

## **Fair Housing Policy**

*August 8, 2021*



Allie Beth Allman & Associates is committed to the principle of equal opportunity in housing and the principle of equal professional services without regard to race, color, religion, sex, handicap, familial status, national origin or sexual orientation.

### **Equal Professional Service Procedures**

Allie Beth Allman & Associates sales associates shall provide professional services without regard to a buyer's, seller's or prospective tenant's race, color, religion, sex, handicap, familial status, national origin or sexual orientation.

Areas where consistent service will be provided include, but are not limited to, the following:

- Arranging appointments and making call-backs
- Greeting when entering or calling the office
- Acts of courtesy and hospitality
- Initial meeting to discuss needs
- Qualifying and financing information requested and given
- Personal information required
- Availability, location and quality of properties presented for consideration and showing
- Keeping appointments
- Follow-up procedures
- Method of determining which properties to show

### **Prohibited Conduct**

1. No sales associate will make any statement or perform any act that could imply that the presence or anticipated presence in a neighborhood of persons of any race, color, religion, sex, handicap, familial status, national origin or sexual orientation will or may have resulted in:
  - a. lowering of property values
  - b. changing the composition of the neighborhood
  - c. making the area less safe
  - d. contributing to a decline in the quality of the schools
2. No sales associate will imply that a person of a particular race, color, religion, sex, handicap, familial status, national origin or sexual orientation will be less able to obtain financing on a property.
3. No sales associate will imply that Allie Beth Allman & Associates adheres to racial / color / religious / sexual / handicap / family / national origin / or sexual orientation stereotypes that might result in different treatment of minority groups in the sale or

purchase of housing including making derogatory remarks to one another, to agents or employees of another Company, to a buyer or seller or anyone who might become a buyer or seller, or who might be in a position to report such remarks to others.

4. No sales associate shall make any representation, either directly or by innuendo, that a neighborhood will be difficult/easy to sell because of the presence or absence of persons of a particular race, color, religion, sex, handicap, familial status, national origin or sexual orientation.
5. A list of properties will be prepared for every prospect in the area requested by the prospect. When a prospect does not request a specific area, all areas should be designated. These areas are to be reviewed with the prospect so they (not you) can determine the properties they would like to see. A copy of the lists should be retained in the prospect's file.

### **Working with Prospective Buyers**

Consistent interviewing and qualifying techniques must be used with all buyers.

### **Listing Procedures and Working with Sellers**

While making any listing presentation or listing any property occupied as, or intended for occupancy as, a residence by one or more person, the following procedures shall be followed:

1. Any seller who is listing property and indicates he refuses to abide by the law, should be rejected by the licensee as a client and the incident must be reported immediately to your Manager.
2. Any seller who makes a home unavailable for showing on account of race, color, religion, sex, handicap, familial status, national origin, or sexual orientation shall be reported to your Manager.
3. Any apparent or suspected discriminatory act or statement on the part of a seller in rejecting or countering an offer must be reported immediately to your Manager. Proper guidance in what to relay back to the buyer must be obtained prior to delivery of the rejected or counter offer by checking with your Manager.

### **Working with Cooperating Brokers/Agents**

All licensees will be equally professional when interfacing and working with cooperating brokers or agents who may serve predominantly minority buyers or with agents who we know or think are working with minority buyers, setting up showings, making keys available, setting appointments to present offers, or conducting negotiations.

### **Advertising and Marketing**

A sales associate shall not make, print or publish or cause to be made, printed or published any notice, statement or advertisement with respect to the sale or rental of a dwelling that indicates any preference limitation or description based on race, color, religion, sex, handicap, familial status, national origin or sexual orientation.

### **Training**

It is highly recommended that all sales associates attend annual training on Fair Housing laws. Such training will be provided in-house or at the MetroTex Association of Realtors.

**Report All Fair Housing Violations to Management**

Any incident or act that is in violation of the Fair Housing laws, whether by sales associates of this or another Company, or by members of the public, must be immediately brought to the attention of your Manager. It is the policy of Allie Beth Allman & Associates to fully cooperate in the investigation of Fair Housing complaints.

When an Allie Beth Allman & Associates client refuses to comply with Fair Housing laws, the Company will disassociate itself from the client. Report all such incidents to your Manager.

Information on the Fair Housing laws and rules can be found at:

<https://www.tdhca.state.tx.us/fair-housing/>