up after the animal and for any damage done by the animal. Animals may not disturb the peaceful and quiet enjoyment of the other tenants. The Community may have other regulations and rules relating to animals. I affirm that the animal is in compliance with all state and local laws concerning animals. I have read the rules and regulations concerning animals (both above and those policies of the community), and agree to these terms.

Resident's signature _____ Dated _____
 Please provide a photo of the animal.

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Upon receiving a request you should immediately have the person requesting the accommodation fill out the Assistance Animal Forms (copies can be obtained from the Idaho Apartment Association).

The form requires the party requesting the accommodation to specify what accommodation they are requesting, to identify the animal, to explain how that accommodation is related to a disability (for instance "having an assistance animal helps stabilize my bi-polar disorder") and who is the health or licensed professional that will attest that they do have a disability and do need the requested accommodation.

Once you have this form filled out, it is sent directly to the doctor. When it is returned, allow the animal or

You can verify that the person is handicapped and that the animal is necessary to assist their disability

This is important. You don't have to just take their word for it. You absolutely have the right to require some competent verification that they are not just trying to get around the rules. **(see new ESA guidelines for more information)*

You can put in place Reasonable animal (not pet) rules

The Idaho Apartment Association lease has a provision that allows you to do this. Of course you can prohibit the dog from barking all night, peeing on the carpet, scratching up the door, being outside without a leash, pooping all over the yard without it being cleaned up, or biting the neighbors.

larger deposit of the tenant with an assistance animal – but you can charge a larger deposit of all your tenants going forward to cover the potential risk posed by just a few.

**One more thing. Don't ask about the nature and severity of the individual's disability. Instead, use the verification forms available on www.IAAHQ.com. We have worked on these forms for many years, even consulting with HUD. We are confident if you use them correctly and follow the instructions you can stay out of trouble. If you have questions email us at info@iaahq.com*

NOTE: HUD's 10th District, which covers Idaho, has accepted this process and these forms. 20



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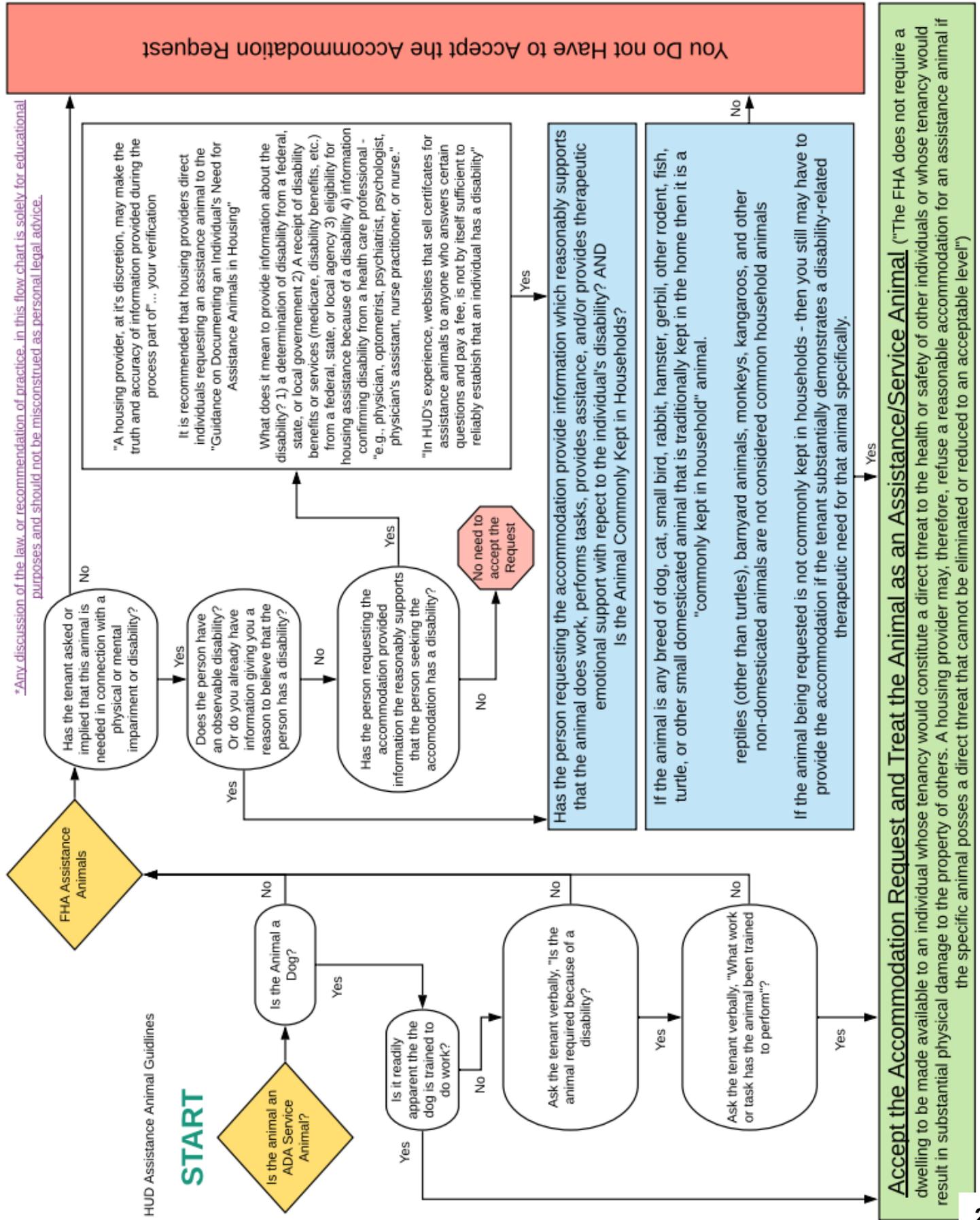
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On January 28, 2020 the U.S. Department of Housing and Urban Development released new guidelines helping add clarity to reasonable accommodation request for assistance animals. These guidelines can be found by searching HUD's website. However, for educational purposes we have included this flow chart version of the guidelines. You are, of course, directed to refer to the official guidelines (as well as consulting your legal council) when establishing your policies and procedures. This

