

**Tenant Handbook
Rental Occupancy Policies
Related to Disability**

for

**[PROPERTY NAME – TO BE COMPLETED
BY OWNER]**

Prepared by the Accessible Housing Program of the Los Angeles
Housing and Community Investment Department

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Table of Contents

GENERAL PRINCIPLES.....	4
3.1 Commitment to Fair Housing	4
3.2 Responsible Individual.....	4
3.3 Non-Discrimination	5
3.4 Reasonable Accommodations and Modifications.....	5
3.5 Effective Communication	5
3.6 Affirmative Marketing.....	6
3.7 Accessible Units	6
3.8 Barriers to Access	6
3.9 No Retaliation.....	7
3.10 Use of Disability-Related Information.....	7
SPECIFIC ACTIVITIES.....	8
3.11 Waiting Lists	8
3.12 Filling Vacancies in Accessible Units.....	9
3.13 Requests for Transfers for Disability Related Reasons..	12
3.14 Reasonable Accommodations and Modifications.....	14
3.15 Assistance Animals (including Service Animals).....	26
3.16 Guidelines for All Assistance Animals, Including Service Dogs, Living in the Development	32
3.17 Policy on Effective Communications	34

3.18 [PROPERTY NAME – TO BE COMPLETED BY OWNER] Appeal and Grievance Procedures	37
3.19 City of Los Angeles Housing and Community Investment Department (HCIDLA) Grievance Procedures	40
3.20 Additional Options for Resolving Disputes	41
3.21. Department on Disability - Information and Referral Resources	411

APPENDICES

- Appendix 1 -** Definitions
- Appendix 2 -** Reasonable Accommodations and Modifications Are Available
- Appendix 3 -** Request Form for Reasonable Accommodations and Modifications (Optional)
- Appendix 4 -** Additional Information for a Request for a Reasonable Accommodation or Reasonable Modification
- Appendix 5 -** Approval or Denial of Reasonable Accommodation or Modification Request
- Appendix 6 -** Lease Addendum - Tenant's Agreement to Vacate Accessible Unit
- Appendix 7 -** Request for Priority for More Accessible Unit
- Appendix 8 -** Supplemental and Optional Contact Information for Applications
- Appendix 9 -** Property Management Contact Information
- Appendix 10 -** Housing Resources for Tenants with Disabilities

TENANT HANDBOOK OF RENTAL OCCUPANCY POLICIES REGARDING DISABILITY for

[PROPERTY NAME – TO BE COMPLETED BY OWNER]

GENERAL PRINCIPLES

This Tenant Handbook includes information about the rights of tenants and applicants with disabilities at [PROPERTY NAME – TO BE COMPLETED BY OWNER]. Additional information is in Appendix 9 Resource Guide for Owners, Tenants, and Applicants. Definitions of technical terms are in Appendix 1, Definitions.

3.1 Commitment to Fair Housing

[PROPERTY NAME – TO BE COMPLETED BY OWNER] is strongly committed to providing housing that is:

- a. nondiscriminatory;
- b. fully accessible to people with disabilities; and
- c. in full compliance with fair housing and disability rights laws.

3.2 Responsible Individual

[PROPERTY NAME – TO BE COMPLETED BY OWNER] has designated an individual to coordinate efforts related to disability. The name, title and contact information is listed in Appendix 10 – Property Management

Contact Information. It is also posted in the office and available upon request.

3.3 Non-Discrimination

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will not discriminate on any basis prohibited by law. This includes *race, color, religion, sex, gender, gender identity and expression, family status, national origin, marital status, ancestry, age, sexual orientation, disability, source of income, genetic information, arbitrary characteristics, or any other basis prohibited by law.* (Federal laws prohibit discrimination based on the categories written *in italics*; California laws prohibit discrimination based on all of these categories.)

3.4 Reasonable Accommodations and Modifications

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will provide reasonable accommodations in policies, practices and procedures and reasonable modifications to existing facilities to ensure that people with disabilities, and households that include people with disabilities, are not discriminated against or excluded from housing or housing-related services based on disability. Service dogs and other assistance animals will be permitted in accordance with applicable laws. These are discussed in greater detail later on in these Policies and in Appendix 2, Reasonable Accommodations and Physical Modifications are Available. See Section 3.14.

3.5 Effective Communication

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will provide effective communication when necessary so as to ensure that communication with applicants and residents with vision, hearing, speech, communication, or other disabilities is as effective as communication with people without disabilities. See Section 3.17.

3.6 Affirmative Marketing

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will conduct affirmative marketing to people with disabilities and take other steps to affirmatively further fair housing.

3.7 Accessible Units

[PROPERTY NAME – TO BE COMPLETED BY OWNER] includes [INSERT NUMBER OF MOBILITY UNITS] of designated Housing Units with Mobility Features and [INSERT NUMBER OF SENSORY UNITS] of designated Housing Units with specific Hearing/Vision features. Other units may also have certain accessible features.

3.8 Barriers to Access

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will not create new barriers to accessibility (such as placing obstacles in accessible paths of travel or in accessible public bathrooms) or allow barriers to accessibility to occur due to neglect (such as failing to repair elevators in a reasonable time). [PROPERTY NAME – TO BE COMPLETED BY OWNER] will promptly remove barriers to access.

3.9 No Retaliation

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will not retaliate against any tenant, applicant, or associated person for exercising rights under the law or this Policy, or for requesting that [PROPERTY NAME – TO BE COMPLETED BY OWNER] comply with these Policies or any anti-discrimination law.

3.10 Use of Disability-Related Information

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will only assess applicants for housing occupancy using non-discriminatory eligibility criteria. Disability may only be considered in reference to:

- a. Requests for Accessible Units;
- b. Requests for reasonable accommodations and modifications;
- c. Requests for auxiliary aids and services, and communications in alternative formats;
- d. Occupancy in properties where the eligibility for admissions is limited to people with disabilities; and
- e. Occupancy in properties that utilize a selection preference for People with Disabilities.

In general, when information about disability is necessary, [PROPERTY NAME – TO BE COMPLETED BY OWNER] will limit its inquiries to what is necessary to establish eligibility or a specific accommodation.

[PROPERTY NAME – TO BE COMPLETED BY OWNER] may not inquire about the nature or severity of the disability.

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will keep confidential all medical and other information about the individual's disability. If that information is retained by the Development, it is required to be kept in locked files that are separate from general applicant or tenant files.

SPECIFIC ACTIVITIES

3.11 Waiting Lists

[PROPERTY NAME – TO BE COMPLETED BY OWNER] maintains waiting lists for Conventional Units and for Accessible Units. Any tenant Household who desires the features of an Accessible Unit can request to be listed on both the Conventional and Accessible Units waiting lists. Households with People with Disabilities who need the features of the Accessible Units are given priority for those Units in accordance with their order on the Accessible Unit list. Applicants with disabilities who need the accessible features of the Accessible Units will be listed on both the Conventional and Accessible Units' Waiting Lists so that they can choose either an Accessible Unit or a Conventional Unit if one becomes available before the other. Should a tenant Household with an individual with a disability choose not to move into a Conventional Unit when one becomes available, that Household can retain its position on both waiting lists until the appropriate unit becomes available.

Admissions and transfers to the Accessible Units will be handled as set out in Section 3.12 and 3.13 below. [PROPERTY NAME – TO BE

COMPLETED BY OWNER] will verify eligibility for the Accessible Units at the time those Units become available for rent.

3.12 Filling Vacancies in Accessible Units

[PROPERTY NAME – TO BE COMPLETED BY OWNER] agrees to use suitable means to assure that information regarding the availability of Accessible Units reaches eligible People with Disabilities in the City of Los Angeles, and will take reasonable, nondiscriminatory steps to maximize the utilization of such units by eligible people whose disability requires the accessibility features of the particular unit. To this end, [PROPERTY NAME – TO BE COMPLETED BY OWNER] will take the following steps when an Accessible Unit becomes vacant:

- a. First, we will offer the unit to a current occupant of [PROPERTY NAME – TO BE COMPLETED BY OWNER] who has requested and needs the features of an Accessible Unit;
- b. Second, we will offer the unit to a current occupant of a Housing Development under common control who has requested and needs the features of an Accessible Unit;
- c. Third, we will offer the unit to an eligible, qualified applicant on the waiting list who needs the features of an Accessible Unit;
- d. Fourth, we will make reasonable efforts to advertise the unit to qualified people who need the accessible features, including listing it as available to people who need the accessible features at <http://www.Housing.LACity.org>, distributing the information about the accessible vacancy in accord with the Owner's Property

Management Plan, and distributing it to the most recent list from the Los Angeles Housing and Community Investment Department (HCIDLA) of organizations that serve people with disabilities.

- e. When improvements are completed to the Accessible Housing Website Registry on <http://www.Housing.LACity.org>, we will also advertise the units by sending an e-blast to parties on the Housing.LACity.org website Outreach List.
- f. Within each of the above categories, in the event that more than one household has requested an Accessible Unit, we will offer the Unit to households in their order on the Waiting Lists within each category.
- g. If, after using the process identified above, there are no households identified who need the features of that Accessible Unit, then we will offer the unit to the next household on the Conventional Unit waiting list. Should the tenant choose not to occupy the unit, they will remain in the same position on the Conventional Waiting list. If the tenant chooses to occupy the Unit, the tenant must sign a Lease Addendum in the form approved by HCIDLA (Appendix 6, Lease Addendum: Resident's Agreement to Vacate Accessible Unit). The Lease Addendum requires the household to move to the next available, comparable, Conventional unit, when given legal notice by [PROPERTY NAME – TO BE COMPLETED BY OWNER] that there is an eligible applicant or existing resident with a disability who requires the accessibility features of the unit. A unit is not comparable unless it has the same number of bedrooms and bathrooms.

When tenants are required to vacate an Accessible Unit because it is needed by an individual with a disability, Owners will pay the costs of their move to a comparable Conventional Unit, including new utility deposit(s), if required, and reasonable moving expenses.

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will not charge additional fees for a transfer or require an increased security deposit. However, if the Unit being vacated has been damaged, repairs will be paid from the existing security deposit; the difference between the balance remaining and the security deposit requirements of [PROPERTY NAME – TO BE COMPLETED BY OWNER] will be charged to the tenant.

A household with a disability-related need for some, but not all, of the features of an Accessible Unit will not be required to sign a lease addendum stating they will move in the event that there is another household with an individual who could utilize more of the features of that unit.

However, if a household occupying an Accessible Unit only needs certain accessibility features, that household may be offered a Conventional Unit with reasonable modifications provided by [PROPERTY NAME – TO BE COMPLETED BY OWNER]. If that household voluntarily agrees to move to a Conventional Unit with reasonable modifications, then [PROPERTY NAME – TO BE COMPLETED BY OWNER] must provide the same costs described above, as well as pay for reasonable accessibility modifications in the new Conventional Unit.

When there is not yet a Lease Addendum provision in the lease that meets the requirements of this Policy, Owners may offer Conventional Units as they become available, first to households occupying Accessible Units who do not need the accessible features of that unit, and then in order to others on [PROPERTY NAME – TO BE COMPLETED BY OWNER]’s waiting list.

3.13 Requests for Transfers for Disability Related Reasons

[PROPERTY NAME – TO BE COMPLETED BY OWNER] maintains a Transfer Waiting List for Accessible Units. Any tenant household with an individual with a disability may request such a transfer at any time by filling out a Transfer Request Form or Request for Preference. See Appendix 7, Request for Priority for More Accessible Unit.

Annually, [PROPERTY NAME – TO BE COMPLETED BY OWNER] will notify tenants of the right to request a transfer to a unit that has accessible features or to request reasonable modifications to their units to make them more accessible if someone in their household has or develops a disability and needs accessibility features that their unit does not have. If the tenant desires, the household will be put on the transfer waiting list for the next Accessible Unit.

When **transferring** a tenant to an Accessible Unit, we will offer to pay the costs of moving the tenant to the new unit. These costs include new utility deposit(s) required by the utility company; reasonable modifications; and reasonable moving expenses. These costs are eligible project expenses.

We will not charge additional fees for a transfer to an Accessible Unit or require an increased security deposit.

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will not charge the tenant an increased rent beyond the level of the tenant’s existing apartment, unless the tenant chooses a unit with an additional bedroom and/or there are no rental subsidies available for the new unit that would allow the household to remain at the same rent. If the new unit has a higher rent, we will notify the transferring tenant of the new rental amount at least 30 days in advance of the tenant signing the lease for the new unit. The tenant is free to choose not to move into that unit.

