

## Program Overview

This training is for all site staff that want to understand fair housing laws as related to onsite practices. The training will provide an overview of fair housing laws and all protected classes, but the focus of the training will be residents with disabilities and topics that relate directly to maintenance and custodial staff:

- How to respond to resident requests for assistance that are outside the scope of your work, snow removal, trash removal
- What questions you can/can't ask a resident what information you are allowed to know about residents and what information you aren't allowed to know
- Assisting residents after work hours, responding to work orders, and companion/service animals

While all housing personnel require training in fair housing laws, it is particularly important for front line maintenance and custodial staff to be trained because they often have the most contact with residents. The training will be very practical, interactive, and provide significant time for questions and answers .

This organization complies with the Title III of the Americans with Disabilities Act (ADA). The site is accessible for individuals with disabilities and if a registrant requires special accommodations please contact the NEAHMA office at least ten days prior to the date of the course.



## Agenda

### Registration

8:30 am - 9:00 am  
(Continental breakfast included)

### Fair Housing Workshop

9:00 am—1:00 pm

### Questions & Answers

**Help support our charity foundation, Team NEAHMA, by bringing us your old cell phones and ink cartridges. A collection box will be provided at this workshop.**

***NEAHMA proudly thanks  
Cornerstone Corp. and the  
staff at Centredale Manor for  
hosting this workshop.***

## REGISTRATION FORM

Fax In Registration (781) 380-4842

**Registration Deadline: April 6, 2009**

### RI FHC Workshop

Thursday, April, 29, 2010

Please complete a separate form for each registrant and fax registration. Mail a hard copy along with your payment to: NEAHMA, 400 Washington Street, Suite 210, Braintree, MA 02184

Online payment option available at [www.neahma.org](http://www.neahma.org)

### Registration Fees:

\_\_\_\_\_ Member \$ 169 \_\_\_\_\_ Non Member \$219

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Management Co: \_\_\_\_\_

Property Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

### Cancellation Policy:

There is a \$50 administrative fee for cancellation 15 working days prior to the course. After this date, fees are *non-refundable*. A substitute may be sent in the place of the registrant. Class space is limited; therefore your registration must be accompanied by full payment in order to confirm your space for this course.

### Outstanding Collection Policy:

Payment for trainings and workshops are payable upon receipt. Registrants with outstanding balances that exceed 90 days will be suspended from attending future trainings and workshops until payment is received in full.

## COURSE LOCATION

Directions to:

Centredale Manor  
2074 Smith Street  
North Providence, RI 02911  
(401) 232-3770

From Providence: Route 146 North to the Mineral Spring Avenue exit. At end of ramp, take a left onto Mineral Spring Avenue. Follow Mineral Spring Avenue to end (road bears to right). After next traffic light, you will see a fork in road with a high-rise building in front of it. Go straight into building driveway. Centredale Manor is the building at the end of driveway on your left.

From the South: Take 1-295 North to RT 44 East, exit 7A (towards Centredale). Follow Route 44 east 1.7 miles. After the traffic light (where burger king is on your left), take a right into the building driveway right before Cumberland Farms. Centredale Manor is the building at the end of the driveway on your left.

For more training information, visit our website at [www.neahma.org](http://www.neahma.org)  
Phone: 781-380-4344  
Fax: 781-380-4842  
[denise.sacchetti@neahma.org](mailto:denise.sacchetti@neahma.org)



NEAHMA  
400 Washington Street, Suite 210  
Braintree, MA 02184

neahma  
NEW ENGLAND  
AFFORDABLE HOUSING  
MANAGEMENT ASSOCIATION

Rhode Island

1/2 Day

Fair Housing for Maintenance,  
RSC's and Site Managers

Centredale Manor

2074 Smith Street  
North Providence, RI 02911

April 29, 2010

Fair Housing Basics

"For all site staff that want to understand fair housing laws as related to onsite practices."

Earn 4 CEUs that are required for the National Maintenance Designation, NAHMT or NAHMS Credentials

Presented by  
Debbie Piltch, Piltch Assoc.

[www.neahma.org](http://www.neahma.org)