

How to Support Clients With Disabilities in All Areas of Real Estate



A REAL ESTATE EBOOK FROM



Introduction

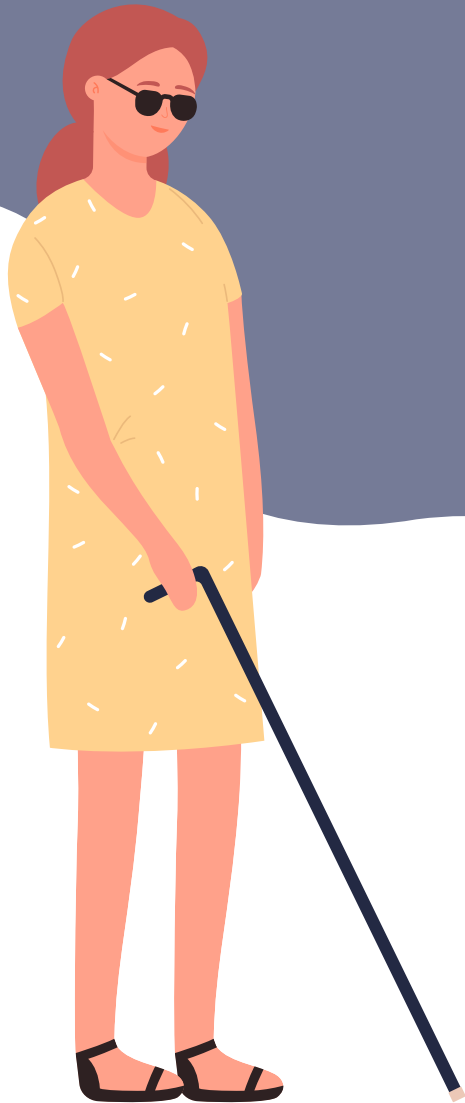
Real estate is an integral part of the American dream. In fact, the concept of 'home' represents safety, stability, and comfort for Americans from all walks of life, including those 61 million with disabilities. So, whether you spend your days selling homes or managing apartment complexes, you'll need to be prepared to best serve this group of clients.



“

**Being disabled should not
mean being disqualified
from having access to
every aspect of life.**

Emma Thompson, actress



What Constitutes a Disability?

The Americans with Disabilities Act (ADA) defines people with disabilities as those who have “a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment.”

Disabilities come in many different forms, but the most common **functional disabilities** include:



MOBILITY

Difficulty walking or moving
13.7% of adults



HEARING

Deafness or difficulty hearing
5.9% of adults



COGNITION

Difficulty focusing, making decisions,
or remembering information
10.8% of adults



VISION

Blindness or difficulty seeing
4.6% of adults



INDEPENDENT LIVING

Difficulty managing day-to-day
tasks and commitments
6.8% of adults



SELF-CARE

Difficulty bathing, dressing, or
otherwise caring for oneself
3.7% of adults

Remember that conditions like anxiety, depression, arthritis, and other factors can also have an impact on a client's experience, even though they may not explicitly fall under the **Americans with Disabilities Act**.

Your Opportunity to Serve Awaits

Keep in mind that:

26% of Americans have some type of disability.

37% of Americans with disabilities rent property.

91% of Americans would like to own a home.

These clients could use your assistance, **regardless of your career path**. Let's explore different actions that various real estate professionals can take to help clients with disabilities.

Sources: [The CDC](#), [Special Needs Planning](#), and [Nerdwallet](#)





Real Estate Agents

Based on the previous data, the average residential real estate agent could find themselves working with clients with a disability of some kind more than **25% of the time**. So, when assisting these clients:

- Remember that disability isn't always apparent
- Don't make assumptions or ask prying personal questions
- Discuss any accommodations needed, whether in-office or in terms of potential homes
- Never assume clients need help with a task
- Avoid touching wheelchairs, walkers, or other mobility aids uninvited
- Treat these clients as you would any other

Real Estate Brokers

While you should certainly check all the boxes a real estate agent would, **Brokers can take their inclusivity efforts a step further.** To best serve clients with disabilities from a leadership role:

- Point agents to applicable financial assistance programs specific to clients with disabilities so they can pass the info along
- Provide additional inclusivity training and education for your team
- Practice equitable hiring practices, not just in terms of race and gender but also ability, as representation matters
- Send your agents this ebook!