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will maintain a Transfer List of current tenants with disabilities who have requested a transfer to an Accessible Unit. The list will include tenants residing in Housing Developments under common control. Tenants living in [PROPERTY NAME – TO BE COMPLETED BY OWNER] have priority over other tenant households who live in developments under common control. In situations in which a person waiting for a transfer to an Accessible Unit rejects an offer for a unit that meets their needs, the applicant will remain in the same position on the Transfer List for the next Accessible Unit.

When a Conventional Unit is expected to become vacant, [PROPERTY NAME – TO BE COMPLETED BY OWNER] will offer that unit to the first household on the Conventional waiting list (based on any preferences applicable to the project), regardless of whether that applicant has

requested an Accessible Unit. If this applicant has indicated a disability-related need for an Accessible Unit, we will notify the applicant in writing that the unit is not accessible. If the applicant prefers to wait for an Accessible Unit, the household will remain at the top of the Conventional list and will be offered an Accessible Unit that matches all of his or her specified needs/eligibility in the order in which they are on the Accessible Waiting List.

An eligible family with a member who has a disability may choose to lease a Conventional Unit, if no Accessible Unit is available when the household reaches the top of either waiting list. If requested, [PROPERTY NAME – TO BE COMPLETED BY OWNER] will make physical alterations to the Conventional Unit as a reasonable modification, unless the alterations would result in an undue financial and administrative burden to [PROPERTY NAME – TO BE COMPLETED BY OWNER].

Because some Conventional Units may contain accessibility features or may be accessible for other reasons, [PROPERTY NAME – TO BE COMPLETED BY OWNER] will provide information about these units' features to people who have indicated a disability-related need so that they can choose whether they want to lease those units. For example, an individual may have difficulty climbing stairs; a ground floor Conventional Unit may meet his or her needs, even though the unit does not otherwise meet all the standards of a housing unit with mobility features.

3.14 Reasonable Accommodations and Modifications

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will make reasonable changes to policies, practices and procedures (reasonable accommodations) as well as reasonable structural modifications (reasonable modifications) to existing housing units and other facilities in [PROPERTY NAME – TO BE COMPLETED BY OWNER] to ensure that People with Disabilities, and households including People with Disabilities, have full and equal access to housing covered by this Policy.

a. What are Reasonable Accommodations?

Reasonable accommodations are changes, modifications, exceptions, alterations, or adaptations in rules, policies, practices, programs, or activities that may be necessary to:

- i. provide a person with a disability an equal opportunity to use and enjoy a dwelling, including public and common use areas of a development,
- ii. participate in, or benefit from, a program, service or activity; or
- iii. Avoid discrimination against a person with a disability.

Reasonable accommodations may include, but are not limited to:

- i. Allowing an assistance animal in a “no-pets” building;
- ii. Allowing payment of rent on a date other than the first of the month if necessary due to the date the tenant receives disability income;
- iii. Granting a reserved parking space closer to the person’s unit;

- iv. Providing additional accessible or assigned parking where required accessible parking is not sufficient to meet the needs of tenants and applicants;
- v. Accepting references from professional caregivers and others when landlord references are not available for a person moving from a nursing home or other places that serve people with disabilities;
- vi. Transferring a tenant in a non-elevator building who has problems walking up or down stairs to a ground floor unit with no or very few stairs; and
- vii. Requesting that [PROPERTY NAME – TO BE COMPLETED BY OWNER] notify another individual in addition to the tenant or applicant when any concerns arise. See Appendix 8, Supplemental and Optional Contact Information for Applicants and Tenants

b. When Can I Ask for a Reasonable Accommodation?

A person with a disability may request a reasonable accommodation at any time during the application process, tenancy period or eviction process.

c. What Are the Grounds for Reasonable Accommodation Requests To Be Granted or Denied?

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will provide reasonable accommodations when there is a relationship or nexus between the disability and the requested accommodation and the accommodation

will assist in affording equal opportunity to use and enjoy the housing or tenant services. [PROPERTY NAME – TO BE COMPLETED BY OWNER] will pay for any costs associated with providing a reasonable accommodation. We will not charge a tenant for providing a reasonable accommodation.

We will only deny requests if:

- i. there is no disability-related need for the accommodation;
- ii. the request will result in an undue administrative or financial burden on [PROPERTY NAME – TO BE COMPLETED BY OWNER] considering all resources available to the Owner; or
- iii. the request will fundamentally alter the nature of [Housing Development's] program.

The fact that the request may result in some expense to [PROPERTY NAME – TO BE COMPLETED BY OWNER] is not, in and of itself, an undue administrative or financial burden. A fundamental alteration to the nature of the program exists when a tenant requests something completely different from what [PROPERTY NAME – TO BE COMPLETED BY OWNER] usually offers, for example, if a tenant seeks to have the [PROPERTY NAME – TO BE COMPLETED BY OWNER] pay for supportive services that are not a feature of [Housing Development's] housing program.

d. What Are Reasonable Modifications?

A reasonable modification is a structural change made to existing premises, occupied or to be occupied by a person with a disability, in order to:

- i. provide a person with a disability an equal opportunity to use and enjoy a dwelling, including public and common use areas of a housing development;
- ii. allow the person to participate in, or benefit from, a program, service or activity; or
- iii. avoid discrimination against a person with a disability.

Reasonable modifications may include structural changes to interiors and exteriors of dwellings and to common and public use areas. Examples of reasonable modifications include adding a ramp to make a primary entrance accessible for persons using wheelchairs or altering a walkway to provide access to a public or common use area. [PROPERTY NAME – TO BE COMPLETED BY OWNER] will pay for reasonable modifications as long as it does not pose a fundamental alteration or undue financial and administrative burden.

Common reasonable modifications may include, but are not limited to:

- i. Wheelchair ramp;
- ii. Grab bars in the shower or bathroom;
- iii. Roll-in shower;
- iv. Visual alerting systems and flashing lights for persons who are deaf or hard of hearing;
- v. Adjusting counter heights for people who use wheelchairs; and

- vi. Braille buttons in the elevators.

Many of these items will already be provided in Accessible Housing Units, but [PROPERTY NAME – TO BE COMPLETED BY OWNER] will also provide them as reasonable modifications in Conventional Units unless they create an undue burden. **The existence of the requisite number of Accessible Housing Units does not eliminate the need to provide reasonable modifications in other units.**

- e. What Is the Interactive Process?

When [PROPERTY NAME – TO BE COMPLETED BY OWNER] believes there is an undue burden or a fundamental alteration, we will engage in a discussion with the individual with a disability to determine if there is an alternative accommodation or modification that will meet the person's needs. This is referred to as the interactive process, and is required before a denial can be made. This process often results in a mutually satisfactory accommodation or modification that is effective in meeting the person's disability-related need.

People with disabilities typically have the most accurate knowledge about the functional limitations posed by their disability. An individual is not obligated to accept an alternative accommodation or modification suggested by [PROPERTY NAME – TO BE COMPLETED BY OWNER] if s/he believes it will not meet the need and the preferred accommodation or modification is reasonable. [PROPERTY NAME – TO BE COMPLETED BY OWNER] will not force an individual with a disability to accept an accommodation or modification that he or she does not find acceptable.

Any determination that a requested accommodation or modification poses an undue financial or administrative burden or results in a fundamental alteration will be made on a case-by-case basis after the interactive process has been undertaken. Decisions about undue financial and administrative burdens will take into account such factors as the nature and cost of an accommodation, the financial resources of the Owner, the benefits that the accommodation or modification would provide to the requestor, and the availability of alternative, less expensive accommodations or modifications that would effectively meet the requestor's disability-related needs. Merely doing something in a different manner usually does not constitute an undue administrative burden. For example, a tenant with an intellectual disability may need a specific reminder from the property manager each month that the rent is due, and that does not constitute an undue administrative burden.

f. How Do I Make a Request for a Reasonable Accommodation or Modification?

You can ask for and fill out a form. Return the form to the Office. See Appendix 3, Reasonable Accommodation and Reasonable Modification Request Form.

Or, you, or someone acting on your behalf, can ask a staff person for an accommodation. An individual does not need to use the phrase "reasonable accommodation" or "reasonable modification" to initiate a request. Any oral or written statement made to [PROPERTY NAME – TO BE COMPLETED BY OWNER] indicating that the person is seeking a

change in a policy or practice, or an alteration to a unit or physical feature of a development due to a disability, will be treated as a request for a reasonable accommodation or modification, and [PROPERTY NAME – TO BE COMPLETED BY OWNER] will provide the individual with a Reasonable Accommodation/Modification Request Form to complete.

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will make request forms available in alternate formats upon request (refer to Sections 3.5 and 3.17 on Effective Communication);

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will provide help to you in completing the form, if you ask for it or someone asks for it on your behalf.

g. What Happens When I Ask for an Accommodation or Modification?

- i. The person from [PROPERTY NAME – TO BE COMPLETED BY OWNER] will mark the written request with the date of submission, enter into a log, and give a copy of the request to the person making the request; and
- ii. [PROPERTY NAME – TO BE COMPLETED BY OWNER] will promptly process requests for reasonable accommodations and modifications.

h. Will I Automatically Get My Accommodation or Modification?

When a disability, or the need for a specific accommodation, is not obvious, [PROPERTY NAME – TO BE COMPLETED BY OWNER] may request

verification of the existence of the disability; that the accommodation or modification requested is necessary due to disability (that there is a connection between the functional limitations of the disability and the requested accommodation/ modification) and that the accommodation is necessary for the household to have equal use and enjoyment of a dwelling. See Appendix 4, Additional Information Form. Any reliable third party with relevant information may provide the verification. It need not be a doctor, medical provider or professional. [PROPERTY NAME – TO BE COMPLETED BY OWNER] will not inquire into the specifics of the disability (such as the diagnosis) or the severity of the disability beyond these inquiries, and will not request medical records.

- i. [PROPERTY NAME – TO BE COMPLETED BY OWNER] will keep any personal, disability related or medical information gathered during the reasonable accommodation or modification process confidential. This information will be maintained in files separate from the person’s tenant file. [PROPERTY NAME – TO BE COMPLETED BY OWNER] will share information about the requested accommodation only with staff members who specifically need to know for purposes of managing the [PROPERTY NAME – TO BE COMPLETED BY OWNER] , or as required by these policies, or as legally required;
- ii. [PROPERTY NAME – TO BE COMPLETED BY OWNER] will ask in writing if it needs any additional information to process the request (unless otherwise requested.) See Appendix 4, Additional Information Form;

- iii. [PROPERTY NAME – TO BE COMPLETED BY OWNER] will document all attempts to verify the existence of disability and the need for requested accommodation, and update the tenant of progress in a timely manner.

- i. Processing Requests for Accommodations/Modifications

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will look at the following things when deciding whether to grant your request:

- i. Does the person making the request, or his/her household member, have a disability?
- ii. Is there a clear nexus, or relationship, between the functional limitations of the disability and the accommodation or modification requested?

If the answer to the above questions is yes, [PROPERTY NAME – TO BE COMPLETED BY OWNER] will grant the request, except as set out in the next section.

- j. When Can [PROPERTY NAME – TO BE COMPLETED BY OWNER] Deny a Request for Accommodations or Modifications?

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will only deny a request if:

- i. There is no disability;
- ii. There is no nexus (relationship) between the disability and the request. For example, if a person who uses a wheelchair but

who does not have a vision disability requested materials in Braille, the individual might not be able to show a nexus (relationship) between his or her mobility disability and the request for Braille materials;

- iii. After engaging in an interactive process to determine whether alternative accommodations or modifications would serve the needs of the person with a disability, [PROPERTY NAME – TO BE COMPLETED BY OWNER] determines that granting the request would pose an undue burden on [PROPERTY NAME – TO BE COMPLETED BY OWNER] ; or
- iv. After engaging in an interactive process to determine whether alternative accommodations or modifications would serve the needs of the person with a disability, [PROPERTY NAME – TO BE COMPLETED BY OWNER] determines that granting the request would fundamentally alter the nature of the [Housing Development’s] program.

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will evaluate these considerations on a case-by-case basis. The question [PROPERTY NAME – TO BE COMPLETED BY OWNER] will ask is: “Could we offer this particular accommodation right now given our current obligations and resources?” A reasonable accommodation/modification is made based on a specific request; therefore, [PROPERTY NAME – TO BE COMPLETED BY OWNER] will not consider whether they could offer this accommodation to everyone who might possibly ask for it.

k. Decisions to Approve or Deny Requests

[Housing Development will make a decision to approve or deny a specific request in writing as soon as possible, but no later than 30 days after all information pertinent to the need for the accommodation or modification has been received. See Appendix 5, Approval or Denial of Reasonable Accommodation or Reasonable Modification Request.

