



# Multi-Family Housing Resource Program Year In Review (2015-2016)







## ABOUT THE EQUAL RIGHTS CENTER (ERC)

### Our Mission:

The ERC is a civil rights organization that identifies and seeks to eliminate unlawful and unfair discrimination in housing, employment and public accommodations in its home community of Greater Washington D.C. and Nationwide.

### Strategic Priorities:

The ERC's core strategy for identifying unlawful and unfair discrimination is civil rights testing.

When the ERC identifies discrimination, it seeks to eliminate it through the use of testing data, compliance testing and training, and, if necessary, take enforcement action.

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MULTIFAMILY HOUSING  
RESOURCE PROGRAM

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## MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear MHRP Members,

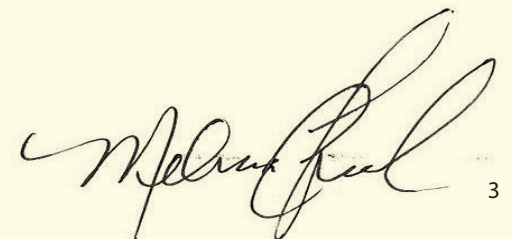
It has been exciting and rewarding to work alongside all of you this year as your collective commitment to accessibility has blazed new trails of innovation, particularly in expanding the use of technology.

In April, we launched our Fair Housing Checklist App in response to your requests for a mobile version of our Fair Housing Checklist book. This is just our first step in creating easy, yet accurate ways to assist you with accessibility compliance. We also began exploring ways to deliver virtual, online trainings and look forward to expanding our current online offerings in 2017.

In addition to our strides in technology, we are continuing to look for ways to expand our collaborative education efforts with you. Earlier this year, we were able to provide additional support and compliance information on the subject of assistance animals, and we worked with you to educate our membership on new federal government guidance regarding the use of criminal records to screen housing applicants.

None of this would be possible without your tireless dedication to accessibility. The ERC is grateful to partner with each of you, and we look forward to our continued growth together.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Paul", is located at the bottom right of the page.

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Member Since 2009



Member Since 2015



Member Since 2015



Member Since 2010



Member Since 2012



Member Since 2008



Member Since 2009



Member Since 2009



Member Since 2013



Member Since 2013



Member Since 2011



Member Since 2013



Member Since 2013



Member Since 2011



Member Since 2013



Member Since 2011



Member Since 2010



## PROGRAM OVERVIEW

**The Multifamily Housing Resource Program (MHRP)** is a trailblazing membership program for housing industry leaders, dedicated to assisting multifamily housing developers to comply with federal and other accessibility requirements, and to increase the number of accessible apartments and condominiums in the United States.

Since its founding in 2008, the MHRP has grown to include 17 members, including developers representing more than 600,000 apartments and condominiums across the country. These industry leaders serve as a model for the housing industry, and provide many of the nation's 57 million individuals with disabilities, along with the rising population of individuals in need of equitable resources, the opportunity to live where they choose. MHRP members are industry leaders in the areas of multifamily housing development, design, construction and property management.

### MHRP's Philosophy:

- Offering accessible housing expands the potential customer base to include the growing market of home renters and buyers with disabilities.
- Accessible design is attractive design, tending to create more open kitchen, bathroom and unit designs that appeal to all residents.
- Providing accessible and adaptable units will allow residents to age in place, as the general population grows older.
- The costs of addressing accessibility on a retrofit basis far exceed the cost of ensuring compliant design and construction at the earliest stages of every multifamily housing project.

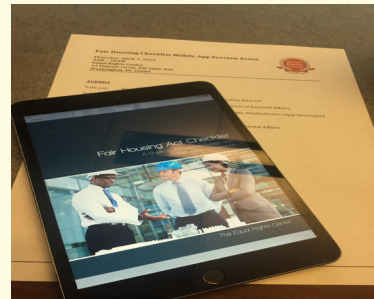




## PROGRAM HIGHLIGHTS

### Fair Housing App

The Equal Rights Center launched its first ever fair housing accessibility app – the Fair Housing Checklist App. The new app transforms the ERC’s Fair Housing Checklist into a dynamic mobile app. The app highlights the seven accessibility requirements of the Fair Housing Act and enables general contractors, architects, developers and other housing industry professionals to upload and toggle between multiple construction projects. Users can see measurements and diagrams for the requirements, track and save their up-to-date progress throughout the project’s duration, and email their progress at any time. The app is available in Google Play and Apple stores, and can be found by searching for the phrase “fair housing”. This app is designed to ensure that multifamily housing providers have the right tools to build accessible housing for individuals with disabilities right from the start.



