

**REASONABLE
ACCOMMODATIONS
FOR PEOPLE WITH
DISABILITIES**

PARK CITY 3&4 APARTMENTS, INC.

97-07 63rd Road, Rego Park, NY 11374

REASONABLE ACCOMMODATIONS POLICY

It is the policy of Park City 3&4 Apartments, Inc. to provide reasonable accommodations to applicants and residents who have disabilities, and to permit residents with disabilities to make reasonable modifications. We will advise all applicants and residents of our willingness to provide accommodations by noting on application forms, rental agreements, and rules or regulations that “reasonable accommodations for people with disabilities will be provided upon request.”

DEFINITION OF DISABILITY

The federal Fair Housing Act (“FHA”) defines handicap as a physical or mental impairment that substantially limits one or more major life activities. (The preferred term is “disability”; however, a few fair housing laws use the terms “handicap” and “disability” interchangeably.)

Under both the New York State Human Rights Law (“NYSHRL”) and the New York City Human Rights Law (“NYCHRL”) there is no requirement that the impairment “substantially limit one or more major life activities.” As such, both the NYSHRL and NYCHRL provide more comprehensive coverage of people with disabilities than the FHA.

The NYSHRL defines “disability” as:

- a physical, mental or medical impairment resulting from anatomical, physiological, genetic or neurological conditions, which prevents the exercise of normal bodily function or is demonstrable by medically accepted clinical or laboratory diagnostic techniques, or
- a record of such impairment, or
- a condition regarded by others as having such an impairment.

The NYCHRL defines “disability” as “any physical, medical, mental or psychological impairment, or a history or record of such impairment. The term ‘physical, medical, mental, or psychological impairment’ means:

- an impairment of any system of the body; including, but not limited to: the neurological system; the musculoskeletal system; the special sense organs and respiratory organs, including, but not limited to, speech organs; the cardiovascular system; the reproductive system; the digestive and genito-urinary systems; the hemic and lymphatic systems; the immunological systems; the skin; and the endocrine system; or
- a mental or psychological impairment.

All three laws protect people with disabilities who currently occupy or intend to occupy a housing accommodation.

Excluded from the coverage of these laws are people who are current substance abusers. The FHA specifically excludes and those who, despite reasonable accommodations, pose a direct threat to the health or safety of other individuals or whose tenancy would result in substantial physical damage to the property of others. For example, a tenant who pushes or threatens other tenants may not be covered by these laws if some kind of treatment counseling or other accommodation does not stop this threatening behavior.

REASONABLE ACCOMMODATIONS AND MODIFICATIONS

An applicant or resident with a disability may need either a reasonable accommodation or a reasonable modification, or both, in order to have an equal opportunity to live in and enjoy a dwelling or housing services.

A reasonable accommodation is a change, exception, or adjustment to a rule, policy, practice, or service that allows a person with a disability to use and enjoy a dwelling, including public and common use areas. Examples include:

- providing forms in large print;
- providing a reserved accessible parking space for Shareholder closer to the Shareholder's apartment; or
- allowing a resident to have a service animal in a "no pets" building.

A reasonable modification is a structural change made to a resident's living space or to the common areas of a community, which is necessary to enable a resident with a disability to have full use of and enjoyment of the housing. Reasonable modifications can include structural changes to interiors and exteriors of dwellings and to common and public use areas. Examples include:

- widening a doorway;
- installing grab bars in a bathroom;
- lowering kitchen cabinets to a height suitable for a wheelchair user;
- adding a ramp and handrails to make a primary entrance accessible; or
- altering a walkway to provide access to a public or common use area.

Who Pays?

Accommodations – Fair housing laws require that, as housing providers, we bear accommodation costs that do not amount to an undue financial and administrative burden. Most accommodations are no or low cost. We may not require people with disabilities to pay extra fees or deposits as a condition of receiving a reasonable accommodation.

Modifications – Generally, the resident will bear the expense of making reasonable structural modifications to a property.

Buildings subject to Fair Housing Act design and construction requirements – the housing provider may be responsible for making modifications that correct accessibility related deficiencies. (this applies only to housing with four or more units, constructed for first occupancy on or after March 13, 1991)

Is Restoration Required?

Where it is reasonable to do so, a rental housing provider may condition permission for a modification on the renter agreeing to restore the interior of the premises to the condition that existed before the modification, reasonable wear and tear excepted. When the tenant moves out, the housing provider should not require restoration of the interior to its previous condition when the modifications that were made would not interfere with the next tenant's use and enjoyment of the premises. The housing provider may not require an increased security deposit; however, the provider may negotiate an agreement that the tenant pay into an interest-bearing escrow account, over a reasonable period, an amount of money not to exceed the cost of the restorations. The interest in any such account shall accrue to the benefit of the tenant.