Once a reasonable accommodation or modification agreement is reached that is agreeable to both parties, [PROPERTY NAME – TO BE COMPLETED BY OWNER] will note the agreement in the tenant's records. An accommodation should be put into effect as soon as practicable. A modification must be undertaken and completed in a timely manner.

Notice of approval for a modification must state clearly when the work for the modification is expected to commence, as well as the time frame for completion.

If [PROPERTY NAME – TO BE COMPLETED BY OWNER] makes a decision to deny a request for a reasonable accommodation or modification, it will put the decision in writing, and will clearly state the reason for the decision. A decision to deny a request for reasonable accommodation or modification will be made in writing by senior property management staff who will document the reasons for approval of the decision to deny the request. The notice of denial will provide information about how to initiate an appeal/grievance. See Appendix 5, Approval or Denial of Reasonable Accommodation or Reasonable Modification Request.

If a reasonable modification request is granted, and the subsequent construction would be such that the tenant requires relocation for a limited period of time, [PROPERTY NAME – TO BE COMPLETED BY OWNER] will provide temporary relocation. This is an eligible project expense.

3.15 Assistance Animals (including Service Animals)

a. The Laws that Apply

A variety of state and federal laws provide tenants, prospective tenants with disabilities, and tenant's guests the right to have an **assistance animal**, pursuant to the reasonable accommodations policies and procedures set forth above. State and federal laws also give people with disabilities who visit or live in a housing development the right to be accompanied by a **service animal**, which is a specific kind of assistance animal. These rights are discussed separately, below.

b. What are Assistance Animals?

An assistance animal is not a pet. It is an animal that works, provides assistance, or performs tasks for the benefit of a person with a disability, or provides emotional support that alleviates one or more identified symptoms or effects of a person's disability. Examples of functions that assistance animals may perform include guiding people who are blind or have low vision, alerting people who are deaf or hard of hearing to sounds, providing personal protection from environmental hazards or rescue assistance, pulling a wheelchair, fetching items, alerting persons to impending seizures, or providing emotional support to persons with disabilities.

Assistance animals that provide emotional support and are not specifically trained to do a task are often referred to as “emotional support animals.” They may include dogs or other animals.

c. What are Service Animals?

A service animal is a specific type of Assistance Animal. Generally, it is a *dog* that has been trained to do work or perform a specific task for a person with a physical, sensory, psychiatric, intellectual or other disability. Service dogs are trained to take specific action when needed to assist the person with a disability. Service dogs provide a wide variety of assistance. They may guide people who are deaf or blind, may fetch items for an individual in a wheelchair, may alert a person with diabetes when blood sugar is low, may alert a person with depression to take medication, may take specific actions to help someone with an impending anxiety attack or with Post-Traumatic Stress Disorder, or may detect the onset of a seizure in a person with epilepsy and help keep the individual safe during the seizure. We will refer to service animals in these Policies as “service dogs” for clarity. (In addition to dogs, service animal may also include a miniature horse meeting certain criteria, under a special provision of the law.)

People may have more than one service dog or assistance animal. For example, a person with a seizure disorder and a visual disability may use one service dog to assist them in navigation and another that is trained as a seizure alert dog.

There is no legal requirement for service dogs to be visibly identified or to have documentation. Service dogs are not required to wear a vest, ID tag,

or special harness. There is no requirement that a service dog have completed a formal training program. A service dog may have been trained by its owner. A service dog may still be in training.

d. When are Service Dogs Allowed?

[PROPERTY NAME – TO BE COMPLETED BY OWNER] permits service dogs in all areas. Tenants and their guests are allowed to have service dogs in their apartments, and in all public areas of the [PROPERTY NAME – TO BE COMPLETED BY OWNER], even in buildings with “no pets” policies.

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will not demand verification of disability or need for the service dog, and will not inquire as to the nature or extent of the individual’s disability. [PROPERTY NAME – TO BE COMPLETED BY OWNER] will only ask two questions to determine whether a dog is a service animal:

- i. Is this a service dog that is required because of a disability?
- ii. What work or tasks has the service dog been trained to perform?

No other inquiry into the disability will be conducted and the service dog will be permitted even without documentation of the disability/need for the animal from a third party.

If the animal is not a dog, or if it does not perform a specific task, then the animal may still be an assistance animal, and permitted as a reasonable accommodation with proper verification (see below).

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will not ask for any documentation about the dog or require that the dog demonstrate its task.

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will not deny access to a service dog unless:

- i. the dog is out of control and its handler does not take effective steps to control it;
- ii. the dog is not housebroken (i.e. trained so that, absent illness or accident, the dog controls its waste elimination); or
- iii. the animal poses a direct threat to the health or safety of others that cannot be eliminated or reduced to an acceptable level by a reasonable accommodation to other policies, practices and procedures. A determination that a service animal poses a direct threat must be based on an objective, individualized assessment of the specific service animal's actual conduct — not on fears, stereotypes, or generalizations about that type of animal.

If the animal is not admitted due to one of these circumstances, the individual with a disability can still be admitted to the Development without the animal.

e. When Are Assistance Animals Other than Service Dogs Allowed?

While service dogs are allowed by right, emotional support animals that do not perform specific tasks but provide support by their mere presence may be allowed as a Reasonable Accommodation. It is important to distinguish

between psychiatric service dogs who perform a specific task, and support animals.

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will evaluate a request from a person with a disability for a reasonable accommodation to keep or be accompanied by an assistance animal (other than a service dog described above) using the same procedures and general principles that apply to all reasonable accommodation requests (see Sections 2.11, 3.4 and 3.14). After receiving the request, [PROPERTY NAME – TO BE COMPLETED BY OWNER] will consider:

- i. Does the person seeking to have the animal have a disability?
- ii. Does the person making the request have a disability-related need for an assistance animal? In other words, does the animal work, provide assistance, perform tasks or services for the benefit of the individual, or provide emotional support that alleviates one or more of the identified symptoms or effects of their disability?

If the answers to questions (1) and (2) are "yes," [PROPERTY NAME – TO BE COMPLETED BY OWNER] will modify or provide an exception to a "no pets" rule or policy to permit a person with a disability to have an assistance animal(s), in all areas of the premises unless doing so would:

- i. impose an undue financial and administrative burden;
- ii. would fundamentally alter the nature of the housing development's services;

- iii. the specific assistance animal in question poses a direct threat to the health or safety of others that cannot be reduced or eliminated by another reasonable accommodation; or
- iv. the specific assistance animal in question would cause substantial physical damage to the property of others that cannot be reduced or eliminated by another reasonable accommodation.

In making a determination regarding a reasonable accommodation request for an assistance animal, [PROPERTY NAME – TO BE COMPLETED BY OWNER] will comply with all requirements regarding reasonable accommodations in Sections 3.4 and 3.14.

f. Putting It Together

When a tenant, applicant or visitor seeks to access a [PROPERTY NAME – TO BE COMPLETED BY OWNER] with an assistance animal, [PROPERTY NAME – TO BE COMPLETED BY OWNER] will first:

- i. ask whether the animal is a service dog (or miniature horse) required because of a disability and if so,
- ii. Ask what work or tasks the dog has been trained to perform.

If the answer to question 1 is yes, and the dog has been trained to perform work or a task, the animal must be permitted to accompany the person to all areas where persons are normally permitted to go, unless (1) the animal is out of control and its handler does not take effective action to control it; (2) the animal is not housebroken; or (3) the animal poses a direct threat to the health or safety of others that cannot be eliminated or reduced to an

acceptable level by a reasonable modification to other policies, practices, or procedures.

If the dog does not meet the service dog test, or if the animal is not a dog, then [PROPERTY NAME – TO BE COMPLETED BY OWNER] will evaluate the request for an assistance animal according to its usual reasonable accommodation policies and Section 3.14 above.

3.16 Guidelines for All Assistance Animals, Including Service Dogs, Living in the Development

For *all* assistance animals, including service dogs, [PROPERTY NAME – TO BE COMPLETED BY OWNER] will apply the following guidelines:

- a. [PROPERTY NAME – TO BE COMPLETED BY OWNER] will not charge additional fees or deposits to an individual with a disability for using an assistance animal. Tenants can be held liable for any damage or injury the animal actually causes.
- b. [PROPERTY NAME – TO BE COMPLETED BY OWNER] will not exclude specific breeds of animal or species, nor set limits on size or weight. However, an animal may be excluded if the specific animal in question poses a direct threat to the health or safety of others, or would cause substantial damage to the property of others, and if the situation cannot be reduced or eliminated by reasonable accommodation.
- c. A determination that an assistance animal poses a direct threat will be based on an individualized assessment of the specific animal's actual conduct – not on fears, stereotypes or generalizations.

- d. [PROPERTY NAME – TO BE COMPLETED BY OWNER] will allow the assistance animal to accompany the individual with a disability to all areas of the facility where members of the public are allowed to go, including laundry rooms, recreational areas, offices and dining areas. Animals, including dogs, may normally be excluded from pools if required by public health rules, but must be allowed on the pool decks and surrounding areas. There may be specific instances where a reasonable accommodation allowing a dog in the pool will need to be considered.
- e. The individual with the assistance animal is held responsible for the proper disposal of animal waste. Our policies may require that all waste and cat litter be disposed of in a proper manner. [PROPERTY NAME – TO BE COMPLETED BY OWNER] will allow residents who are unable to comply with these requirements personally to make arrangements for help, such as through family, friends or assistants.
- f. The individual with the disability has the responsibility to care for and supervise the assistance animal, including toileting, feeding, grooming, and veterinary care.
- g. The individual with the disability must retain full control of the animal at all times. This means that when an assistance animal is in common areas, it is either under control on a leash, in a carrier, or otherwise under the control of its owner or handler. Some service animal tasks cannot be completed while on a leash, such as picking up an item at a distance so the animal must be under voice control. When in the presence of others, the animal is expected to be well-behaved.

h. In the event that an owner or handler fails or is unable to exercise proper control of an assistance animal in a common area, [PROPERTY NAME – TO BE COMPLETED BY OWNER] may ask the person to remove the animal from the immediate area. Continual barking in a quiet place may not be appropriate unless it is the task the dog is trained to perform. If a dog barks just once or barks because someone has provoked it that does not mean the dog is out of control.

3.17 Policy on Effective Communication

a. Overview

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will ensure that communications with applicants and tenants with disabilities are as effective as its communications with people without disabilities. To meet this obligation, [PROPERTY NAME – TO BE COMPLETED BY OWNER] will provide appropriate auxiliary aids and services to ensure that People with Disabilities have an equal opportunity to participate in, and benefit from, their Housing Development and services provided.

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will provide, **at its expense**, auxiliary aids and services for effective communication with its residents, applicants, and employees. People will not be asked or required to provide and/or pay for their own interpreters. A person with a disability may request a specific type of auxiliary aid or service as his or her preferred method of communication.

b. Provision of Auxiliary Aids and Services

Auxiliary aids and services may include, but are not limited to:

- i. Qualified sign language interpreters on-site or through video remote interpreting (VRI) services; note takers; real-time computer-aided transcription services (CART); written materials; exchange of written notes; assistive listening device systems; or other effective methods of making aurally delivered information available to people who are deaf or hard of hearing;
- ii. Qualified readers; taped texts; audio recordings; Brailled materials and displays; screen reader software, magnification software, optical readers on computers available for viewing by applicants or residents; large print materials; accessible electronic and information technology formats for documents supplied by e-mail or on a disc; transcribing non-readable PDF and other digital formats into formats that can be read by screen-readers; or other effective methods of making visually delivered materials available to people who are blind or have low vision;
- iii. Speech -to-Speech relay phone service, or Visually Assisted Speech-to-Speech relay phone service through Skype, for people with speech disabilities;
- iv. Providing oral explanations and assistance in completing forms for people with cognitive or other disabilities.

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will provide, upon request from people who are blind, have low vision, or have cognitive

disabilities, forms, notices, and other information in alternative formats, including in response to requests to automatically receive in a requested alternate format all print materials distributed, posted, or made available to applicants and residents.

In determining which auxiliary aids and services to provide, [PROPERTY NAME – TO BE COMPLETED BY OWNER] will give primary consideration to the requests of the individual with a disability unless doing so would result in an undue financial and administrative burden. The preferred choice must be honored unless it can be shown that:

- i. another equally effective means of communication is available;
- ii. the use
- iii. the use of the means chosen would result in a fundamental alteration in the service, program or activity; or
- iv. The use of the means chosen would result in an undue financial burden to the [PROPERTY NAME – TO BE COMPLETED BY OWNER].

