

REASONABLE ACCOMMODATIONS

A Reasonable Accommodation (RA) is a reasonable change to a rule, policy, practice, or service that may be necessary to allow a person with a disability the equal opportunity to use/enjoy a dwelling.

• General information

- If a tenant with a disability needs a reasonable accommodation to have an equal opportunity to enjoy their housing, the landlord cannot deny them an RA
- Tenants can ask for an RA any time: make the request early and often.
- Tenants are only required to give proof of the disability if it is not obvious.
- Landlords must respond to an RA request.
- Before denying a request, a landlord must try to come up with an alternative solution.
- Tenants have the right to receive a decision, and in subsidized housing a right to appeal

• Steps to evaluate a potential RA scenario

- Step 1: What accommodation does the client need?
- Step 2: What is the "nexus" (link) between the client's disability and the accommodation?
- Step 3: Is the accommodation is reasonable?

• How to make an initial RA request

The request can be oral or written, but written is better (keep a copy of the letter).

- Say the client is disabled and their disability prevents equal access or affects their ability to comply with the lease terms. Naming the disability is not necessary.
- Describe the specific accommodation you are requesting. You can be creative.
- Explain the "nexus" (link) between the disability and the accommodation.
- Give a reasonable deadline for a response from the landlord.