WHEN IS AN ACCOMMODATION OR MODIFICATION REASONABLE?

The reasonableness of a particular accommodation/modification depends on a variety of factors and *must be decided on a case-by-case basis*. The determination of whether a request is reasonable depends on the following:

- The requested accommodation or modification must be for a person who has a disability. Housing providers are not entitled to specific information about the disability, medical records, etc., but they may request a letter confirming that the tenant actually has a disability.
- The requested accommodation or modification must be necessary. There must be an identifiable relationship between the individual's disability and the requested accommodation or modification.
- The request must not impose an undue financial and administrative burden on the housing provider. Note that "undue burden" usually takes into consideration the housing provider's entire resources.
- The requested accommodation or modification must not require the housing provider to make a fundamental alteration in the nature of the provider's operations.

Note that where a particular requested accommodation or modification is not reasonable, the housing provider is still obligated to provide other requested accommodations or modifications that do qualify as reasonable.

WHEN SHOULD ACCOMMODATION/MODIFICATION REQUESTS BE MADE?

An individual with a disability can request an accommodation or modification whenever they are needed. For example, requests may be made when an individual is applying for housing, entering into a rental agreement, while occupying housing, and even during an eviction process. Individuals who become disabled during their tenancy may request accommodations, even if they were not disabled when they moved in.

HOW SHOULD REQUESTS FOR ACCOMMODATIONS/MODIFICATIONS BE MADE?

Disability access laws do not prescribe a uniform procedure for requesting a reasonable accommodation or modification to be used with all housing providers. To make a request, an individual does not need to mention disability access laws or use the phrase "reasonable accommodation." In general, a tenant or applicant should make clear to the housing provider that s/he is requesting that an exception, change, adjustment, or modification be made to a rule, policy, practice, service, building or dwelling unit because s/he has a disability. The tenant request should describe what type of accommodation is needed and explain the relationship between the requested accommodation and the disability. Although not required by access laws, it is helpful if these requests are made in writing, so there will be documentation of the request. It is advisable for a housing provider to establish an accommodation/modification process. Keep in mind that a tenant cannot be required to use a specific form for such requests, and a housing provider cannot refuse to provide an accommodation or modification just because the tenant has not used the provider's form.

MUST AN ACCOMMODATION BE PROVIDED IF THERE'S BEEN NO REQUEST?

No. A housing provider is only obligated to provide an accommodation if a tenant has made a request. However, housing providers can advise all applicants and tenants of their willingness to provide accommodations by noting on application forms, rental agreements, and rules or regulations that "reasonable accommodations will be provided upon request."

MUST EVERY RULE AND PROCEDURE BE CHANGED AT A DISABLED TENANT'S REQUEST?

No. Although housing providers are expected to accommodate "reasonable" requests, they need not undertake changes that would seriously impair their ability to run their business. For example, if a tenant with a disability cannot do his own housekeeping and the housing provider does not supply housekeeping for tenants, a request for such services would not be reasonable. If an applicant who uses crutches prefers a third-story apartment to a ground floor unit in a 1926-built walk-up building, the housing provider does not have to install an elevator because such a modification may be unreasonable or cost prohibitive.

CAN A HOUSING PROVIDER INSIST ON AN ALTERNATIVE TO A REQUESTED ACCOMMODATION?

The housing provider should give primary consideration to the accommodation requested by the tenant or applicant, because the individual with a disability is most familiar with his or her disability and is in the best position to determine what type of aid or service will be effective. If the housing provider believes the requested accommodation is unreasonable, s/he may, but is not required to, propose a substitute accommodation. If the housing provider suggests an alternative accommodation, the tenant may reject it if it does not meet his or her needs.

WHAT HAPPENS IF A HOUSING PROVIDER FAILS TO ACT ON A REQUEST FOR AN ACCOMMODATION?

If a housing provider delays responding to a request for an accommodation, after a reasonable amount of time that delay may be construed as a failure to provide a reasonable accommodation. A tenant or applicant may then choose to seek legal assistance or to file a complaint with a fair housing agency.