Auxiliary aids and services will be provided in such a way as to protect the privacy and independence of the individual with a disability.

Adult family and friends will not be required or used to interpret, except in an emergency or at the choice of the individual in short, informal interactions that do not involve matters related to admission or occupancy. Children will not be used except in an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no interpreter available.

When possible and practical, auxiliary aids and services will be provided immediately on an as needed basis, and “walk-in” requests for aids and services will be honored to the extent possible. However, there may be instances in which it is not possible to provide requested aids and services immediately, such as arranging for Braille materials or American Sign Language Interpreters. People needing these services should, where possible, make the request for auxiliary aids or services in advance of when needed.

Owners must provide every tenant an opportunity to identify a third person to assist with communications and support and must use HUD Form HUD-92006 (5/09) or an equivalent form to identify such people. See Appendix 8, Supplemental and Optional Contact Information for Applicants and Tenants.

3.18 [PROPERTY NAME – TO BE COMPLETED BY OWNER] Appeal and Grievance Procedures

[PROPERTY NAME – TO BE COMPLETED BY OWNER] will use the following grievance procedures:

- a. [PROPERTY NAME – TO BE COMPLETED BY OWNER] will provide timely written notice to an applicant or tenant of any denial of, partial denial of, or delay in responding to any disability related request, including but not limited to, requests for auxiliary aids and services, reasonable accommodations, reasonable modifications, transfers to Accessible Units, or placement on waiting lists for Accessible Units. [PROPERTY NAME – TO BE COMPLETED BY

OWNER] will also notify an applicant or tenant if she or he is removed from a transfer or waiting list, or of other adverse determination concerning any disability related request or eligibility for a disability preference.

- b. The notice will be in the form included in Appendix 5, Approval or Denial of Reasonable Accommodation or Reasonable Modification Request, and will include:
 - I. The name, title, and contact information of an individual who they can contact in regard to the action and the grievance procedure;
 - II. A description of the action;
 - III. The reasons for the action with enough specificity to allow the individual to prepare an informed rebuttal;
 - IV. Information about how the tenant or applicant can view and copy his or her file and any records related to the adverse action;
 - V. The availability of a meeting with a manager or other supervisory individual not involved in the decision on the action;
 - VI. The time deadlines and process for requesting the meeting in (iv);
 - VII. The availability of reasonable accommodations and effective communication assistance as needed in exercising the rights in the notice; and
 - VIII. The location and contact information of the local legal services agency, a local fair housing organization, and an independent living center.

- IX. The availability of a grievance procedure through the City of Los Angeles.
- c. [PROPERTY NAME – TO BE COMPLETED BY OWNER] will provide the notice sufficiently in advance of any applicable deadline or adverse action.
- d. [Housing Development's] grievance procedures include:
- I. The availability of a meeting to contest the action. The meeting will be with a manager or other supervisory individual not involved in the decision on the action;
 - II. The availability of reasonable accommodations and effective communication assistance as needed to participate in the meeting;
 - III. The right to view and copy the file and any records related to the adverse action;
 - IV. The right to present evidence and witnesses at the meeting;
 - V. The right to be represented or accompanied by a person of his or her choice at the meeting; and
 - VI. The right to receive a written decision within five (5) business days of the outcome of the meeting that states the reason for the decision and the evidence relied on in making the decision.
- e. These procedures supplement and do not replace any notice and grievance procedures required by HUD, any funding sources, or other applicable law.

- f. The right to notice and the grievance process are in addition to [Housing Development's] obligation to engage in the interactive process with an individual who has requested a reasonable accommodation or modification.

3.19 City of Los Angeles Housing and Community Investment Department (HCIDLA) Grievance Procedures

HCIDLA will accept grievances about discrimination based on disability in housing and housing programs covered by this Policy. You may submit a grievance to HCIDLA if you are not satisfied with the outcome of [PROPERTY NAME – TO BE COMPLETED BY OWNER]'s grievance procedure, or you may submit a grievance to HCIDLA along with your grievance to [PROPERTY NAME – TO BE COMPLETED BY OWNER].

HCIDLA grievances may be filed using any of the following methods:

- a. Online through a fillable form at the HCIDLA
Website: www.hcidla.lacity.org/, under the “Accessible Housing” tab, “How to File a Grievance”.
- b. Email to the HCILDA Accessible Housing Program
(AcHP: hcidla.achp@lacity.org)
- c. U.S. Mail to: Accessible Housing Program, HCIDLA, Attention: Coordinator, Policies and Special Programs, 221 N. Figueroa Street, 14th Floor, Los Angeles, CA 90012

- d. Telephone to the HCIDLA AcHP at 213-808-8550. Staff will return your message and provide assistance or complete the form on your behalf.

More information about the HCIDLA grievance process is available by contacting HCIDLA by any of the methods listed above.

If you are not satisfied with the outcome of the HCIDLA grievance procedure, you may file an appeal with the Department on Disability ADA Compliance Officer ((213) 202-2752 Voice; (213) 202- 3452 TTY; (323) 800-2752

Videophone; <http://disability.lacity.org/procedures-forms/ada-ii-grievance>)

3.20 Additional Options for Resolving Disputes

- a. The grievance procedures in Sections 3.18 and 3.19 are in addition to any other administrative or judicial relief that may be available. Applicants and tenants are not required to exhaust these grievance procedures before seeking other administrative or judicial relief that may be available.

3.21. Department on Disability - Information and Referral Resources

- a. Additional information about the rights of people with disabilities, and about securing the provision of auxiliary aids from service providers may be requested by calling the City of Los Angeles'

Department on Disability at (213) 202-2764 Voice or (213) 202-3452 TTY.

APPENDIX 1

Definitions

a. Accessible

When used with respect to a Housing Unit or a Housing Development, means full compliance with the new construction requirements of the Uniform Federal Accessibility Standards (UFAS) as required by 24 C.F.R. §§ 8.22 and 8.57, and/or the Americans with Disabilities Act standards set out in 28 C.F.R. Part 3 when used in conjunction with the Alternative Accessibility Standard for new construction set out in HUD's notice at 79 Fed. Reg. 29,671 (May 23, 2014), as more fully set out in the Settlement Agreement.

b. Accessible Housing Development

Means a Housing Development that is Accessible, including Accessible public and common use areas as well as having the number of Accessible Units required by the City for the Development.

c. Accessible Housing Units or Accessible Housing Unit

Means Housing Units that are on an Accessible Route, are Accessible, and are located in an Accessible Housing Development. The term Accessible Units refers collectively to Housing Units with Mobility Features and Housing Units with Hearing/Vision Features.

d. Accessible Route

Means a continuous, unobstructed UFAS-compliant path as prescribed in 24 C.F.R. §§ 8.3 and 8.32 and UFAS § 4.3.

e. Americans with Disabilities Act (ADA) of 1990

(42 U.S.C. § 12101) prohibits discrimination based on disability.

f. Assistance Animals

Means and refers to animals that work, provide assistance, or perform tasks for the benefit of a person with a disability as well as animals that provide emotional support that alleviates one or more identified symptoms or effects of a person's disability. A service animal is one type of Assistance Animal. Assistance Animals include animals that are trained and untrained.

g. Auxiliary Aids

Refers to aids, services, or devices that enable persons with vision, hearing, manual, or speech impairments to have an equal opportunity to participate in, or enjoy the benefits of, programs, services, or activities, including housing. Auxiliary aids include but are not limited to the aids, services, and devices set out in the definition of auxiliary aids in 24 C.F.R. § 8.3 and the definition of auxiliary aids and services in 28 C.F.R. § 35.104.

h. CRA/LA

Refers to The Community Redevelopment Agency of the City of Los Angeles and its successor agency, CRA/LA, A Designated Local Authority.

i. Conventional Unit (also referred to as a Standard Unit)

Means a unit that does not contain all the accessibility features of Accessible Housing Units with Mobility or Hearing/Vision features.

j. Covered Housing Development

Is the whole of one or more residential structures and any structures, equipment, roads, walks, and parking lots that are part of the Development.

A Covered Housing Development is one that:

- i. Received or will receive any Federal financial assistance from or through the City or the Community Redevelopment Agency/Los Angeles (CRA/LA), and/or
- ii. Was or is financially assisted, designed, constructed, altered, operated, administered, or financed in connection with a program administered by the City (directly or in its role as the “Housing Successor Agency” pursuant to the Community Redevelopment Agency dissolution legislation) or by its Subrecipients, including the CRA/LA.
- iii. Effective Dates of Covered Housing Developments:

Multifamily rental housing developments developed with the City’s federal funds and/or supported by the City, and put to bid after July 11, 1988; or

Multifamily rental housing developments developed with CRA/LA or Mortgage Bond funds where construction commenced after January 26, 1992.

k. DOD

Refers to the City of Los Angeles Department on Disability, or any successor department.

I. Gender expression

Means a person's gender-related appearance or behavior, or the perception of such appearance or behavior, whether or not stereotypically associated with the person's sex assigned at birth, as set out in Cal. Gov't Code § 12926(r)(2) and 2 C.C.R. § 11030(b).

m. Gender identity

Means each person's internal understanding of their gender, or the perception of a person's gender identity, which may include male, female, a combination of male and female, neither male nor female, a gender different from the person's sex assigned at birth, or transgender, as set out in 2 C.C.R. § 11030(c)

n. Genetic information

Includes:

- i. Genetic Information: With respect to any individual, information derived from or about any of the following, as set out in Cal. Gov't Code § 12926(g) and 2 C.C.R. § 11065(h):
 - a) The individual's genetic tests;
 - b) The genetic tests of family members of the individual;
 - c) Receipt of genetic services;
 - d) Participation in genetic services clinical research, or
 - e) The manifestation of a disease or disorder in family members of the individual.

ii. Genetic Characteristic, as set out in Cal. Gov't Code § 12926(i)(2) and 2 C.C.R. § 11065(d)(7)(2), including:

a) Any scientifically or medically identifiable gene or chromosome, or combination or alteration of a gene or chromosome, or any inherited characteristic that may derive from a person or the person's family member; and

That is known to be a cause of a disease or disorder in a person or the person's offspring, or that is associated with a statistically increased risk of development of a disease or disorder, though presently not associated with any disease or disorder symptoms.

o. HCIDLA

Refers to the City of Los Angeles Housing and Community Investment Department or any successor department. HCIDLA was formerly called the Los Angeles Housing Department or LAHD.

p. Housing Unit with Hearing/Vision Features

Means a Housing Unit that is located on an Accessible Route and complies with 24 C.F.R. § 8.22 and all applicable provisions of UFAS or the comparable provisions of the Alternative Accessibility Standard including but not limited to sections 809.2 through 809.4 of the 2010 Standards for Accessible Design. Hearing/Vision Features include but are not limited to visual alarms (UFAS §§ 4.34.10, 4.28.3), auxiliary alarms (UFAS §§ 4.34.10, 4.28.4), protections against protruding objects (UFAS § 4.4), stairway requirements (UFAS §§ 4.9, 4.26.4), protections against exposed

pipes and surfaces (UFAS §§ 4.19.4, 4.24.6, 4.34.6.5(8)), audible alarms (UFAS § 4.28.2), signage (UFAS § 4.30), consumer information (UFAS § 4.34.4), and range, cooktop, and oven controls (UFAS §§ 4.34.6.6, 4.34.6.7).

q. Housing Unit with Mobility Features

Is a Housing Unit that is located on an Accessible Route and complies with the requirements of 24 C.F.R. § 8.22 and all applicable provisions of UFAS or the comparable provisions of the Alternative Accessibility Standard including but not limited to §§ 809.2 through 809.4 of the 2010 Standards for Accessible Design. A Housing Unit with Mobility Features can be approached, entered and used by persons with mobility disabilities, including people who use wheelchairs.

r. “Must” or “will”

Means a mandatory obligation.

s. Owner

Means an owner of a Housing Development covered by this Policy. “Owner” includes agents of Owners, including property managers, property management companies, employees of owners and management companies, and successive owners of developed property for as long as the developed property continues to be subject to mandates of the original Owner’s contract with the City.

t. Person with a Disability or People with Disabilities

Refers to a person who has a physical or mental impairment that limits one

or more major life activities such as caring for oneself, manual tasks, walking, seeing, hearing, speaking, breathing or learning; has a record of such impairment; or is regarded as having such an impairment, and includes all people covered by either federal or state law. See 24 C.F.R. § 8.3, as modified by the ADA Amendments Act of 2008, Pub. L. 110-325, § 7(2), 122 Stat. 3558 (September 25, 2008), amending 29 U.S.C. § 705(20); California Disabled Persons Act, Civil Code Section 54 et seq.; California Fair Employment and Housing Act (FEHA), and Gov. Code §§ 12900 et seq., including Sections 12926(j) and (m).

u. Reasonable Accommodations

Are changes, modifications, exceptions, alterations, or adaptations in rules, policies, practices, programs, activities that may be necessary to (1) provide a person with a disability an equal opportunity to use and enjoy a dwelling, including public and common use areas of a development, (2) participate in, or benefit from, a program (housing or non-housing), service or activity; or (3) avoid discrimination against a person with a disability. See the Joint Statement of the Department of Housing and Urban Development and the Department of Justice regarding Reasonable Accommodations under the Fair Housing Act, May 17, 2004.

v. Reasonable Modifications

Are physical or structural changes to the unit, building, or premises that are needed for a person with a disability to have equal opportunity to use and enjoy a dwelling.

w. Reasonable Moving Expenses

Include the actual costs of relocating a tenant household from one unit to another. Those costs include, but are not limited to:

- i. Transportation of tenant personal property;
- ii. Packing and unpacking;
- iii. Insurance of personal property while in transit;
- iv. Compensation for any damage occurring during moving;
- v. Storage of personal property;
- vi. Disconnection and re-connection of utility, cable, and internet services and related deposits; and
- vii. Any other additional costs attributable to a tenant's special needs, including needs resulting from disability or age.
- viii. Reasonable increased housing costs for temporary relocation, during the time of dislocation, pursuant to the Federal Uniform Relocation Act.