### 2016 DC Fair Housing Symposium

This year’s DC Fair Housing Symposium, titled, “Fair Housing: The Journey Continues,” featured a panel discussion that included Caroline Elmendorf of The Bozzuto Group. The symposium was a collaborative effort among the Equal Rights Center, the DC Office of Human Rights and the DC Department of Housing and Community Development.





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## MEMBER SERVICES

### Instructing and Training

- Access to modules and courses through the ERC's online system (ERLC) significantly expands the scope of accessibility and fair housing information by enabling member to share this learning opportunity with employees and stakeholders remotely.
- The ERC provides in-person trainings on important issues, strategies and trends relevant to accessibility, inclusion and equity in the housing arena. These courses are also customized to effectively reach tiered staffing structures and address individual members' organizational needs.

### Testing and Surveying

- Civil rights tests conducted by ERC trained testers assuming the role of prospective renters or purchasers in an effort to ensure fair housing laws are being upheld. Tests are administered by phone or through in-person encounters.
- The ERC surveys and assesses properties to ensure that FHA & ADA requirements are being followed. Additionally, they provide ideas and best practices for complying with the law.

### Sharing and Empowering

- The staff reviews members' policies, procedures and customer related documents to ensure that language and information is reflective of accessible and fair housing laws and best practices.
- ERC also develops and provides manuals and materials related to various topics of accessibility and fair housing including FAQs info sheets on service animal policies, the Fair Housing Act, and reasonable accommodation and modification qualifications.



## MEMBER SERVICES

### In-Person Trainings

Basic Fair Housing
Advanced Fair Housing for Supervisors and Trainers
Source of Income
Reasonable Accommodations and Modifications for Property Managers
Accessible Design and Construction
Underserved Population Sensitivity

### Online Courses

Guide to Multifamily Housing
General Fair Housing
Accessible and Usable Doors

### ERLC Webinars

FHA and ADA: Accessibility Regulations in Housing
Effective Communication in Housing

*This year alone, the ERC conducted:*

- **275 phone and in-person tests**
- **85 trainings**



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## MEMBER SERVICES

The MHRP offers a variety of resources to assist its members with implementing best practices designed to enhance, promote and exceed compliance with the requirements of the Fair Housing Act (FHA) and Americans with Disabilities Act (ADA), as they relate to accessible and fair housing. A description of the membership types and service levels are below:

### Membership Types

**Executive Membership:** Industry leaders in the areas of multifamily housing development, management, and construction.

**Advisory Members:** Housing industry members and professional services firms with distinct accessibility-related expertise.

**Associate Members:** Housing industry businesses and organizations such as product or service vendors or contractors.

A yellow hard hat is positioned on the left side of the image. Below it, a wooden ruler is laid out diagonally across a set of blueprints. The blueprints feature various technical drawings, including circular patterns and lines. The background is a light-colored surface.

## FINANCIAL SNAPSHOT

October 1, 2015 - September 30, 2016

<b>MHRP Member Dues Collected</b>		<b>\$267,500</b>
<i>Program Expenses</i>		
<b>Personnel (Sub-Total)</b>		<b>\$231,041</b>
Membership Services		\$104,280
Communications		\$83,944
Administration		\$42,817
<i>Non-Personnel</i>		
<b>Direct Expenses (Sub-Total)</b>		<b>\$4,686</b>
Technology		\$975
Quarterly meetings		\$483
Communications		\$3,077
Miscellaneous		\$151
<b>Total</b>		<b>\$235,727</b>

\* The above amounts are not audited and do not include indirect expenses.



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