

How Requests are Made for Reasonable Accommodations & Reasonable Modifications

Making the Request

It is the responsibility of the tenant to make the request for a reasonable accommodation or reasonable modification.

Requests can be made at any point during tenancy.

Proof of Disability

After the request is made for the reasonable accommodation or reasonable modification, the housing provider can ask for documentation connecting the disability to the reasonable accommodation or reasonable modification if the disability is not apparent.

Who Can Provide Documentation?

This letter may come from a medical, social service, or mental health professional who can confirm the disability and the person's need for the reasonable accommodation or reasonable modification to enable them to fully use and enjoy the home.

Reasonable Modification

- A reasonable modification is a physical change to the interior of a tenant's own unit or to the common use areas that allows the person full enjoyment of the housing.
- The tenant is responsible for requesting the modification from the housing provider.
- The modification must be related to the person's disability, cannot cause an undue burden, and cannot be a fundamental alteration of the normal service provisions.
- The housing provider must grant the modification if it meets the aforementioned criteria.

Examples

- Widening doorways.
- Installing grab bars.
- Lowering heights of kitchen cabinets.
- Installing a ramp.
- Installing automatic water faucet shut off.
- Installing or removing carpet
- Lowering/raising height of switches, outlets, thermostats.
- Installing lever door handles.
- Installing pictures,
- Color coded signs or pathways for people whose cognitive disabilities make written signs impossible to use.
- Installing a light-up doorbell

Reasonable Accommodation

- A reasonable accommodation is a change in the policies and procedures that govern the residence.
- This accommodation must be
- related to the person's disability, cannot cause an undue financial and administrative burden, and
- cannot be a fundamental alteration of the normal service provisions.
- The housing provider must grant the accommodation if it meets these criteria.

Examples

- Allowing a service animal despite “no pet” policy.
- Reserving a parking space.
- Allowing a live in aide.
- Allowing a non tenant to use laundry facilities.
- Moving from one unit to another without a fee.
- Changing the rent due date.
- Informing others (family, social worker, etc.) of new policies.
- Landlord accepting a reference from an applicant's employer or social worker if an applicant has no recent rental history.
- Notifying a tenant with multiple chemical sensitivity in advance of painting and pest treatments.
- Waiving “guest fees” and parking fees for a disabled tenant's home health aide or tenant with a mobility impairment.