Additional guidance on reasonable moving expenses will be provided by the HCIDLA, in conformity with the federal Uniform Relocation Act.

x. Sex

Has the same definition as provided in Government Code section 12926(r), which includes, but is not limited to, pregnancy; childbirth; medical conditions related to pregnancy, childbirth, or breastfeeding; gender; gender identity; and gender expression, or perception by a third party of

any of the aforementioned, as set out in 2 C.C.R. § 11030(d).

y. Sexual Orientation

Includes heterosexuality, homosexuality, and bisexuality, as set out in Cal. Gov't Code § 12926(s).

z. Transgender

Is a general term, as set out in 2 C.C.R. § 11030(f) that refers to a person whose gender identity differs from the person's sex assigned at birth. A transgender person may or may not have a gender expression that is different from the social expectations of the sex assigned at birth. A transgender person may or may not identify as transsexual.

aa. Uniform Federal Accessibility Standards (UFAS)

Refers to a set of scoping requirements and standards for the design and construction of buildings and facilities to ensure that they are readily accessible to and usable by persons with disabilities. See Appendix A to 24 C.F.R. subpart 40 for residential structures and Appendix A to 41 C.F.R. subpart 101-19.6 for general-type buildings (UFAS is also available on-line at <http://www.access-board.gov>).

APPENDIX 2

REASONABLE ACCOMMODATIONS AND PHYSICAL MODIFICATIONS ARE AVAILABLE AT

[Insert property name in fillable area]

WHAT ACCOMMODATIONS OR MODIFICATIONS CAN I ASK FOR?

You or anyone in your household can ask for:

1. An accommodation if you have a disability and need a change or exception to our standard rules, eligibility criteria, policies, or practices, so that you are able to use and enjoy a unit in our property
2. A change in the way we communicate with you. This can include providing information in alternative formats or Braille, American Sign Language (ASL) interpreters, large print documents.
3. An accessibility modification (physical changes) to your unit or a common area.

We will pay all reasonable costs for reasonable accommodations and reasonable modifications.

WHO WILL BE ABLE TO SEE INFORMATION ABOUT MY REQUEST?

All information you provide is confidential. Information about your request will only be shared with people who need to decide on or carry out the request, or if required by law.

WHAT IS A REASONABLE ACCOMMODATION?

A reasonable accommodation is a change to our rules, policies, practices, procedures or services to help a person with a disability use and enjoy our housing development.

Examples are:

1. Giving you documents in large print, Braille, on cassettes or CDs, or electronically; or reading documents to you.
2. Providing a sign language interpreter or using a video relay service.
3. Allowing another person to help you.
4. Moving you to an accessible unit or a unit with different features you need.
5. Providing an assigned accessible parking space close to your unit.
6. Moving you to a unit with a bedroom for a live-in aide or for medically required equipment.
7. Permitting you to pay rent on a different due day because you get your disability income check later in the month.

WHAT IS A REASONABLE MODIFICATION?

A reasonable modification is a change to the building. Examples are:

1. Lowering a light switch.
2. Providing a front loading washing machine where a top loading machine is provided.

3. Providing an accessible intercom system.

4. Installing a stove with controls on the front.

These are just examples. You can ask for other reasonable accommodations or reasonable modifications you need because of your disability.

WHEN CAN I ASK FOR A REASONABLE ACCOMMODATION OR REASONABLE MODIFICATION?

You can ask at any time. This includes when you apply to rent, while you live here, and even when you are moving out. You may designate a third person or agent who may act or speak for you regarding your request.

HOW DO I ASK FOR AN ACCOMMODATION OR MODIFICATION?

You can ask a property manager, or fill out a Request Form. We can help you fill out the form. Ask us if you need to communicate with us in a particular way due to your disability.

WHAT KIND OF INFORMATION DO I NEED TO GIVE YOU?

You need to tell us what you need and how it is related to your disability.

WHAT HAPPENS AFTER I ASK?

We will respond to you as quickly as possible.

We may ask you for more information.

Your need for the accommodation or modification may be obvious. For example, if you use a wheelchair it may be obvious you need accessible

parking. If your need for an accommodation or modification is not obvious, we may ask for more information from you or from someone else who knows about your disability needs.

If we ask you for information from someone else, we will give you an Additional Information Form. An Additional Information Form may be needed if your disability or your need for an accommodation or modification is not obvious.

You can choose how to get the additional information:

1. You can sign the Part 2 of the Additional Information Form and return it to the office. We will then send the form to the person you listed and ask them to fill it out and return it to us.

OR:

2. You can sign the Part 2 of the Additional Information Form and give it to the person you want to fill out the rest of the form. You can return it to us when it is complete. We may call that person to confirm they filled it out.

When the Additional Information Form is returned, we will tell you if we need more information.

We may need to talk with you more. Again, ask us if you need to communicate with us in a particular way due to your disability. We will let you know if we think the accommodation or modification will be an undue financial or administrative burden, or fundamental alteration.

We will let you know our final decision in writing. If we deny your request, you can ask for a meeting to discuss it. Your position on the wait list or

your tenancy will not be affected because you make a request.

HOW LONG WILL IT TAKE TO GET AN ANSWER?

Usually, we will respond within 5 business days of getting the request. If it is urgent, we will try to respond sooner. If additional information is needed, or if we need to meet or talk with you about options, we will give you an answer within 30 days.

**For questions or help with your request, please contact:
(Owner/property manager to complete)**

Name:

Title:

Address:

Office Phone:

TTY Number:

Email (if available):

See Tenant Handbook Section 3.14 for More Information

APPENDIX 3

Optional Request Form for Reasonable Accommodations and Modifications

[Insert property name in fillable area]

If you have questions or need help to complete or submit the Request Form below, please contact the Property Management:

Property Management Name:

Title:

Phone:

Email:

We encourage you to use the Form; however, it is not required. You may make an oral or email request or a written request without using this Form.

REQUEST FORM

If you or anyone in your household have a disability and, as a result of that disability, require a **Reasonable Accommodation and/or Modification**, please provide the following information:

Date of Request: _____

Tenant's or Applicant's Name: _____

Name of Household Member(s) with a Disability: _____

Address or Unit Number: _____

Phone Number: _____

TTY or VP Phone Number: _____

Email (if available): _____

Check the type of request you are making and describe what you need. Check all that apply. If you need more space, write on the back of this form or attach other sheets of paper.

Reasonable Accommodation (Change in policies, procedures, rules).
Examples: "I need a parking space closer to my unit." "I need someone to pick up the rent check from me every month."

Describe the Reasonable Accommodation you need:

Reasonable Modification (Physical change in Unit or Common Areas).
Example: "I need grab bars in my bathroom."

Describe the Reasonable Modification you need:

Alternate Forms of Communication. Examples: Large print or braille documents, sign-language interpreter.

Describe the Alternate Forms of Communication you need:

How is your request related to your disability?

(Note: It is not necessary to provide a diagnosis, names of medications, or other medical information about your disability. Examples: “I have difficulty hearing, so I would like to have a flashing doorbell installed in my apartment.” “I can’t walk long distances, so I need a closer parking space.”)

Additional Information May Be Needed

We will tell you if we need more information. If your disability or need for the request is not clear, we may ask you to provide more information. We may ask you to give us the name and contact information of someone familiar with your disability and the need for the request.

**Please Return this Request To Property Management:
(Owner/Property manager to complete)**

Property Management Staff Name (print):

Title:

Phone Number:

Email Address:

See Tenant Handbook Section 3.14 for More Information

Receipt for Request for Reasonable Accommodation and/or Modification

To Be Completed by the Property Management

The Attached Request for a Reasonable Accommodation and/or Modification was made:

Orally on [**date**] and I filled in the attached Request Form at the request of the individual.

In the attached email or alternative written format, which was submitted on [**date**].

On the attached standard Reasonable Accommodation/Modification Request Form, which was submitted on [**date**].

This Receipt must be provided to the person requesting the Reasonable Accommodation/Modification AND retained in the Housing Development's records.

Date:

Property Management Staff Name (print):

Signature:

Title:

Phone Number:

Email Address (optional):

APPENDIX 4

ADDITIONAL INFORMATION FOR A REQUEST FOR REASONABLE ACCOMMODATION OR REASONABLE MODIFICATION for

[Insert property name in fillable area]

PART 1. To Be Completed by Owner/Manager

Date:

Name of Person Who Needs an Accommodation or Modification:

Optional Requester (if someone is acting on behalf of the Person needing the accommodation or modification):

Relationship of Requestor to Person with a Disability (If there is one):

WHAT ARE WE ASKING?

The person named above has applied for housing or is living at

[Insert property name]. This person told us he/she has a disability, and asked for an accommodation in our policies or a physical modification to the property so it is more accessible.

This person says that you know about their disability, the need for the accommodation or modification, or both. Please give us the information below so we can respond to their request.

PART 2. To Be Completed by Person with a Disability or Requestor

RELEASE FROM PERSON SEEKING ACCOMMODATION:

I _____ (**Name of Person with Disability or Parent/Guardian**) authorize the release of the specific information requested on this Additional Information Form about _____ (**Name of Person with Disability**). The requested information can be provided to me and _____ (**Property Manager or Designated Person**) for the sole purpose of completing my accommodation or modification request. I authorize only the release of information needed to confirm I have a disability and to explain how the accommodation or modification will help me have full use of the property in light of my disability. I understand I have a right to change my mind about this release in writing, at any time. This release allows you to give information to the person above only to confirm I have a disability and explain what I need to use the property. This release expires six months from the date I signed it.

Signature of Person (or Parent/Guardian) or Requestor Seeking Accommodation or Modification:

Date: _____

Signature: _____

See Tenant Handbook Section 3.14 for More Information

PART 3

3A: To Be Completed by Owner/Manager or Person with a Disability

(Name of person with disability) _____ is
requesting the following accommodation or modification: (Tenant or
Property Management staff to describe requested accommodation or
modification)

3B: To Be Completed by Person Providing Additional Information

Explanation: Under federal and state law, an individual has a disability if he/she has a physical or mental impairment that limits a major life activity. Major life activities include caring for oneself, performing manual tasks, participating in social activities, walking, seeing, hearing, speaking, breathing, learning and working, thinking and communicating.

Impairments also include, but are not limited to, conditions such as spinal cord injuries, cerebral palsy, autism, seizure disorder, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, human immunodeficiency virus infection, development disability, intellectual

disability, traumatic brain injury, mental and emotional illnesses, drug addiction (except for current use of controlled substances), and alcoholism

Please note: The information you give us should answer the general questions below. DO NOT include any confidential information about the nature of the disability or the medical history of the Requester.

1. **Does this person have a disability?** Please answer.

Yes or No

2. **Considering this person's disability, will this accommodation or modification of the premises help the person have full use of the property?** Please answer.

Yes or No

Explain how the accommodation or modification will be helpful.

Example: Patient has difficulty hearing and needs a flashing doorbell.

Form Continued on Next Page

Contact Information for Person Providing Additional Information

Name of person supplying information: _____

Title or position of person supplying the information or relationship to person requesting accommodation/modification: _____

Firm/Organization (if applicable): _____

Phone Number/TTY: _____

Email Address: _____

Fax: _____

Date: _____

Signature: _____

Thank you for completing this form. See Part 4 for instructions on returning the form.