chart is solely for



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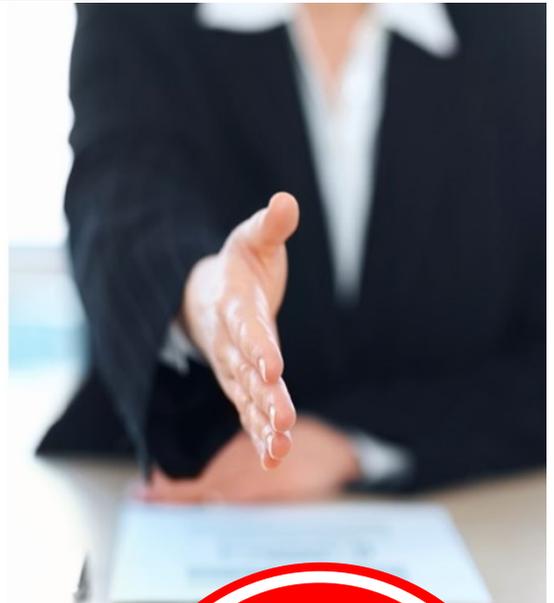


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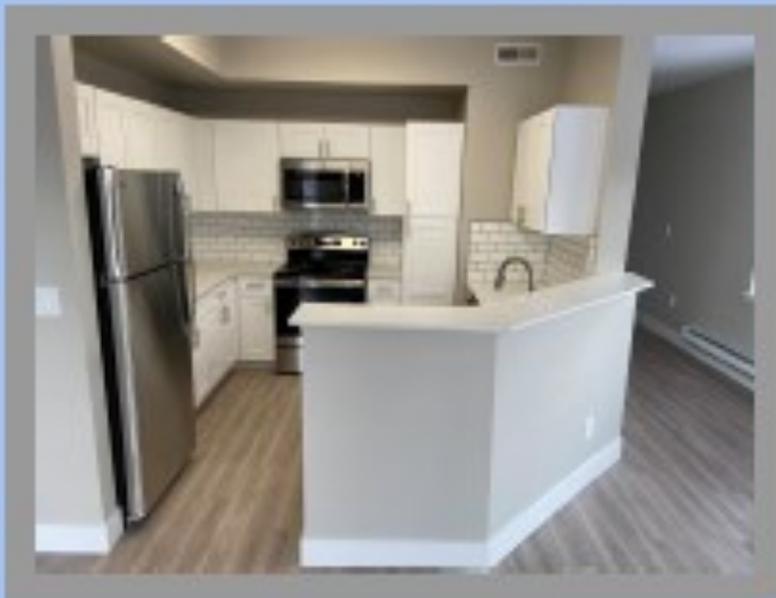
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