“

**Disability is not a brave struggle
or ‘courage in the face of
adversity.’ Disability is an art.
It’s an ingenious way to live.**

Neil Marcus, disability activist



Property Managers

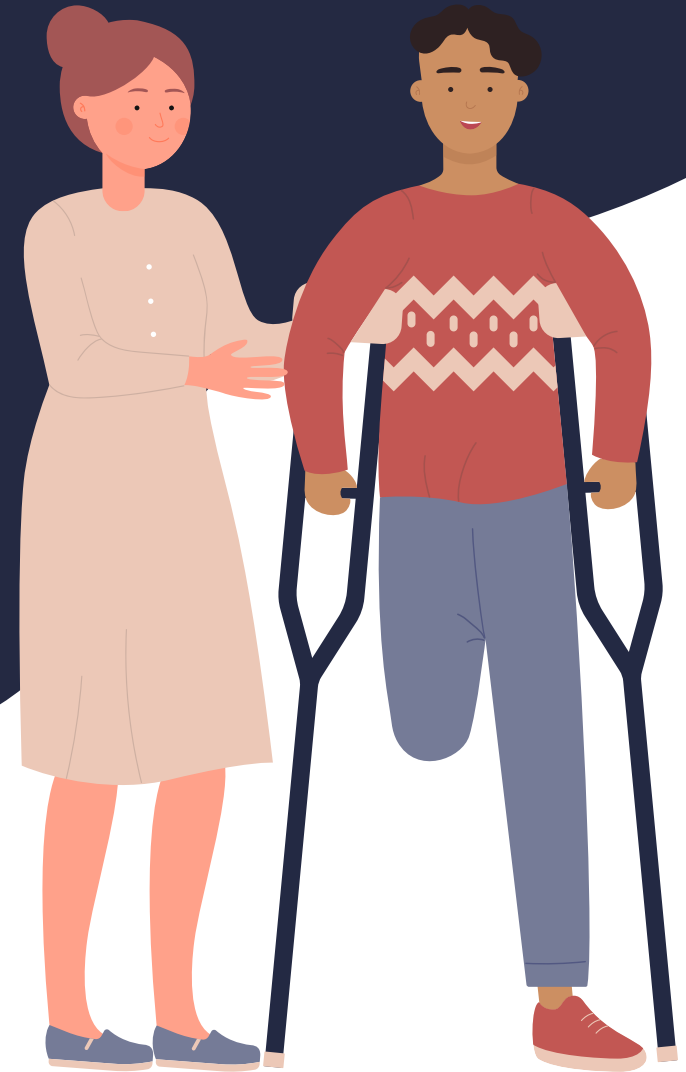
Like other real estate professionals, property managers should **always be prepared to serve residents with disabilities**. In your field of work, you should:

- Ensure your property meets **ADA standards**
- Develop a thorough understanding of **reasonable accommodations**
- Coordinate and oversee any necessary modifications to the property
- Verify disability status as required, but avoid asking for specifics

Real Estate Investors

Whether you're flipping homes or eyeing real estate investment trusts, you too can support people with disabilities. Here's how:

- When renovating or building, support vendors with diverse abilities whenever possible
- Ensure all home improvements are disability-friendly (check out our ebook on [accommodating clients with disabilities](#) for project ideas!)
- Practice equitable rental practices, not just in terms of race and gender but also ability
- Explore [socially responsible investing](#), wherein investors only support ventures that align with their values, including those championing accessibility asking for specifics





Pro tip

Professionals of all kinds should also review the Stanford Disability Initiative Board's **Disability Language Guide** to ensure respectful and considerate communication across the board.

Real Estate Is for Everyone

From agents to property managers, real estate professionals are in constant contact with clients from all walks of life. Excelling in this field means **providing unparalleled service to all, including those with disabilities**. Regardless of your role in the industry, taking just a few simple steps can help ensure that **real estate really is for everyone**.



About Us

Founded in 2005, The CE Shop has become the leading provider of online real estate education. With industry-leading pass rates and support from Pre-Licensing through CE, our students are better prepared to set themselves up for success.

Our ever-expanding course catalog of Pre-Licensing, Exam Prep, Post-Licensing, and Continuing Education products are trusted throughout the industry and offer agents across the country the education they rely on.

With products available in all 50 states and D.C., we're driven by a desire to constantly improve, both for ourselves and our students.