PART 4. To Be Completed by Owner/Manager or Person with a Disability or Requestor.

PLEASE RETURN THIS FORM TO:

Name: _____

Address and/or Email: _____

Or, return it in the enclosed self-addressed, stamped envelope.

APPENDIX 5

APPROVAL OR DENIAL OF A REASONABLE ACCOMODATION or MODIFICATION REQUEST

[Insert property name in fillable area]

Date of Response: _____ :

Dear _____ :

Address or Unit Number:

On _____ (date), you asked for the following reasonable accommodation or modification [describe request]:

We are telling you that: (check all that apply):

OPTION 1: APPROVAL

Check one of the following 3 boxes to show that the request was approved, or was approved with modifications. If approved with modifications, explain.

Your request is approved.

The following accommodation and/or modification is approved. (Describe if there has been an agreement with the requestor to provide an accommodation or modification that differs from the original request).

For approved requests, also check one of the following and complete as needed.

- The requested accommodation or modification is effective immediately.
- The requested accommodation or modification will be made by **(date)**.
- We must arrange for installation or modifications, or we must order equipment. We expect the requested accommodation or modification will be made by **(date)**. We will let you know in writing if we find out that it will be delayed. If you have questions, or think this modification will not meet your needs or will take too long, contact the Property Management:

Name:

Title:

Telephone Number:

Email:

OPTION 2 - WE NEED ADDITIONAL INFORMATION:

(Check and complete one of the following)

- We cannot approve or deny your request because we need more information. Please give us the following information: **(List information needed)**:

- We asked for more information on _____ (date) and we have not received it. The information we still need is: **(List information needed)**:

OPTION 3 – DENIAL (Check and complete all that apply)

We denied your request. We denied it because **(List all reasons that apply)**:

We offered you a different option, but you did not accept it. The option we offered you was **(describe)**:

Senior Property Management signature required for denial of request.

Sincerely,

Date:

Signature:

Print Name:

Title:

Address:

Phone Number:

Email:

Tenant's signature

You received this completed form on: _____ (date)

Your Signature: _____

Note to property management: Reasonable accommodation and modification requests must be evaluated on a case-by-case basis. When engaging in the interactive process to find a solution that meets the tenant

or applicant's disability-related needs without being an undue burden or fundamental alteration, housing providers are encouraged to be creative and entertain out of the box ideas.

YOUR RIGHTS IF YOU DO NOT AGREE WITH THE DECISION

If you disagree with this decision or have more information to give us, you may contact the Property Management to discuss it:

Name:

Title:

Telephone Number:

Email:

Or you may file a grievance which will allow you to meet with a manager who was not involved in this decision so that they can review it. **The [insert property name] Grievance Procedures are attached.** They explain the time deadlines, if any, and process for requesting a meeting with a manager. They also explain how you can see and copy your file and any records related to this decision.

Please ask us if you need any reasonable accommodations or communications help in order to file a grievance.

You can also seek assistance at the organizations listed below, or other organizations listed on the Tenant Housing Resource List for People with Disabilities. You do not have to file a grievance before taking other action. You can do those things at the same time.

Legal Services Agencies

Disability Rights California

www.disabilityrightsca.org

800-719-5798

800-719-5798 (TTY)

Legal Aid Foundation of Los Angeles

<https://lafla.org> 800-399-4529

Neighborhood Legal Services of Los Angeles County:

<http://www.nlscla.org> 800-433-6251

Fair Housing Organizations

Housing Rights Center

<http://www.hrc-la.org/> 800-488-2977

Fair Housing Council/San Fernando Valley

<http://www.fhcsfv.com/> 818-373-1185

Independent Living Centers

Communities Actively Living Independent and Free

<http://califilc1.wixsite.com/califnew>
213-627-0477 213-623-9501 (TTD/TTY)

Independent Living Center of Southern California

<http://ilcsc.org/>
800-524-5272 818-785-7097 (TTD/TTY)

Westside Center for Independent Living

www.wcil.org 888-851-9245

You may also file a grievance with the Accessible Housing Program of the City of Los Angeles's Housing and Community Investment Department by calling (213) 808-8550, sending an email to hcidla.achp@lacity.org, filling out the form at www.hdicla.lacity.org/, under the "Accessible Housing" tab, "How to File a Grievance," or sending a letter to the City of Los Angeles's Housing and Community Investment Department at the address below:

Accessible Housing Program, HCIDLA Attention: Grievance
221 N. Figueroa St., 14th Floor
Los Angeles, CA 90012

See Tenant Handbook Sections 3.14 and 3.22 for More Information

APPENDIX 6

Lease Addendum - Tenant's Agreement to Vacate Accessible Unit

[Insert property name in fillable area]

I _____ [NAME of TENANT] understand that:

1. I am renting an Accessible Unit, [Insert Unit Number], with specific features for people with Mobility or Hearing/Vision disabilities, even though no one in my household needs these features;
2. The accessible features in my unit are not available in every unit in the apartment complex;
3. Priority for units with accessible features is given to people with disabilities who need them.
4. I can rent this unit until I get a written notice from Management that it is needed by someone with a disability, and a unit similar to mine is available at this Property;
5. A similar unit has the same number of bedrooms and bathrooms as my current unit.
6. My rent will be the same in the new unit;
7. My security deposit will transfer to the new unit; however, if some of all of

the security deposit is required to repair damage to my current unit, I understand I will have to make up the difference for the new unit's security deposit;

- 8. I will not be charged a transfer or moving fee;

- 9. The Housing Development will pay reasonable moving costs which include, but are not limited to, moving tenant's personal property, packing and unpacking, and disconnection and re-connection of utility and cable deposits, internet, phone, and other similar services.

I agree to move to the new unit within a minimum of thirty (30) days of receiving a written notice that a similar unit is available to me.

Tenant's Name (print): _____

Date: _____

Signature: _____

Housing Development Staff Name (print): _____

Title: _____

Date: _____

Signature: _____

See Tenant Handbook Section 3.12(f) for More Information

APPENDIX 7

REQUEST FOR PRIORITY FOR MORE ACCESSIBLE UNIT

(TO BE USED WITH WAITLIST OR TRANSFER REQUEST)

[Insert property name in fillable area]

Some units in this property or in other properties controlled by the same people have features for people with mobility disabilities. Other units have features for people who are blind or deaf, or who have vision or hearing disabilities. Other units may have features that make them more accessible, such as no stairs.

People who need these features get priority for these units. If you need one of these units, you can ask for a priority in admission or transfers. Until an accessible unit is available, you can choose to rent, or continue to rent a unit without accessible features.

PART A – What Features Does Your Household Need?

Check all that apply:

I have a disability, or a member of my household does, and need a Mobility Accessible unit (see Part C, below.)

I have a disability, or a member of my household does, and need a Hearing/Vision Accessible unit (see Part D, below.)

Please list any other features you or a member of your home need

because of a disability:

- 1.
- 2.
- 3.

Additional Information:

Sometimes we may need more information. We will let you know at the time an accessible unit is available if more information is needed.

PART B: Please tell us your name and how to reach you:

Name: _____

Phone or TTY Number: _____

Email Address (if available): _____

Address (or unit number if current resident): _____

Please reach me by (check all that apply):

Phone/TTY

Email

Text (if available)

PART C – What Features Are In our Mobility Accessible Units?

(Owner to insert number of units) Units at **(Property Name - To be completed by Owner)** have features needed by people with mobility disabilities. These apartments are called “mobility accessible” units, and have:

1. Accessible doors and hardware
2. Lowered kitchen cabinet shelves and pulls
3. Low closet clothes rods (mounted at 48 inches)
4. Toilet with grab bars or blocking for grab bars
5. Toilet paper dispenser in accessible location
6. Low medicine cabinet
7. Accessible tub and/or shower with a seat, and with grab bars or blocking for the future installation of grab bars
8. Tub/shower handheld sprayer
9. Low kitchen sink (no higher than 34 inches) with pull under knee space
10. Accessible kitchen work space with pull-under knee space
11. If there is a range or cooktop, it has front controls
12. If there is a refrigerator or freezer, there is 100% of refrigerator space and 50% of freezer space below 54”
13. Interior accessible routes (without steps or abrupt level changes) throughout the unit to at least one accessible bathroom and one or two accessible bedrooms

14. If there are laundry space and equipment, they are accessible
15. Accessible maneuvering clearances in the kitchen and one bathroom.

PART D – What Features Are In Our Hearing/Vision Accessible Units?

(Owner to insert number of units) Units at **(Property Name - To
be completed by Owner)** have features
who are blind and/or deaf or hard of hearing. These apartments are called
“hearing/ vision accessible” units, and have:

1. Audible/visual doorbells
2. Audible/visual fire and smoke alarms
3. Audible/visual carbon monoxide detectors
4. Braille signs
5. Appliances with buttons, knobs, tactile marks, or audio instead of touch screens
6. Building and site entrance intercom and security systems that are accessible to people with sensory disabilities (system does not need a resident or guest to see or hear)
7. Thermostats and air conditioning controls have buttons instead of touch screens and give audio feedback
8. Audible elevator floor indicators, if there is an elevator.
9. Door peepholes that are accessible to wheel chair users.

PART E – What Accessibility Features Are in Some of Our Other Units?

In addition to the apartments for people with disabilities listed in Parts C and D, some of our other apartments may have some accessibility features such as no stairs. Also, accessible features may be added as a reasonable accommodation or reasonable modification request.

See Tenant Handbook Sections 3.7, and 3.11 - 3.13 for More Information

APPENDIX 8

SUPPLEMENTAL AND OPTIONAL CONTACT INFORMATION FOR APPLICANTS

[Insert property name in fillable area]

THIS FORM IS TO BE PROVIDED TO EACH APPLICANT FOR HOUSING

Optional Contact Person or Organization

You have the right to include in your housing application, the name, address, telephone number, and other contact information of a family member, friend, or social, health, advocacy, or other group. We will use the contact information if we need help in resolving any issues that may come up while you are a tenant or to help give you any needed care or services. You may update, remove, or change the contact information at any time.

You do not have to give us this contact information, but if you do, please put the information on this form:

Applicant Name: _____

Mailing Address: _____

Telephone Number: _____

TTY or VP Number: _____

Cell Phone Number: _____

Email Address (if Applicable): _____

Name of Contact Person or Group: _____

Address: _____

Telephone Number: _____

TTY or VP Number: _____

Cell Phone Number: _____

Email Address (if Applicable): _____

How you know them: _____

Reasons We Can Contact Them: (Check all that apply)

- Emergency
- Unable to contact you
- Proposed termination of rental assistance
- Proposed eviction
- Late rent payment
- Help with Recertification Change
- Change in policies or procedures
- Other (please specify):

Promise of Owner

If you are allowed to live here, this information will be kept in your tenant file. If issues come up while you live here or if you need any services or special care, we may ask the contact you listed to help resolve the issue or give you needed services or care.

Confidentiality Statement

The information on this form is confidential and will not be given to anyone unless you tell us it is okay or the law requires us to give it to another.

Option Not to Provide a Supplemental Contact Person:

- Check box if you do not want to give us the name of another person or organization to contact on your behalf.

Signature of Applicant:

Date: _____

Signature: _____

See Tenant Handbook Section 3.17 for More Information

APPENDIX 9

Property Management Contact Information

For [Name and Address of Property]

As of [DATE]

Accessibility Coordinator (must be senior manager)

Name:

Title:

Phone Number:

Email Address:

24-Hour Emergency Contact

Name:

Title:

Phone Number:

Email Address:

On-Site Property/Resident Manager

Name:

Unit Number:

Phone Number:

Email Address:

On-Site Assistant Manager or Secondary Contact Person

Name:

Unit Number:

Phone Number:

Email Address:

Property Management Company

Company Name:

Contact Person Name:

Phone Number:

Email Address:

APPENDIX 10

HOUSING RESOURCES FOR TENANTS WITH DISABILITIES

FAIR HOUSING AGENCIES – DISCRIMINATION AND DENIAL OF RIGHTS.....	2
DISABILITY GRIEVANCE OR COMPLAINTS	3
HELP WITH ASSISTANCE ANIMALS	4
HOMELESS SERVICES.....	4
HOUSING LOCATION ASSISTANCE	5
INDEPENDENT LIVING CENTERS	5
LANDLORD/TENANT, RENT ISSUES, and CODE ENFORCEMENT ..	8
Community Agencies	
Government Agencies	
Eviction Defense Agencies	
LEGAL SERVICES	10
Disability Rights	
Housing and Other Legal Services	
STATE AND FEDERAL FAIR HOUSING AGENCIES	13
TRANSPORTATION.....	14

Call and/or email organizations listed before visiting for their hours, low-income requirements, and other information. No representation is made as to the quality of work by any agency.