A SPECIAL NOTE ABOUT ACCESSIBLE PARKING

If you provide parking for tenants, it is a reasonable accommodation to provide a reserved accessible parking space when a disabled tenant requests it. Here are basic guidelines:

- Many tenants who need an accessible parking space don't need an extra-wide space with an access aisle – they may only need a regular-size parking space nearest to their front door (or on the most accessible route to the front door). Discuss with the tenant his/her needs for parking.
- Even if you don't usually assign particular parking spaces to specific tenants or units, provide the disabled tenant with a reserved parking space. Be sure to post signs saying the spot is *reserved and enforced*. Provide the reserved space *in addition to* any other general accessible parking you may provide for guests.
- Your standard accommodations policy can be used for accessible parking requests. If a tenant has a state disabled parking permit, this is generally sufficient proof of need for a reserved accessible parking space.

A SPECIAL NOTE ABOUT SERVICE ANIMALS

It is a reasonable accommodation for housing providers to allow tenants with disabilities to live with a service animal in order to meet their disability-related needs. A service animal usually is defined as "any animal that is individually trained to do work or perform tasks for the benefit of a person with a disability." Fair housing laws consider "companion" animals to be a type of service animal.

- Dogs are the most common service animals, but other species are used (for example, cats or birds). Service animals may be any breed, size or weight.
- There is no legal requirement for service animals to be visibly identified (no special collar or harness needed) or to have documentation (no license, certification or identification papers needed).
- Service animals are not considered to be pets. A person with a disability uses a service animal as an auxiliary aid -- similar to the use of a cane, crutches or wheelchair. For this reason, fair housing laws require that housing providers permit the use of a service animal by an individual with a disability despite "no pet" rules. Pet deposits or fees cannot be charged for service animals.

REASONABLE ACCOMMODATION AND REASONABLE MODIFICATION POLICY

GUIDELINES FOR TENANTS WITH DISABILITIES

MAKING A REQUEST

If you or a member of your household needs a reasonable accommodation or modification, submit a request to the housing manager. You are not required to disclose the nature of the disability. Although you can make verbal requests, it is recommended that you make requests in writing, so you both have a record of the request.

If you are making a reasonable accommodation request to management, fully describe the required accommodation. If you know of resources that will make it easier or quicker for management to grant your request, include this information along with your request (for example, you may know of an inexpensive place to get written material put into Braille, or a good source for access signs).

If you are requesting permission to make a modification to the premises at your expense, be sure to provide the following with your request:

- fully describe the intended modification(s),
- provide assurance that required building permits will be obtained,
- provide assurance that the modifications will be done in a professional manner,
- agree to return the premises to their original state, unless the modification will not interfere with the next tenant's use and enjoyment of the premises,
- (in some cases) agree to pay into an interest-bearing escrow account, over a reasonable period, an amount of money not to exceed the cost of the restorations.

VERIFICATION AND DOCUMENTATION

The housing manager may require that you provide written verification that the requesting tenant has a disability and that the accommodation/modification is necessary to give that tenant equal opportunity to use and enjoy the housing community. You should ask your healthcare or mental health provider to send a signed letter on professional letterhead to the housing manager answering the following questions:

- Is the tenant disabled as defined by the fair housing laws?
- In their professional opinion, does the tenant need the requested accommodation or modification in order to have the same opportunity as a non-disabled person to use and enjoy the housing community? (Sample letters are attached)

PROVISION OF ACCOMMODATIONS

The housing manager will discuss your request for a reasonable accommodation with you. In most cases, housing management will provide reasonable accommodations promptly, at management's expense. The manager will provide a letter outlining how and when the accommodation will be provided.

Sometimes, the specific accommodation you request may be difficult, time-consuming or expensive to provide, and the housing manager may suggest alternate accommodations that may work just as well. If you believe the accommodation you have requested is the only one that will work, be prepared to explain why. Have a back-up plan in mind and be willing to discuss alternatives.

If you and the housing manager disagree about whether the request is reasonable, the housing provider should be prepared to explain why. You may contact a fair housing agency in your area for technical assistance – they are a good information source for accommodation ideas, funding resources, etc.

If the housing manager determines that they cannot fulfill the request because it poses an undue financial and administrative burden or because it would cause a fundamental alteration in the housing program, they will advise you in writing, and offer an opportunity for you to make a modified request.

SAMPLE LETTERS FOR TENANTS

This is a sample letter for tenants or prospective tenants to use when requesting a reasonable accommodation or modification.

REASONABLE ACCOMMODATION REQUEST #1

April 17, 2019

William Jones, Building Manager 123 N. Main Street, Rego Park NY

Dear Mr. Jones:

I live at the Black Acre Apartments at 123 N. Main in unit #123. I (or a member of my household) am a person with a disability.

