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**REQUESTS FOR REASONABLE ACCOMMODATIONS & MODIFICATIONS:
Policy & Procedure for Residents and Applicants**

Under the Fair Housing Act a reasonable accommodation is a change, exception, or adjustment to a rule, policy, practice, or service. The Fair Housing Act makes it unlawful to refuse to make reasonable accommodations to rules, policies, practices, or services when such accommodations may be necessary to afford persons with disabilities an equal opportunity to use and enjoy a dwelling and public and common use areas. In addition, the Fair Housing Act prohibits a housing provider from refusing to permit, at the expense of the person with a disability, reasonable modifications of existing premises occupied or to be occupied by such person if such modifications may be necessary to afford such person full enjoyment of the premises.

Examples of reasonable accommodations and modifications may include, but are not limited, to:

- meeting with a qualified individual in his/her unit to conduct a (re)certification interview
- using auxiliary aids where necessary to communicate with a qualified individual
- installing grab bars, roll-in showers or ramps
- permitting a qualified individual to use assistive devices and animals

An individual with a disability may request a reasonable accommodation or modification by communicating the request to a staff member at the site management office. The applicant/resident will be asked to complete a *Reasonable Accommodation/Modification Request Form*. Requests for reasonable accommodations and modifications will be handled expeditiously, but staff reserve the right to properly establish the nexus between the claimed disability and the need for the accommodation or modification as well as the feasibility thereof.

Applicants/residents should also be aware that, where a disability is not obvious or known to staff, HUD permits all housing providers to verify that there is a “nexus” or connection between the claimed disability and the accommodation/modification requested. Therefore staff may also request individuals fill out a *Fair Housing Accommodation/Modification Verification Form*, which will include a release for the requestor to sign that will provide permission for staff to reach out to a verifier of the applicant/resident’s choosing to verify that the applicant/resident is both a disabled individual and in need of the request, and therefore qualifies under the law for such request.

Staff will make best efforts to respond to all requests in 30 days. Should a request be denied because staff are unable to verify the applicant/resident’s disability and/or need for the accommodation/modification, the applicant/resident will be provided an opportunity to appeal the decision. In some cases, the applicant/resident may be disabled and in need, but the accommodation/modification may not be feasible. In such situations, staff will engage in the interactive process to come to an alternative resolution that meets the applicant’s/resident’s need.