Prepared by the Los Angeles Housing and Community Investment
Department for the Accessible Housing Program (8/17)

FAIR HOUSING AGENCIES – DISCRIMINATION AND DENIAL OF RIGHTS

Organizations that provide investigations of housing discrimination complaints based on disability and other categories (such as race or family status). They also provide tenant and landlord counseling on housing rights and responsibilities.

Housing Rights Center (HRC)

3255 Wilshire Blvd., Suite 1150
Los Angeles, CA 90010-1509
(213) 387-8400
(800) 477-5977 (213) 201-0867 (TTY)
www.housingrightscenter.org

Fair Housing Council of San Fernando Valley

1462 Titus St., Suite 100
Panorama City, CA 91402
(818) 373-1185 (800) 487-2617
www.fhcsfv.com

DISABILITY GRIEVANCE OR COMPLAINTS

The local organizations below may be able to assist with grievances and complaints related to fair housing and disability rights, including: leasing accessible units, reasonable accommodations and modifications, effective communications, and other disability-related matters

Accessible Housing Program, Los Angeles Housing and Community Investment Department (page 10)

Communities Actively Living Independent and Free (page 6)

Disability Rights California (page 11)

Disability Rights Legal Center (page 11)

Fair Housing Council of San Fernando Valley (page 2)

Housing Rights Center (page 2)

Independent Living Center of Southern California (page 6)

State and Federal Fair Housing Agencies (page 13)

HELP WITH ASSISTANCE ANIMALS

Provides assistance and vouchers for pet food, veterinary care, and other animal services, and counseling on rights related to assistance animals. Must be Low-Income.

Pets Are Wonderful Support (PAWS)

2121 S. Flower St.
Los Angeles, CA 90007
(213) 741-1950
www.pawsla.org

HOMELESS SERVICES

Los Angeles Homeless Services Authority (LAHSA)

811 Wilshire Blvd. 6th Floor
Los Angeles, CA 90017
(213) 683-3333
www.lahsa.org

Homeless Services Hotline: (213) 225-6581 (7:30 a.m. - 5:00 p.m.)

Or DIAL 211 for a referral to Emergency Shelter or other services for homeless persons and families

LAHSA has numerous resources for emergency shelter and housing for individuals and families, AND, will assist with locating permanent affordable housing. Visit their website, or call for assistance.

HOUSING LOCATION ASSISTANCE

Online resources that provide listings of affordable housing that can be searched by area and other categories. Note that many of the properties have waitlists. You may also contact organizations by telephone.

Los Angeles Housing Resource Center

(877) 428-8844
711 (TDD/TTY)
www.housing.lacity.org

Comprehensive Housing Information and Referrals for People Living with HIV/AIDS (CHIRP/LA)

2121 S. Flower St.
Los Angeles, CA 90007
(213) 741-1951 (877) 724-4775
www.chirpla.org

Housing Rights Center (HRC) - Project Place (monthly rental listings)

3255 Wilshire Blvd., Suite 1150
Los Angeles, CA 90010-1509
(213) 387-8400 (800) 477-5977
(213) 201-0867 (TTY)
<http://www.hrc-la.org/doc.asp?id=8>

INDEPENDENT LIVING CENTERS

Organizations that provide a variety of services and assistance to help people with disabilities live independently. Services include assistance with housing search and housing discrimination, and other housing issues; independent living skills, peer counseling, assistive technology, personal assistance services, and information and referrals.

Communities Actively Living Independent & Free (CALIF)

634 S. Spring St., 2nd Floor
Los Angeles, CA 90014
(213) 627-0477
(213) 623-9501 (TTD/TTY)
www.califilc.webs.com

Disabled Resource Center

2750 East Spring St., Suite 100
Long Beach, CA 90806
(562) 427-1000
(562) 427-1366 (TTY)
www.drcinc.org

Independent Living Center of Southern California

14407 Gilmore St., #101
Van Nuys, CA 91401
(800) 524-5272 (818) 785-6934
(818) 785-7097 (TTD/TTY)
www.ilcsc.org

Southern California Resource Services for Independent Living

7930 Quill Drive, Suite D
Downey, CA 90242
(562) 862-6531
(626)407-3562 (Video Phone)
www.scrs-ilc.org

1000 S. Fremont Ave.,
Building B1, Suite B10100
Alhambra, CA 98103
(626) 587-5010
(626) 407-3562 (Video Phone)

Westside Center for Independent Living (WCIL)

12901 Venice Blvd.
Venice, CA 90066
(310) 390-3611 (888) 851-9245
www.wcil.org

LANDLORD/TENANT, RENT STABILIZATION, HABITABILITY & CODE ENFORCEMENT

Community and Government organizations that provide a variety of assistance on landlord/tenant issues, Rent Stabilization (aka Rent Control), Habitability, and Code Enforcement.

COMMUNITY ORGANIZATIONS

Coalition for Economic Survival (CES) - Plummer Park Senior Center, Tenants Right Legal Clinic

7377 Santa Monica Blvd.
West Hollywood, CA 90049
(213) 387-8400
(800) 477-5977
www.cesinaction.org

Inquilinos Unidos/United Tenants

1930 Wilshire Blvd., Suite 801
Los Angeles, CA 90057
(213) 874-1452
www.inquilinosunidos.org

Strategic Actions for a Just Economy (SAJE)

1910 Magnolia Ave.
Los Angeles, CA 90019
(213) 745-9961
www.saje.net

EVICITION DEFENSE

Organizations that provide legal consultations and/or legal representation for tenants with eviction cases.

Eviction Defense Network (sliding fee scale)

1930 Wilshire Blvd., Suite 208

Los Angeles, CA 90057

213-385-8112

<http://edn.la/>

Shriver Housing Project (Eviction Assistance Center)

Stanley Mosk Courthouse

111 N. Hill St., Room 115

Los Angeles, CA 90012

(818) 485-0578

www.lacourt.org/division/civil/pdf/EACGeneral.pdf

GOVERNMENT AGENCIES

City of Los Angeles Housing & Community Investment Department
www.hcidla.org

Phone Numbers

Hotline: (866) 557-7368

Habitability Complaints/Code Enforcement: 213-252-4411

Accessible Housing Program: 213-808-8550 or hcidla.achp@lacity.org

For information or to file a grievance based on disability or
accessibility in a Covered Housing Development

Office Locations: 9am - 4pm, Monday - Friday, except as noted

1200 W. 7th St., Suite 100, Los Angeles, CA 90017

3550 Wilshire Blvd., Suite 1500, Los Angeles, CA 90010

2215 N. Broadway, Los Angeles, CA 90031

6400 Laurel Canyon Blvd., Suite 610, Los Angeles, CA 91606

690 Knox St., Suite 125, Torrance, CA 90502

Open MWF: 1645 Corinth Ave, Suite 104, Los Angeles, CA 90025

Open Tu & Thu: 8475 S. Vermont Ave., 2nd Fl, Los Angeles, CA 90044

City of Los Angeles Department of Building and Safety

201 and 221 N. Figueroa St.

Los Angeles, CA 90012

(888) 700-9995

www.ladbs.org

Offices also in Van Nuys, West LA, South LA, and San Pedro

Accepts complaints of non-working elevators

Los Angeles County Consumer & Business Affairs

500 W. Temple St., Rm B-96

Los Angeles, CA

(213) 389-2077

<http://consumer-affairs.co.la.ca.us>

LEGAL SERVICES

DISABILITY RIGHTS

Legal advice and advocacy for disability-related legal issues. Areas covered may include housing, public benefits, transportation, special education, or other issues of access to places or services.

Disability Rights California (DRC)

350 S. Bixel St., Suite 290
Los Angeles, CA 90017
(213) 213-8000 (800) 719-5798 (TTY)
www.disabilityrightsca.org

Disability Rights Legal Center (DRLC)

350 S. Grand Ave., #1520
Los Angeles, CA 90071
(213) 736-1334 (866) 999-3752
Video Relay (213) 908-1079
www.drlcenter.org

Mental Health Advocacy Services

3255 Wilshire Blvd., Suite 902
Los Angeles, CA 90017
(213) 389-2077
www.mhas-la.org

HOUSING & OTHER ISSUES

Organizations that provide legal consultations and/or legal representation for tenants for various housing issues; public benefits; seniors, veterans, immigrant rights; family law, and others. May be required to be low-income for assistance.

Bet Tzedek Legal Services

3250 Wilshire Blvd., 13th Floor
Los Angeles, CA 90010-1509
(323) 939-0506
www.bettzedek.org

Inner City Law Center

501 E. 6th St.
Los Angeles, CA 90021
(213) 891-2880
www.innercitylaw.org

Legal Aid Foundation of Los Angeles (LAFLA)

1102 Crenshaw Blvd.
Los Angeles, CA 91205
(800) 399-4529
www.lafla.org

Los Angeles Center for Law and Justice (LACLJ)

5301 Whittier Blvd., 4th Floor
Los Angeles, CA 90022
(323) 980-3500
www.laclj.org

Neighborhood Legal Services of Los Angeles

1102 E Chevy Chase Blvd.
Glendale, CA 91205
(800) 433-6251
Offices also in Pacoima and El Monte

Asian Americans Advancing Justice

1145 Wilshire Blvd., 2nd Floor
Los Angeles, CA 90017
(213) 977-7500 (888) 349-9695
<https://advancingjustice-la.org/what-we-do/direct-services>
www.nlsia.org

Public Counsel

610 S. Ardmore Ave.
Los Angeles, CA 90005
213-385-2977
www.publiccounsel.org

STATE AND FEDERAL FAIR HOUSING AGENCIES

Accepts and investigates complaints alleging housing discrimination,
including disability-based discrimination

California State Department of Fair Employment and Housing (DFEH)

LA Office: 320 West 4th Street, 10th Floor, Los Angeles, CA, 90013

DFEH Communication Center: 800-884-1684 (voice), 800-700-2320

(TTY) or California's Relay Service at 711 (844) 541-2877

Email: contact.center@dfeh.ca.gov (response within two business days)

Email: accommodations@dfeh.ca.gov or call 844-541-2877 for disability accommodations

www.dfeh.ca.gov

U.S Department of Housing and Urban Development (HUD)

300 North Los Angeles St., Ste. 4054

Los Angeles, CA 90017

(213) 894-8000

www.hud.gov

U.S. Department of Justice (DOJ)

950 Pennsylvania Ave., NW

Washington, DC 20530-0001

DOJ Comment Line: (202) 353-1555 Main Switchboard: (202) 514-2000

TTY/ASCII/TTD: (800) 877-8339

<https://www.justice.gov>

TRANSPORTATION

Provides transportation services for people with disabilities. MTA provides information only on their accessible features.

Access

(800) 827-0829

(800) 827-1359 (TTD)

www.accessla.org

L.A. Care Health Plan (must be a member of this health plan)

(866) 529-2141

<https://www.lacare.org/members/member-services/transportation>

MTA – Metro (information on accessible features only)

(800) 827-0829

<https://www.metro.net/riding/riders-disabilities>

APENDICE 10

LISTA DE RECURSOS DE VIVIENDAS PARA PERSONAS CON DISCAPACIDADES

AGENCIAS DE VIVIENDA JUSTA – DISCRIMINACION Y DENEGACION DE DERECHOS.....	2
QUEJAS POR DISCAPACIDAD.....	3
AYUDA CON LOS ANIMALES DE ASISTENCIA.....	4
SERVICIOS PAR DESAMPARADOS.....	4
ASISTENCIA DE LOCALIZACION DE LA VIVIENDA.....	5
CENTROS DE VIDA INDEPENDIENTE.....	6
DUEÑO O INQUILINO, PROBLEMS DE RENTA, APLICACIÓN DE CÓDIGO.....	8
Agencias Comunitarias	
Agencias Gubernamentales	
Agencias de Defensa de Desalojo	
SERVICIOS LEGALES.....	10
Derechos de la Discapacidades	
Defensa de Vivienda y Otros Servicios	
AGENCIAS ESTATALES Y FEDERALES DE VIVIENDA JUSTA.....	13
TRANSPORTACIÓN.....	14

Llama y/o envía correo electrónico a las organizaciones antes de que visiten para saber las horas, los requisitos de bajos recursos y otra información. Ninguna representación es hecha en cuanto a la calidad del trabajo por cualquier agencia.