Our building's rules state a "no pets" policy. Because of my disability, a doctor has prescribed a service animal to assist with my daily living.

I am requesting that you make a reasonable accommodation in the building's rules to permit me to have a service animal in my apartment. My service animal is a golden Labrador retriever.

Please respond in writing to my request for a reasonable accommodation within a week. I look forward to your response and appreciate your attention to this matter.

Sincerely, John Smith

[NOTE: You are not required to disclose the exact nature of your disability to the housing provider. However, you may share that information if you wish and if you believe it will assist them in providing you with reasonable accommodations.]

REASONABLE ACCOMMODATION REQUEST #2

Dear Mr. Jones:

I live at the Black Acre Apartments at 123 N. Main in unit #45. I (or a member of my household) have low vision and need written materials in large print form (at least 20 point type).

As an accommodation for my disability, I request that you provide me with a large print copy of the lease, tenancy rules, safety rules, tenant notices, and other printed materials given to tenants or posted on the grounds.

Please respond in writing to my request for a reasonable accommodation within a week. I look forward to your response and appreciate your attention to this matter.

Sincerely, Jane Smith

REASONABLE ACCOMMODATION REQUEST #3

Dear Mr. Jones:

I live at the Black Acre Apartments at 123 N. Main in unit #47. I (or a member of my household) have a mobility disability and use a New York State disabled parking permit. I have enclosed a photocopy of my state parking permit.

As an accommodation for my disability, I request that you provide me with a reserved accessible parking space nearest to the front door of my unit. I need a regular size parking space with no extra access aisle. I believe that the parking space at the end of the row nearest the mailboxes on the north side of Building 3 would be the best spot for me to access my apartment unit.

Please respond in writing to my request for a reasonable accommodation within a week. I look forward to your response and appreciate your attention to this matter.

Sincerely, Jane Doe

REASONABLE MODIFICATION REQUEST

April 17, 2019

William Jones, Building Manager 123 N. Main Street Rego Park, New York

Dear Mr. Jones:

I live at the Black Acre Apartments at 123 N. Main in unit #101. I (or a member of my household) use a wheelchair.

As an accommodation for my disability, I request your permission to install grab bars in the bathroom of my unit, near the toilet and inside the bath stall, at my expense. I intend to hire Acme Carpenters Company to do the installation, which will include wall reinforcement to current state building codes. Charles Smith at ACC is willing to discuss this project with you, show you the blueprints and discuss any concerns you may have. If you wish, I will have the grab bars removed when I vacate my unit.

Please respond in writing to my request for a reasonable modification within ten days. I look forward to your response and appreciate your attention to this matter.

Sincerely, Jane Doe

SAMPLE REASONABLE ACCOMMODATION LETTER FROM SERVICE PROVIDER (ON LETTERHEAD)

April 23, 2003

William Jones Building Manager 123 N. Main Street Rego Park, NY

Dear Mr.Jones:

(Name of tenant) is my client/patient, and has been under my care since (date). I am familiar with his/her history and disability-related functional limitations. S/he meets the definition of disability under the fair housing laws.

To enhance his/her ability to live independently and to full use and enjoyment of his/her dwelling, I am prescribing _____ that will assist (name of tenant) with the functional limitations relating to his/her disability.

-or-

To enhance his/her ability to live independently and to full use and enjoyment of his/her dwelling, I hereby verify that (name of tenant) requires the accommodation(s) listed here:

I am available to answer any questions you may have concerning my recommendation that (name of tenant) have this accommodation.

Sincerely,

Name of Professional

REASONABLE ACCOMMODATION AND REASONABLE MODIFICATION PROCEDURE

GUIDELINES FOR STAFF

POLICY

It is the policy of Park City 3&4 Apartments Inc. to provide reasonable accommodations and to permit tenants with disabilities to make reasonable modifications upon request, with provision of appropriate documentation of the need for the accommodation or modification.

CONSIDER ALL ACCOMMODATION/MODIFICATION REQUESTS

We will consider all requests, whenever applicants or residents make them.

- Management will consider requests for accommodation or modification made by a person with a disability or by a representative making the request on behalf of and with the approval of a person with a disability.
- While we accept verbal requests for an accommodation or modification, we encourage written requests. If the person with a disability does not, or cannot use our request form, management staff should document the request on a form, and give a copy to the person making the request. We will make sure that the form accurately reflects the person's intended request.
- We will consider a request even if it was not submitted on our form.

