

REASONABLE ACCOMMODATION - HOW TO PROCESS A REQUEST

Manager Information Sheet for Reasonable Accommodation

This form is to provide you with information regarding reasonable accommodations. In the event of uncertainty in how to handle a particular request or as to the information in general, contact the Fair Housing Compliance Coordinator for assistance and direction.

- 1) **Acknowledge Reasonable Accommodation Request**
Resident/Applicant who is perceived to have a disability or someone who is acting on his/her behalf contacts or suggests that they are in need of a reasonable accommodation.
- 2) **Giving Reasonable Accommodation Form**
Give the Resident/Applicant or the person acting on his/her behalf the Request for a Reasonable Accommodation (Form #047B)
- 3) **Receiving Reasonable Accommodation Form**
Resident/Applicant or the person acting on his/her behalf, fills out and brings back the form (047B.)
- 4) **Additional Information**
 - a. **Review the Reasonable Accommodation request** and make sure the request is clear and you have enough information to verify what the individual is requesting. If you feel that you do not have enough information, then send the resident/applicant the Request for Additional Information (Form #047B-1). After the Request for Additional Information (047B-1) is returned to you and **if** the request is still not clear, you will need to send the Resident/Applicant the Request for a Meeting (Form #047-C2) in order to receive more clarification.

Note: At this point you should contact your Regional Property Manager or the Fair Housing Compliance Coordinator to get them involved.
 - b. **Viewing Verification** If the individual's Reasonable Accommodation request and disability is clear and obvious, as in there is no doubt there is direct link between the request and the disability, then write on the bottom of the Reasonable Accommodation request (047B) that the disability is obvious and proceed to step 6.
 - c. **Professional Verification** If the Reasonable Accommodation request is clear but the disability is not obvious then have the resident/applicant sign:
 1. Assistive/Service/Support/Therapy Animal Request Verification (047C-3) if the Reasonable Accommodation request is for an animal.
 2. Live-In Aide Request Verification (047C-1) if the request is for a live-in aide.
 3. Or, the Reasonable Accommodation Verification (047C) for any other reason.

5) **Reviewing Verification**

- a. Upon receipt of the verification the establishes that the individual:
1. **Does** have a disability and
 2. There **is** an identifiable relationship or nexus between the Reasonable Accommodation and the individual's disability,

Then proceed to step 6.

- b. **Alternative Accommodation** If the professional establishes that there is a disability and that there is an identifiable relationship but:

1. The property has taken the position that the Reasonable Accommodation request is not reasonable **or** that it would create an undue financial or administrative burden for the property. You may want to consider an alternative accommodation. If so, send the resident/applicant the Alternative Accommodation for Reasonable Accommodation. (Form #047C-4)

Note: If the resident/applicant does not return the form within 10 days, proceed to step 7.

2. In the event of any uncertainty in how the professional has established a direct link from the Reasonable Accommodation to the disability you may need to contact the professional before making a decision.

Example: If a resident/applicant is requesting two (2) animals instead of just one. You should question what the 2nd animal could provide that the 1st cannot.

- c. **Reasons for Denial** If the professional establishes that the individual,

1. Meets the definition of disability but there is not an identifiable relationship or nexus between the Reasonable Accommodation and the disability.
2. Does not meet the definition of disability.
3. The property has determined that the Reasonable Accommodation is not reasonable.
4. The Reasonable Accommodation will create an undue financial and administrative burden for the property.

Proceed to step 7.

All Alternative Accommodations as well as all Denials must be discussed with your Regional Property Manager.

6) **Approval**

- a. If the requested Reasonable Accommodation is valued less than \$125, send the resident/applicant an Approval of Request for Reasonable Accommodation (Form #047D)

Note: Be sure to state either your plans for fulfilling the Reasonable Accommodation request or the date the Reasonable Accommodation can be provided.

- b. If the requested Reasonable Accommodation is valued at more than \$125, you must contact your Regional Property Manager before approving the request.

7) **Denial**

Send the resident/applicant Denial of Request for Reasonable Accommodation (Form #047E)

Note: All denials must be signed by you and your Regional Property Manager.

- 8) Make two (2) copies of ALL information regarding the individual's request.
- 9) Record on your Reasonable Accommodation Request Log – Document the resident's apt number, name, Reasonable Accommodation request, request date, approval/denial date, and comments.

Example of comments: transfer date, work order number, etc.

All of this information is written on your Reasonable Accommodation log.

- 10) Place one (1) copy of the Reasonable Accommodation request in your Reasonable Accommodation binder.
- 11) Send one (1) copy to your Fair Housing Compliance Coordinator.
- 12) Place the original documents (from step 8) on the top left hand side in the resident's/applicant's file.