

Fair Housing Policy Related to Disability:

Guidance and Requirements for Property Owners and Managers

**Applicable to Covered Housing Developments
(see Appendix 1, Definitions, j.)**

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

October 23, 2017



**Fair Housing Policy Related to Disability:
Guidance and Requirements for Owners and Property Managers**

TABLE OF CONTENTS

PART ONE: OVERVIEW	1
1.1 City Commitment to Fair Housing	1
1.2 Compliance with Policies Mandatory	1
1.3. Information for Owners, Property Managers, Tenants and Applicants.....	2
1.4 Applicable Laws.....	2
1.5 Disability Defined.....	3
PART TWO: OWNER OBLIGATIONS	4
2.1 Summary of Requirements	4
2.2 Designation of Responsible Individual	7
2.3 Property Management Plan (PMP)	8
2.4 Training	8
2.5 Affirmative Marketing of Accessible Units	8
2.6 Rental Office.....	10
2.7 Tenant Application Package and Other Written Materials	10
2.8 Initial Application Process and Waiting Lists	12
2.9 Filling Vacancies in Accessible Units	13
2.10 Requests for Transfers for Disability Related Reasons	15
2.11 Consideration of Requests for Accommodations/Modifications and Interactive Process	17
2.12 Assistance Animals (including Service Animals).....	17

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

2.13	Effective Communication	18
2.14	Grievance Procedures and Notices of Rights	19
2.15	Records	21
2.16	Fair Housing Complaints or Lawsuits.....	23
2.17	Department on Disability – Information and Referral Resources	23
2.18	No Retaliation.....	23
2.19	Information to be Provided Prior to the Retrofit of Units in Housing Development.....	23

**Fair Housing Policy Related to Disability:
Guidance and Requirements for Owners and Property Managers**

APPENDICES

Appendix 1 - Definitions

Appendix 2 - Reasonable Accommodations and Physical Modifications are Available

Appendix 3 - Optional Request Form for Reasonable Accommodations and Modifications

Appendix 4 - Additional Information for a Request for Reasonable Accommodation or 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 Applicants

Appendix 9 - Property Management Contact Information

Appendix 10 - Housing Resources For Tenants with Disabilities

Fair Housing Policy Related to Disability: Guidance and Requirements for Owners and Property Managers

PART ONE: OVERVIEW

1.1 City Commitment to Fair Housing

The City of Los Angeles is strongly committed to affordable housing that is

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

These Policies cover all Housing Developments that have received financing by, through, or in connection with a program administered by the City or the Community Redevelopment Agency of the City of Los Angeles (CRA/LA). This includes, but is not limited to: housing financed with HOME, CDBG or other City Affordable Housing Trust Fund monies; City or CRA/LA issued bonds; CRA/LA tax increment funds and also applies to Housing Developments with a ground lease of CRA/LA property.

All housing covered by these Policies must be constructed and operated in accordance with all applicable disability and fair housing laws. Specific obligations are set forth below.

1.2 Compliance with Policies Mandatory

These Policies reflect the requirements of federal and state fair housing law as well as the City's policies pertaining to People with Disabilities living in housing supported by the City or the Community Redevelopment Agency of the City of Los Angeles or its successors. They were developed to answer the questions of Owners, property managers, and tenants regarding the fair housing rights of People with Disabilities. Questions regarding these policies shall be directed to the City's Housing Accessibility Program.

Owners of Housing Developments are required to adopt and comply with these Policies and procedures. The Policies are **mandatory** and supersede

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

any existing conflicting policies or lease provisions. Owners are also required to maintain specified records and report to the City regarding their implementation.

1.3. Information for Owners, Property Managers, Tenants and Applicants

This document has been divided into three sections. Part One provides an overview. Part Two outlines Owner obligations in general. The third part is a Tenant Handbook that discusses in detail how the Policies will be implemented in the Housing Development. Therefore, the Tenant Handbook has been written so that Owners can insert the name of the Housing Development in place of the words [Housing Development]. This Tenant Handbook and Appendices must be provided to applicants for housing, new tenants moving into units, and current tenants on the anniversary of their tenancy. **Owners and their agents are responsible for knowing and implementing all policies contained in Part Two of this Guidance, and the Tenant Handbook.** These policies are designed to assist Owners and their agents to comply with federal and state nondiscrimination laws.