The accommodation or modification must be for a person with a disability.

- If management staff knows that someone who makes a request has a disability or if the disability is readily apparent, we will not request written verification of the disability. (see "Verification and Approval" section below)
- We do not need to know the diagnosis or details of someone's disability. We do not require authorization for release of medical records in order to verify a disability.

The need for accommodation or modification must be related to the person's disability.

- The resident's request should describe the accommodation or modification, and explain how it is related to the disability. [Example: a resident has a mobility limitation and cannot walk long distances, especially when carrying groceries.]

- The resident's requested accommodation or modification must be necessary to meet the disability-related needs of the individual. [Example: the resident with a mobility limitation needs a parking spot close to his apartment.]

The requested accommodation or modification must be reasonable. Before denying any disability accommodation request, obtain approval from management.

WHEN TO REQUEST VERIFICATION

The need to obtain verification documentation depends on how apparent the person's disability is, as well as the connection between the disability and the requested accommodation or modification. Sometimes, the person making a request can provide proof that a disability exists [Example: by providing proof of receipt of SSI or SSDI benefits.] Otherwise:

- If the disability is obvious and the requested accommodation is clearly related to the disability, no verification is necessary. Such requests should be promptly documented and approved. [Example: a low vision resident asks for the tenancy rules in large print.]
- If the disability is known, but the requested accommodation does not appear related to the disability, we will request only information necessary to evaluate the disability-related need for the accommodation. [Example: a resident known to have a heart condition requests to live with a service animal.]
- If neither the disability nor the relationship between the disability and accommodation is clear, we will ask for proof of both. [Example: Someone with no obvious disability asks for an accessible parking space – request that he document both that he has a disability and his disability-related need for the parking.]

We will accept verification from a doctor or other medical professional, a peer support group, a non-medical service agency, or a reliable third party who is in a position to know about the person's disability and need for the requested accommodation or modification. (Joint Statement of HUD and the DOJ on Reasonable Accommodations Under the Fair Housing Act)

SUPPLEMENTAL INFORMATION

When additional information is necessary, we will notify the person seeking the accommodation about what information is needed and offer a reasonable time to provide the information. If, after a reasonable period of time, the requester fails to provide the necessary information, we will base the decision about the request on the available information.

If we have insufficient information, we may deny the request and inform the requester of the opportunity to submit another request later with more information.

ALTERNATIVE ACCOMMODATIONS

If we determine that the accommodation initially requested is not feasible or if more than one reasonable accommodation would fulfill the needs of the person with a disability, we will engage in a dialogue with the requester to identify alternatives that may be less costly or administratively burdensome:

- We can require that the modification be done according to our design if it is a common area or an aspect of the interior of the unit that needs no restoration, so long as our proposed design imposes no additional costs and still meets the resident's needs.
- If we wish the resident to make a modification with more costly materials in order to satisfy our aesthetic or unique design standards, the resident must agree only if we pay those additional costs. Consult upper management before offering or agreeing to a more costly alternative.

If we determine that the initial accommodation proposed by the tenant is unreasonable and more than one alternative is available, we will offer the accommodation that is less burdensome or expensive and meets the resident's needs.

- We cannot increase the security deposit or require that the resident obtain additional insurance as a condition of providing an accommodation or allowing a modification.
- For modifications, we can require that whoever does the work is reasonably able to do so in a professional manner and that all necessary building permits are obtained.
- We cannot insist that a particular contractor perform modifications, but we can require that the contractor be licensed, bonded, insured, etc.
- In some situations, our on-site maintenance staff will perform the modifications.

INTERACTIVE PROCESS

When we receive a request, we will initiate an interactive, good faith dialogue with the resident who made the request to assess it and to reach a mutually acceptable solution. If we are uncertain about how to provide a requested accommodation, we will ask the resident to help identify community resources to assist in granting the accommodation. Remember, in most cases, the person with a disability knows best what accommodation or modification will meet his or her needs.

We will give the requester:

- A letter confirming that we received the request.
- If needed, a letter asking for additional information (such as verification that the person has a disability, that the accommodation is disability-related, or both), with a suggested timeline for providing the information.
- A letter notifying that we have approved the request, that it is under consideration, denied, or granted in a form different from that requested by the resident. We will

document the interactive process, noting those situations in which additional information is needed.

TIMELINESS

We will evaluate each request on a case by case basis, in a timely and professional manner.

We have an obligation to provide prompt responses to requests. If we delay responding to an accommodation request, after a reasonable amount of time the delay may be construed as a failure to provide the reasonable accommodation. A resident or applicant may then choose to seek legal assistance or to file a complaint with a fair housing agency.

