

# MERCERTRIGIANI

## *Fair Housing Dos and Don'ts*

### *Dos*

• Be prepared.	• Get the facts.
• Remain calm.	• Be empathetic – not sympathetic.
• Explain the applicable rule in clear terms.	• End the conversation if the individual becomes abusive in any way.
• Speak in a slow and polite manner.	• Be positive and solution oriented.
• Keep body language neutral.	• Take control and action when required.
• Maintain a comfortable distance between you and the individual.	• Call for backup – internal or external, if necessary.
• Focus on the behavior; not the person.	• Be firm, but non-confrontational.
• Listen, observe and document.	• Be sensitive to communication barriers.

### *Don'ts*

• Assume the facts.
• Respond aggressively or derogatorily.
• Interrupt.
• Argue or engage.
• Touch or corner the individual.
• Make the situation personal.
• Embarrass the individual.
• Provide the source of the complaint.