1.4 Applicable Laws

The following laws apply, as appropriate:

- a. The federal Fair Housing Act (FHA), as amended by the Fair Housing Amendments Act of 1988ⁱ;
- b. Title II and Title III of the federal Americans with Disabilities Act (ADA), as amended by the Americans with Disabilities Amendment Act of 2008ⁱⁱ;
- c. Section 504 of the federal Rehabilitation Act of 1973 (§ 504)ⁱⁱⁱ;
- d. California's Fair Employment and Housing Act (FEHA); ^{iv}

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

- e. California's Unruh Civil Rights Act^v;
- f. California's Disabled Persons Act,^{vi}; and
- g. California Government Code 11135^{vii}.

Other federal or state fair housing laws may apply in some circumstances.

1.5 Disability Defined

Both federal and state laws protect a person with a disability; this includes a person with a history of disability, and a person regarded as having a disability. Where there are differences between federal and state law, the law providing the most protection to People with Disabilities will control. The definitions of disability in these policies are intended to ensure that everyone covered by either federal or state law is protected. Disability is determined without looking at mitigating factors (for example, you have a mobility disability even though you can walk with crutches).

“Disability” includes a mental or physical impairment that limits a major life activity.^{viii} Major life activities include caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working. A major life activity also includes the operation of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

Disabilities include both physical and mental disabilities. Physical disabilities include, but are not limited to, partially or completely missing limbs, mobility disabilities requiring the use of a wheelchair, cerebral palsy, blindness, deafness, and chronic or episodic conditions such as HIV/AIDS, hepatitis, epilepsy, seizure disorder, diabetes, multiple sclerosis, and heart disease. Mental disabilities include, but are not limited to, emotional or mental illness including, but not limited to: schizophrenia, and chronic or episodic conditions such as clinical depression, bipolar disorder, post-traumatic stress

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

disorder, and obsessive compulsive disorder. Covered disabilities also include cognitive or intellectual disability; developmental disabilities, organic brain syndrome; traumatic brain injuries, specific learning disorders; and autism spectrum disorders. While disability does not include the current illegal use of a controlled substance, alcoholism and past drug addiction are defined as disabilities.

PART TWO: OWNER OBLIGATIONS

2.1 Summary of Requirements

Owners must comply with all fair housing obligations, and must follow all applicable laws including, but not limited to, those listed above. Key obligations are summarized in this Section, along with cross references to more detailed provisions later in these Policies.

- a. **Nondiscrimination.** Owners must 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.) See Sections 1.4., and Appendix 1, Definitions.

Reasonable Accommodations. In addition, Owners must provide reasonable accommodations in policies, practices and procedures to ensure that People with Disabilities, and households including People with Disabilities, are not discriminated against or excluded from housing or housing-related services based on disability. See Sections 2.7(e) and (f), 2.10, 2.11, 2.15(c), 3.4, and 3.14. Additional guidance on reasonable accommodations may be found in the May 17, 2004 Joint Statement of HUD and the Department of Justice (DOJ) on

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

Reasonable Accommodations under the Fair Housing Act, available online at <http://www.hud.gov/offices/fheo/library/huddojstatement.pdf>.

