



The Oregon Affordable Housing Management Association Presents
Emotional Support Animals After HUD's NEW Memo
—*What Owners Should and Should Not Do Now*—

LIVE WEBINAR

Thursday, October 1, 2026, 1 pm to 2:30 pm

This course is ideal for anyone who has to answer the question: “***Do we have to approve this animal?***” Recommended for property managers, compliance staff, regional supervisors, owners, asset managers, fair housing coordinators, resident services staff, and others involved in reviewing or enforcing assistance-animal policies. ***Applies to all multifamily housing including HUD, RD, Tax Credit, HOME, and more.***

HUD’s May 22, 2026 FHEO enforcement memorandum has created significant confusion for housing providers handling emotional support animal requests. While the memo signals a major shift in how HUD/FHEO may evaluate Fair Housing Act complaints involving assistance animals, it is not a regulation, does not amend the Fair Housing Act, and does not resolve all owner compliance obligations.

This 90-minute session will explain what the new HUD memo says, what prior guidance HUD has withdrawn, and why owners should be cautious before making broad changes to ESA policies or procedures. We will review the difference between HUD/FHEO enforcement posture and owner obligations, discuss the continuing relevance of Section 504, ADA, state and local laws, and private fair housing claims, and identify practical steps owners can take while waiting for formal rulemaking or further clarification. Participants will leave with a clearer understanding of the current ESA uncertainty and a practical framework for evaluating reasonable accommodation requests case by case.

In this session, we will cover:

- 1) What HUD’s new ESA enforcement memo says — and what it does not say
- 2) The withdrawal of HUD’s 2013 and 2020 assistance-animal guidance
- 3) Why the memo is not the same as a regulation or formal rulemaking
- 4) The difference between trained service animals and emotional support animals
- 5) Why HUD-assisted properties must still consider Section 504 issues
- 6) The unanswered questions about pet fees, pet deposits, breed/size restrictions, and existing ESA approvals
- 7) The risk of relying on the memo as a blanket basis to deny ESA requests
- 8) Practical guidance for updating policies, staff instructions, and accommodation review procedures

Our Instructor: Gwen Volk has provided training and consulting services in 36 states through Gwen Volk, InFocus, Inc. She has extensive knowledge and experience in Section 42 low-income housing tax credit, tax-exempt bond, HOME, Section 8, 236, 202 PAC, 202/8II PRAC and Rural Development programs.

Tech Advice: Please participate on a desktop or a laptop computer. An ethernet connection is preferable.

To Register: Please fill out and email this fillable form to oregonahma@frontier.com or, print the form, fill out by hand, then scan/email to oregonahma@frontier.com

FINAL Registration Deadline: Wednesday, September 30, 2026

Registration Fees

- For AHMA members: \$85 per person
- For non-members: \$125 per person

Payment Options: **(WE DO NOT INVOICE.)**

- ◆ Pay by PayPal on this page of our website:
http://www.oregonaffordablehousingmanagement.com/education_schedule.htm
- ◆ No PayPal account? You can use PayPal as a guest by following the instructions in the PayPal shopping cart.
- ◆ Or, send your check to Oregon AHMA, P.O. Box 1135, Forest Grove, Oregon 97116
- ◆ Payment is due by Wednesday, September 30. Login is contingent upon payment. Attendee substitutions are permitted.

CEUS: This class fulfills 1.5 CEUs for those with broker or property management licenses.

Questions? Contact Oregon AHMA Director Maggie Meikle at oregonahma@frontier.com

REGISTRATION FORM FOR

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