

WORKING WITH CLIENTS RESOURCES

The following topics are important to understand to ensure you are treating all clients equally and lawfully.

Implicit Bias

Implicit Bias is how the human brain's automatic, instant association of stereotypes with particular groups can cause people to treat those who are different from them unfairly. Scientific evidence also suggests these biases persist despite people's best intentions and often without conscious awareness.

NAR has partnered with the New York-Based Perception Institute for a new training video that draws upon that research to illustrate how implicit bias occurs.

[NAR Training on Implicit Bias](#)

Steering

"Steering" is the practice of influencing a buyer's choice of communities based upon one of the protected characteristics under the Fair Housing Act (race, color, religion, gender, disability, familial status, or national origin). Steering is expressly prohibited under the Fair Housing Act.

[How to Steer Clear of Steering](#)

Reasonable Accommodations

HUD defines a "reasonable accommodation" as a change, exception, or adjustment to a rule, policy, practice, or service that may be necessary for a person with disabilities to have an equal opportunity to use and enjoy a dwelling, including public and common use spaces, or to fulfill their program obligations. The 'reasonable accommodation' is used correspondingly with 'modifications' under the Americans with Disabilities Act (ADA).

[HUD's Resource on Reasonable Accommodations](#)

Service Animals

HUD issued new guidance on January 28, 2020, which does not change the laws but helps clarify how to handle certain situations. Under the ADA, "service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the individual's disability."

[HUD's Guidance on Service Animals](#)