CONFIDENTIALITY

Whether in casual conversation or during the interactive process, sometimes a person will reveal information about a disability, medical treatment, or details about tasks a service animal does. We must keep this information confidential and not share it, except:

- with management employees who need this information to make a decision to grant or deny a reasonable accommodation request, or
- when disclosure is required by law (for example, a court-issued subpoena).

It is not appropriate to discuss a resident's disability or accommodations with another resident. [Example: A resident in a "no pets" community who wants a dog asks why Mr. Smith has one. The manager should not disclose that Mr. Smith has a disability or that the dog is a service animal. Instead, the manager can say "Fair housing laws require us to make exceptions to the 'no pets' rule under certain circumstances" and offer to accept a request for an exception to the rule.]

SAMPLE LETTERS FOR MANAGEMENT

#1 - REASONABLE ACCOMMODATION RESPONSE – Request Granted

Dear (resident):

We have received your request for a reasonable accommodation, specifically, _____, together with your healthcare provider's letter documenting your disability and your need for the accommodation. We will provide the requested accommodation as follows: _____

Sincerely, Property Manager

#2 - REASONABLE ACCOMMODATION RESPONSE – Request Granted, Let's Talk

Dear (resident):

We have received your request for a reasonable accommodation, specifically, a reserved accessible parking space, together with your healthcare provider's letter. Your request is granted and we will begin the process of designating a parking space for your use immediately. Please contact me as soon as possible so that we may discuss which parking location will best meet your needs.

Sincerely, Property Manager

#3- REASONABLE ACCOMMODATION RESPONSE – Need Verification

Dear (resident):

We have received your request for a disability accommodation. You have requested _____. Before we can make a decision, we need more information. Please provide us with a letter from a health care provider, social service provider, or other qualified person confirming (that you are person with a disability) (that you need the accommodation because of your disability). Once we receive the above letter, we will give prompt consideration to your request.

Sincerely, Property Manager

#4 - REASONABLE ACCOMMODATION RESPONSE – Request Unclear, Let’s Talk

Dear (resident):

We have received your request for a disability accommodation. We are unclear about your specific needs and would like to meet with you to discuss your accommodation request. Please contact me as soon as possible so that we may talk about what will best meet your needs.

Sincerely, Property Manager

#5 - REASONABLE MODIFICATION RESPONSE – Request Granted

Dear (resident):

We have received your request for a reasonable modification, specifically, to be allowed to have John Doe of Acme Plumbing install grab bars in the bathtub and around the toilet in the bathroom of your rental. We have spoken to Mr. Doe, who has assured us that the project will be done in a professional manner and will meet building code.

Your request to make this modification is granted. Please let me know when the work begins and ends.

When you vacate your unit, we request that you remove the grab bars around the toilet, but you may leave the grab bars in the bathtub area.

Sincerely, Property Manager

#6 - REASONABLE MODIFICATION RESPONSE – Need Verification

Dear (resident):

We have received your request for a reasonable modification, specifically, to be allowed to _____ . Before we can make a decision, we need more information. Please provide us with a letter from a health care provider, social service provider, or other qualified person confirming (that you are person with a disability) (that you need the modification because of your disability). Once we receive the above letter, we will give prompt consideration to your request.

Sincerely, Property Manager

Dear (resident):

We received your request for a disability accommodation. You requested that we install an elevator in our building so that you can live on the fourth floor. We have considered your request and have decided to deny this request.

Management believes that installing an elevator would be too costly and would result in an undue financial burden for us as housing providers. Under fair housing laws, we are not required to grant such requests, which are considered unreasonable.

If you would like to explore other alternatives for reasonable accommodations, please contact us any time.

Sincerely, Property Manager

#8 - REASONABLE ACCOMMODATION RESPONSE – Request Denied (Fundamental Alteration)

Dear (resident):

We received your request for a reasonable accommodation. You requested that we provide housekeeping services inside your unit. We have considered your request and have decided to deny this request.

As you may be aware, the management of the Black Acre Apartments provides general maintenance and cleaning of the common areas of the complex, and appliance repairs for residents upon request. However, we do not provide housekeeping services for individual resident apartments.

Management believes that your request to provide personal housekeeping services would result in a fundamental alteration of our housing services. Under fair housing laws, we are not required to grant such requests, which are considered unreasonable.

If you have a need for reasonable accommodations, please contact us any time with a request.

Sincerely, Property Manager