



Affirmatively Furthering Fair Housing (AFFH) Task Force

TOPIC AREA: EDUCATION, OUTREACH, TRAINING

RECOMMENDATION: Fair Housing Education For Landlords For Consumer Protection

Synopsis of Recommendation: We recommend the City of Pittsburgh, require landlords that register with the rental registry to receive basic instruction in fair housing as part of the registration process. Basic instruction can include face-to-face workshops or a web-based, interactive training. In order to complete the basic training, landlords will be required to take an evaluation at the completion of the training session. The key pieces of fair housing that the training should focus on include what are federally protected classes as well as locally protected classes (e.g. LGBTQ); un/acceptable business practices, including screening and ongoing tenant management; and disparate impact.

RECOMMENDATION: Community Group As Fair Housing Connectors

Synopsis of Recommendation: We recommend the City of Pittsburgh require any organization or entity receiving Community Development Block Grant or City of Pittsburgh funds to provide information about fair housing on their website, primarily linking residents with resources available to them about understanding their fair housing rights.

RECOMMENDATION: Fair Housing Training For Service Providers

Synopsis of Recommendation: Mandate training for regarding the housing conditions and rights of protected classes to help facilitate access to resources or assistance.

RECOMMENDATION: Facilitate Education and Access Right and Resources For Protected Classes

Synopsis of Recommendation:

1. Improve outreach and education of protected classes regarding their rights and available resources that addresses barriers of distance and lack of access to computers.
 - a. Create an information hub with satellites around the region where people can get information about their rights, about fair and affordable housing, and specifically resources for women and LGBTQIA+ residents
 - b. Develop a housing app that increases access for those whose only can only access the internet through their smart phones (i.e. The Big Burgh app)

- c. Develop partnerships to distribute information to protected classes and services providers that work with them
 - d. Identify common fears, misconceptions, misinformation, or unfounded concerns of members of protected classes and create fact-sheets and trainings to address those concerns. (i.e. some parents fear losing their children if they reveal that they are homeless.)
2. Address difficulty of navigating complicated systems of application and verification of needs that act as barriers to access to rights and resources
- . Create housing documents, paperwork, applications, notices, and regulations written in clear, simple language and translate them into multiple languages
 - a. Interpretation should be available to address literacy or language barriers.
 - b. Develop partnerships to increase literacy and reading comprehension to improve resident's ability to navigate the housing system.