



FAIR HOUSING POLICY

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Partnership Property Management will comply with the Fair Housing Act, the 1988 Fair Housing Amendments Act, Title VI of the Civil Rights Act of 1964, Title VIII and Section 3 of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974), Executive Order 11063, the Violence Against Women Act (VAWA), the Age Discrimination Act of 1975, and any legislation protecting the individual rights of residents, applicants, or staff which may subsequently be enacted.

We are pledged to the letter and spirit of U.S. policy for the achievement of equal housing opportunity throughout the nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of **RACE, COLOR, RELIGION, SEX, HANDICAP/DISABILITY, FAMILIAL STATUS, OR NATIONAL ORIGIN**. In addition to these federally protected classes, all residents and prospective residents will be treated fairly, without regard to **SEXUAL ORIENTATION, GENDER IDENTITY OR MARITAL STATUS**, and will not be excluded from housing opportunities based on these actual or perceived characteristics. We encourage and support an affirmative advertising and marketing program with the goal of eliminating barriers to obtaining housing because of any protected class.

All employees are expected to treat prospective and current residents politely, professionally and equally. All residents and guests are expected to treat the staff, other residents, and their guests politely, professionally and equally. Partnership Property Management will not tolerate residents or guests of residents, who interfere, coerce, intimidate or threaten any resident in the exercise or enjoyment of their apartment.

Strict adherence to this policy will require that the following acts are always taken:

1. All prospective residents shall be equally informed of available apartments.
2. It is impermissible to steer anyone towards specific buildings or entrances based upon their race, color, religion, sex, national origin, familial status or handicap/disability status.
3. All prospective residents shall be equally informed of the mechanics of our application and credit investigation procedures. In general terms, advise all prospective residents that we require a credit report, verification of prior residence and prior living habits, verification of employment and verification of income and assets prior to approving the lease application. The standards we use shall be equally explained and equally applied to all applicants. Details can be located in the Tenant Selection Plan ("TSP") which is posted on the bulletin board in the leasing office.
4. No preference regarding waiting lists, referrals, applications, maintenance requests or rent promotions shall be given to any prospective or current resident based on that person's race, color, religion, sex, national origin, familial status or handicapped/disability status (some preferences are required by government agencies). Preferences may also be given when renting a designated accessible unit to a disabled individual/household with need of the specific accessible features.
5. If a prospective resident inquires about the resident mix at your property, you should explain that our company cannot discuss resident mix, and that we rent to all qualified applicants.
6. All prospective residents shall have legal capacity to enter into a valid Lease Agreement, and the ability to maintain the premises in a safe, habitable and decent manner.
7. All residents and prospective residents will be treated fairly, without regard to sexual orientation, gender identity, or marital status and will not be excluded from housing opportunities based on these actual or perceived characteristics.



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TRAINING

Each employee who makes meaningful contact with residents/applicants is required to attend fair housing training within 7 days of being hired and at least annually thereafter. Training is typically conducted by an attorney, fair housing investigator, or a qualified trainer. A Site Manager's Manual and other various printed materials are provided for each Site Manager to reference for situation specific policies. Additionally, online training is available through PPM Academy and may be used for initial training at the time of hiring.

LIMITED ENGLISH PROFICIENCY POLICY (LEP)

Partnership Property Management has taken steps to ensure that all individuals have meaningful access to the housing services provided. A Language Assistance Plan (LAP) has been developed to identify those individuals who may have Limited English Proficiency (LEP) along with steps that have been taken, that are being taken, and that will be taken in order to assist those individuals.

Telecommunication Relay Services (TRS) permit persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without disabilities. Dial 711 to be automatically connected to a TRS operator. By dialing 711 both voice and TRS users can initiate a call from any telephone anywhere in the US and the service is free. Our office accepts 711 phone calls. In addition to the TRS service, Partnership Property Management has an established relationship with vendors who provide 24/7/365 interpretation services in over 240 different languages. LAP manuals are available at each office location with details concerning the 4 factor analysis and step by step instructions for staff use.

REPORT CONCERNS

Direct all inquiries concerning our housing practices to our Director of Fair Housing at (336) 544-2300 or write to us at PO Box 26405, Greensboro, NC 27404, Attention: Director of Fair Housing. You may also email us at fairhousing@partnershippm.com.