



# LIVING ROOM

## PROPERTY MANAGEMENT

### **Fair Housing and Reasonable Accommodation**

#### FAIR HOUSING AND ANTI-DISCRIMINATION POLICY

Living Room Property Management does not discriminate against because of race, color, religious creed, gender, sexual orientation, marital status, national origin, ancestry, familial status (households with children under the age of 18), source of income, disability, medical condition or age. Color or "ethnic group identification" means the possession of the racial, cultural or linguistic characteristics common to racial, cultural or ethnic group, or the country or ethnic group from which a person or his or her forebears originated.

As required by law, we agree to take the affirmative steps needed to further fair housing.

Living Room Property Management will consider any and all requests for reasonable accommodation in the application of its rules, policies, practices, and services, and in the use of its physical structures, in accordance with the requirements of state and federal laws.

Living Room Property Management will consider any reasonable accommodation you may have. Please contact Living Room Property Management.

#### General Principles

- A. Living Room Property Management will assume as an initial matter that the person requesting a reasonable accommodation is an expert with respect to his/her own disability and the accommodation that may be appropriate in relation to it. Living Room Property Management will also assume as an initial matter that the information the person provides regarding his/her own needs is accurate and the method proposed for accommodating those needs is the most appropriate one to pursue. Living Room Property Management may seek from the person documentation and/or other verification of the effect of the disability on the person and the methods (s) proposed to accommodate it. Living Room Property Management may also seek expert advice from medical professionals as to the needs of the person in question and alternative methods of accommodating those needs.
- B. Procedures for evaluating requests for reasonable accommodation and responding to those requests should take place in the context of a cooperative relationship between Living Room Property Management and the applicant. The process is not an adversarial one.
- C. Reasonable accommodation shall be focused on the individual and designed to address each individual's situation.
- D. In some cases, non-disabled residents may incorrectly perceive reasonable accommodations as conferring a special advantage on persons with disabilities. Living Room Property Management will not base its decisions on how those decisions will

be perceived, but rather on whether the requested accommodation will be effective in removing barriers that interfere with a person's disability and access to and use of the housing.

## Procedures

- E. Living Room Property Management will, if necessary, provide a form to individuals that they may request a reasonable accommodation. All communications that are part of the process will be in a plain language that the individual applicant can understand; in a format that is appropriate to meet the needs of the person with disabilities. If necessary, a format other than written documents will be made available.
- F. Living Room Property Management will make available to all persons applying for residency or persons that are currently residents of Living Room Property Management, notice of the option to request a reasonable accommodation and a form for requesting a reasonable accommodation.
- G. Any meetings that must be held concerning an applicant's request for a reasonable accommodation will be held in a location that is accessible to the applicant.
- H. Decisions on requests for reasonable accommodation will be made within 30 days after the date of which the application is complete. If Living Room Property Management requests that an applicant supply additional information that is reasonably necessary for Living Room Property Management to make a decision on the applicant's request for an accommodation, the applicant should provide the requested information, or otherwise respond to Living Room Management request within a reasonable time period.
- I. If Living Room Property Management denies a request for a reasonable accommodation, it will explain to the applicant in writing the basis for its decision and the reason why the request was denied.
- J. If a staff member at Living Room Property Management denies a request for a reasonable accommodation, this will be reviewed by at least 1 supervisory official who shall document in writing his or her approval or disapproval of the decision to deny the request.
- K. Living Room Property Management will keep written records of its decisions to grant or deny any request for reasonable accommodation for a period of no less than three years from the date of the request. Living Room Property Management will, if necessary, provide a form to individuals that they may request a reasonable accommodation.
- L. Living Room Property Management shall keep all information supplied by the applicant related to the nature of effects of the applicant's disability confidential and available only to persons with Living Room Property Management who are directly involved in decisions regarding the request of reasonable accommodation.

## Assessment of Requests

A. Living Room Property Management will accept the judgment of an individual that an accommodation is needed and that the requested accommodation is reasonable unless Living Room Property Management can identify specific reasons for doing otherwise. In determining whether reasons for denial exist, Living Room Property Management may obtain verification of the reasons advanced for an accommodation.

B. Unless Living Room Property Management can identify specific reasons for doing otherwise, Living Room Property Management will accept the individual's judgment that the accommodation is related to disability.

C. In assessing requests for reasonable accommodation, Living Room Property Management will consider the factors set forth below, in making its determination of whether or not to grant the request. If at any stage in the assessment process, Living Room Property Management determines that it requires additional information from the applicant to make its determination, Living Room Property Management shall so inform the applicant in writing. In appropriate situations, Living Room Property Management may request that an applicant provide documentation from a medical professional concerning the applicant's disability and the relationship of the requested accommodation to that disability. Living Room Property Management may include in its written communication to the applicant notice of a reasonable deadline for submission of the information to Living Room Property Management. Under no

circumstances shall Living Room Property Management deny a request for a reasonable accommodation based on a lack of sufficient information without first informing the applicant of its need for additional information and affording the applicant a reasonable opportunity to provide it.

## Determinative Factors

1. Whether the applicant is a qualified "individual with a disability."
2. Whether the requested accommodation is related to the disability.
3. Whether the requested accommodation is "reasonable". A request for an accommodation shall be considered to be "reasonable" as long as it does not create an undue financial hardship and administrative burden or constitute a fundamental alteration to Living Room Property Management.
4. The determination of whether an accommodation constitutes an undue financial and administrative burden shall be made on a case by case basis, taking into account the circumstances and resources available at the time of the decision.

5. If granting the requested accommodation would create an undue financial and administrative burden, Living Room Property Management shall comply with the request to the extent it can do so without undergoing undue burden(s) as describe above.
6. If granting the requested accommodation would constitute a fundamental alteration in the housing policy, Living Room Property Management may deny the request.
7. Each request for an accommodation will be considered as an individual request and will be grated if the particular accommodation requests meets the criteria outlined above and will not constitute a fundamental alteration in itself. The fact that granting an accommodation for one person could set a precedent, and that granting requests by a substantial number of other persons for the same accommodation could have a significant impact on housing policy will not constitute a sufficient basis for a finding that a particular accommodation constitutes a fundamental alteration.
8. If there are several different accommodations that would satisfy the needs of the person with the disability, Living Room Property Management may select the option which is most convenient and cost effective, assuming there is no significant detrimental impact on the person requesting the accommodation that directly relates to his/her disability should Living Room Property Management select the alternative accommodation.

