

Reasonable Accommodations & Modifications

Do

- **Verify the disability status**

Doctor's note, handicap placard, or person is visibly disabled

- **Verify the need for the accommodation/modification**

Is there a nexus/need for the accommodation/modification to help the tenant use and enjoy their home.

- **Verify disability letter**

Verifications can be provided by a qualified professional such as a physician, counselor, social service provider, pastor, case manager, psychologist, etc.

- **Respond in a timely manner**

Failure to respond to a request is a violation of fair housing laws and can be deemed as a denial.

- **Criminal background check on a caregiver**

ONLY if it is required for all community service providers (gardeners, maintenance crews, etc.).

- **Assume that everyone can live independently**

Just because a person is disabled does not mean they can't take care of themselves.

- **Ask for vaccinations required by local laws**

Rabies vaccinations

Don't

- **Require excess documentation**

Generally, 1 form of verification (see left side) is all that is required.

- **Immediately tell the person "no"**

An interactive process through dialogue and negotiation to meet both the tenant and housing provider's needs is required when working with reasonable accommodation or modification request.

- **Ask for medical records, history, medications, or details about the disability**

You may only verify that the letter was written by the qualified professional.

- **Ask what the service/assistive animal does or require a demonstration**

The animal does not need to be certified as trained.

- **Require caregivers to submit an application or be on the lease**

Daily and live-in caregivers are not considered part of the tenant's household.

- **Require Service Animals (SA) or Assistive Animals (emotional support / therapy/ companion animals) to be trained or licensed**

Fair housing law is different from the American's with Disabilities Act (ADA) and has different definitions of allowable service animals.