Preparado por el Departamento de Vivienda e Inversión Comunitaria de Los Ángeles para el Programa de Vivienda Accesible (8/17)

AGENCIAS DE VIVIENDA JUSTA – DISCRIMINACION Y DENEGACION DE DERECHOS

Organizaciones que proporcionan investigaciones sobre quejas por discriminación en la vivienda basadas en la discapacidad y otras categorías (como raza o estatus familiar). También proporcionan asesoramiento a inquilinos y propietarios sobre derechos de vivienda y responsabilidades.

Housing Rights Center (HRC)

3255 Wilshire Blvd., Suite 1150

Los Angeles, CA 90010-1509

(213) 387-8400

(800) 477-5977 (213) 201-0867 (TTY)

www.housingrightscenter.org

Fair Housing Council of San Fernando Valley

1462 Titus St., Suite 100

Panorama City, CA 91402

(818) 373-1185 (800) 487-2617

www.fhcsfv.com

QUEJA FOR DISCAPACIDAD

Las organizaciones locales abajo pueden ser capaces de ayudar con quejas relacionadas con los derechos de vivienda justa y de discapacidad, incluyendo: unidades accesibles de arrendamiento, alojamientos y modificaciones razonables, comunicaciones efectivas y otros asuntos relacionados con la discapacidad.

Programa de Vivienda Accesible, Los Angeles Housing and Community Investment Department (ver pagina 10)

Communities Actively Living Independent and Free (ver pagina 6)

Disability Rights California (ver pagina 11)

Disability Rights Legal Center (ver pagina 11)

Fair Housing Council of San Fernando Valley (ver pagina 2)

Housing Rights Center (ver pagina 2)

Independent Living Center of Southern California (ver pagina 6)

State and Federal Fair Housing Agencies (ver pagina 13)

AYUDA CON LOS ANIMALES DE ASISTENCIA

Proporciona asistencia y vales para alimentos de mascota, atención veterinaria y otros servicios para animales, y asesoramiento sobre los derechos relacionados con los animales de asistencia. Deben ser de bajos recursos.

Pets Are Wonderful Support (PAWS)

2121 S. Flower St.

Los Angeles, CA 90007

(213) 741-1950

www.pawsla.org

SERVICIOS PAR DESAMPARADOS

Los Angeles Homeless Services Authority (LAHSA)

811 Wishire Blvd. 6th Floor

Los Angeles, CA 90017

www.lahsa.org

Línea Directa de Servicios Para Personas Sin Hogar

(213) 225-6581 (7:30a.m. – 5:00p.m.)

O marque 211 para una derivación a Refugio de Emergencia u otros servicios para personas y familias sin hogar

LAHSA tiene numerosos recursos para refugio de emergencia y vivienda para individuos y familias, Y ayudara a localizar viviendas asequibles permanentes. Visite su sitio web o llame para solicitar asistencia.

ASISTENCIA DE LOCALIZACION DE LA VIVIENDA

Recursos en línea que proporcionan listadas de viviendas asequibles que pueden ser buscadas por área y otras categorías. Tenga en cuenta que muchas de las propiedades tienen listas de espera. Las organizaciones también pueden ser contactadas por teléfono.

Los Angeles Housing Resource Center

(877) 428-8844

711 (TDD/TTY)

www.housing.lacity.org

Comprehensive Housing Information and Referrals for People Living with HIV/AIDS (CHIRP/LA)

2121 S. Flower St.

Los Angeles, CA 90007

(213) 741-1951 (877) 724-4775

www.chirpla.org

Housing Rights Center (HRC) – Project Place (monthly rental listings)

3255 Wilshire Blvd., Suite 1150

Los Angeles, CA 90010-1509

(213) 387-8400 (800) 477-5977

(213) 201-0867 (TTY)

<http://www.hrc-la.org/doc.asp?id=8>

CENTROS DE VIDA INDEPENDIENTE

Organizaciones que proporcionan una variedad de servicios y asistencia para ayudar a personas con discapacidades a vivir de manera independiente. Servicios incluyen asistencia con búsqueda de vivienda y discriminación de vivienda, y otros problemas de vivienda: habilidades de vida independiente, Consejería de pares, tecnología asistiva, servicios de asistencia personal, e información y referencias.

Communities Actively Living Independent & Free (CALIF)

634 S. Spring St., 2nd Floor

Los Angeles, CA 90014

(213) 627-0477

(213) 623-9501 (TTD/TTY)

www.califilc.webs.com

Disabled Resource Center (DRC)

2750 East Spring St., Suite 100

Long Beach, CA 90806

(562) 427-1000

(562) 427-1366 (TTY)

www.drcinc.org

Independent Living Center of So Cal (ILCSC)

14407 Gilmore St., #101

Van Nuys, CA 91401

(800) 524-5272 (818) 785-6934

(818) 785-7097 (TTD/TTY)

www.ilcsc.org

Southern California Resource Services for Independent Living (SCRS)

7930 Quill Drive, Suite D

Downey, CA 90242

(562) 862-6531

(626) 407-3562 (Video Phone)

www.scrs-ilc.org

Westside Center for Independent living (WCIL)

12901 Venice Blvd.

Venice, CA 90066

(310) 390-3611 (888) 851-9245

www.wcil.org

DUEÑO O INQUILINO, PROBLEMS DE RENTA, APLICACIÓN DE CÓDIGO

Organizaciones de la Comunidad y del Gobierno que proporcionan una variedad de ayuda en asuntos del dueño o Inquilino, Estabilización de Renta (alias Control de Renta), Habitabilidad, y Aplicación del Código.

ORGANIZACIONES DE LA COMUNIDAD

Coalition for Economic Survival (CES) – Plummer Park Senior Center, Tenants Rights Center

7377 Santa Monica Blvd.
West Hollywood, A 90049
(213) 387-8400
(800) 477-5977
www.cesinaction.org

Inquilinos Unidos/United Tenants

1930 Wilshire Blvd., Suite 801
Los Angeles, CA 90057
(213) 874-1452
www.inquilinosunidos.org

Strategic Actions for a Just Economy (SAJE)

1910 Magnolia Ave.
Los Angeles, CA 90019
(213) 745-9961
www.saje.net

AGENCIAS DE DEFENSA DE DESALOJO

Organizaciones que proporcionan consultas y/o representación legal para inquilinos con casos de desalojo.

Eviction Defense Network (escala de tarifa de desplazamiento)

1930 Wilshire Blvd., Suite 208

Los Angeles, CA 90057

(213) 385-8112

<http://edn.la/>

Shriver Housing Project (Centro de Asistencia de desalojo)

Stanley Mosk Courthouse

111 N. Hill St., Room 115

Los Angeles, CA 90012

(818) 485-0578

www.lacourt.org/division/civil/pdf/EACGeneral.pdf

AGENCIAS GUBERNAMENTALES

City of Los Angeles Housing and Community Investment Department (HCIDLA)

Sitio Web: www.hcidla.org

Numero de Teléfono:

Línea Directa: (866) 557-7368

Habitability Complaints/Code Enforcement: (213) 525-4411

Accessible Housing Program: (213) 808-8550 o hcidla.achp@lacity.org

Para información o para presentar una queja basada en la discapacidad o accesibilidad en un Desarrollo de Vivienda Cubierta.

Ubicaciones de Oficinas y Horas de servicio:

9am – 4pm, Lunes – Viernes, excepto como se observó

1200 W. 7th St., Suite 100, Los Angeles, CA 90017

3550 Wilshire Blvd., Suite 1500, Los Angeles, CA 90010

2215 N. Broadway, Los Ángeles, CA 90031

6400 Laurel Canyon Blvd., Suite 610, Los Ángeles, CA 91606

690 Knox St., Suite 125, Torrance, CA 90502

Abierto Lunes, Miércoles, Viernes: 1645 Corinth Ave., Suite 104,
Los Ángeles, CA 90025

Abierto Martes y Jueves: 8475 S. Vermont Ave., 2nd Fl,
Los Ángeles, CA 90044

City of Los Angeles Department of Building and Safety

Acepta e investiga quejas de ascensores que no funcionan.

201 and 221 N. Figueroa St.

Los Angeles, CA 90012

(888) 700-9995

www.ladbs.org

Oficinas también en Van Nuys, San Pedro, Sur Los Ángeles, y Oeste Los Ángeles

Los Angeles County Consumer & Business Affairs

500 W. Temple St., Rm B-96

Los Angeles, CA

(213) 389-2077

<http://consumer-affairs.co.la.ca.us>

SERVICIOS LEGALES

DERECHOS DE LA DISCAPACIDADES

Asesoría legal y abogacía para asuntos legales relacionados con la discapacidad. Las áreas cubiertas pueden incluir vivienda, beneficios públicos, transportación, educación especial u otros asuntos de acceso a lugares o servicios.

Disability Rights California (DRC)

350 S. Bixel St., Suite 290

Los Angeles, CA 90017

(213) 213-8000

(800) 719-5798 (TTY)

www.disabilityrightsca.org

Disability Rights Legal Center (DRLC)

350 S. Grand Ave., #1520

Los Angeles, CA 90071

(213) 736-1334 (866) 999-3752

Video Relay (213) 908-1079

www.drlcenter.org

Mental Health Advocacy Services

3255 Wilshire Blvd., Suite 902

Los Angeles, CA 90017

(213) 389-2077

www.mhas-la.org

VIVIENDA Y OTROS SERVICIOS

Organizaciones que proporcionan consultas legales y/o representación legal para varios problemas de vivienda; beneficios públicos; mayores, veteranos, derechos de inmigrantes; derecho de familia, y otros. Se puede requerir ser de bajos recursos para la ayuda.

Bet Tzedek Legal Services

3250 Wilshire Blvd., 13th Floor
Los Angeles, CA 90010-1509
(323) 939-0506
www.bettzedek.org

Inner City Law Center

501 E. 6th St.
Los Angeles, CA 90012
(213) 891-2880
www.innercitylaw.org

Legal Aid Foundation of Los Angeles (LAFLA)

1102 Crenshaw Blvd.
Los Angeles, CA 91205
(800) 399-4529
www.lafla.org

Los Angeles Center for Law and Justice (LACLJ)

1102 E. Chevy Chase Blvd.
Glendale, CA 91205
(800) 433-6251
También tienen oficinas en Pacoima y El Monte

Neighborhood Legal Services of Los Angeles

1102 E Chevy Chase Blvd.
Glendale, CA 91205
(800) 433-6251
Oficinas en Pacoima y El Monte

Asian American Advancing Justice

1145 Wilshire Blvd., 2nd Floor

Los Angeles, CA 90017

(213) 977-7500 (888) 349-9695

<http://advancingjustice-la.org/what-we-do/direct-services>

www.nlsia.org

Public Counsel

610 S. Ardmore Ave.

Los Angeles, CA 90005

(213) 385-2977

www.publiccounsel.org

AGENCIAS ESTATALES Y FEDERALES DE VIVIENDA JUSTA

Acepta e investiga quejas por discriminación en la vivienda, incluyendo discriminación basada en la discapacidad.

California State Department of Fair Employment and Housing (DFEH)

Oficina en Los Angeles: 320 West 4th Street, 10th Floor, Los Angeles, CA 90013

DFEH Centro de Comunicación: (800) 884-1684 (voz), (800) 700-2320 (TTY) o

California Relay Service 711 (844) 541-2877

Correo Electrónico: contact.center@dfeh.ca.gov (respuesta dentro de dos días hábiles)

Correo Electronico: accommodations@dfeh.ca.gov o llama a (844) 541-2877 para alojamientos para discapacitados

www.dfeh.ca.gov

U.S. Department of Housing and Urban Development (HUD)

300 North Los Angeles St., Ste. 4054

Los Angeles, CA 90017

(213) 894-8000

www.hud.gov

U.S. Department of Justice (DOJ)

950 Pennsylvania Ave., NW

Washington, DC 20530-0001

DOJ Comment Line: (202) 353-1555, Main Switchboard: (202) 514-2000

TTY/ASCII/TTD: (800) 877-8339

<https://www.justice.gov>

TRANSPORTACIÓN

Proporciona servicios de transporte para personas con discapacidad. MTA solamente brinda información sobre sus programas accesibles.

Access

(800) 827-0829

(800) 827-1359 (TTD)

www.accessla.org

L.A. Care Health Plan (debe ser un miembro de este plan de salud)

(866) 529-2141

<https://www.lacare.org/members/member-services/transportation>

MTA – Metro (información sobre las características accesibles solo)

(800) 827-0829

<https://www.metro.net/riding/riders-disabilities>