- b. **Reasonable Modifications.** Owners must provide reasonable physical and structural modifications to existing facilities to ensure that People with Disabilities and their households are not discriminated against or excluded from housing or housing-related services based on disability. See Sections 2.7(e) and (f), 2.10, 2.11, 2.15(c), 3.4, and 3.14(d).
- c. **Effective Communication.** Owners must provide effective communication when necessary so as to ensure that communication with applicants and residents with vision, hearing, speech, or other communication disabilities is as effective as communication with people without disabilities. See Sections 2.13, 3.5, and 3.17.
- d. **Service Animals.** Owners must permit service dogs and other assistance animals in accordance with applicable laws. See Sections 2.12, 3.15, and 3.16. Owners are encouraged to refer to HUD Notice FHEO 2013-01 (April 25, 2013)^{ix}, which explains the differences between these rights under federal law.
- e. **Affirmative Marketing.** Owners must conduct affirmative marketing to people with disabilities and take other steps to affirmatively further fair housing. See Sections 2.3, 2.5, 2.15, and 3.6.
- f. **Accessible Units.** Owners must ensure that their Housing Developments are accessible, and provide specific Housing Units with Mobility Features and Housing Units with Hearing/Vision Features, as required by law, the City and the Property Management Plan. See Sections 2.3 and 3.7.
- g. **Waitlists, Transfers, and Vacancies.** Owners must add to and maintain waitlists, fill vacancies, and provide unit transfers in a manner that ensures that people with disabilities who need accessibility

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

features have a priority for Accessible Units. See Sections 2.3, 2.8, 2.9, 2.10, 3.11, 3.12, and 3.13.

- h. **Barriers to Access.** Owners must not create 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). Owners must promptly remove barriers to access. See Section 3.8.
- i. **No Retaliation Against Tenants.** Owners must not retaliate against any tenant, applicant, or associated person for exercising rights under the law or this Policy, or for requesting that Owners comply with these Policies or any anti-discrimination law. See Section 3.9.
- j. **Disability Considered Only In Relation To Certain Tenant Requests.** A tenant's or applicant's disability may *only* be considered in reference to the following:
 - i. requests for accessible units
 - ii. requests for reasonable accommodations and reasonable modifications
 - iii. requests for auxiliary aids and services, and communications in alternative formats
 - iv. occupancy in Housing Developments in which the eligibility for admissions is limited to people with disabilities or a specific disability, or
 - v. when the Housing Development utilizes a selection preference for People with Disabilities.

See Sections 3.10 and 3.14(h).

- k. **Disability Related Information.** If the disability and need for the requested accommodation are not obvious, the Owner may request disability related information. When this information is necessary,

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

Owners must seek only enough information to ascertain whether the tenant or applicant meets the threshold requirement of having a disability and a disability-related need for whatever the tenant is requesting (i.e., an accommodation, modification, or accessible unit), but must refrain from inquiring about the nature or severity of the disability. Additional information may only be requested if the information:

- i. is necessary to verify that the tenant or applicant has a disability;
 - ii. describes the needed accommodation or modification; and/or
 - iii. shows the relationship between the person's disability and the need for the requested accommodation or modification, including a unit with specific accessibility features. See Sections 3.10 and 3.14(h).
- I. **Confidentiality.** Owners must keep confidential all medical and other information about the individual's disability. If that information is retained by the Housing Development, it must be kept in locked files that are separate from general applicant or tenant files.

See Sections 3.10 and 3.14(h).

- m. **Language Access.** Many people with disabilities are not native English speakers. Therefore, Owners must provide information under these Policies in Spanish and other languages spoken by tenants in Housing Developments.

2.2 Designation of Responsible Individual

Owners must designate an experienced, senior property manager to coordinate the efforts to comply with the requirements of these Policies. The name, title and contact information of the individual will be posted in the

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

office and available upon request to any individual. See Section 3.2 and Appendix 10, Property Management Contact Information.

2.3 Property Management Plan (PMP)

Each Owner created a Property Management Plan (PMP) that was approved by the City prior to lease-up. Among other requirements, the PMP must:

- i. identify the number, types, and locations of Accessible Units;
- ii. describe the initial and subsequent tenant selection processes and affirmative marketing plan, and
- iii. reflect a commitment to affirmatively further the fair housing rights of tenants, including People with Disabilities.

Housing Developments whose PMPs do not meet the requirements of these Policies must update their PMPs to comply within 60 days of receipt of these Policies and send their PMPs to the City for approval.

2.4 Training

Property management staff, including managers, agents, and employees responsible for the operation or management of a Housing Development, must attend HCID training on the information contained in these Policies. New staff must receive an orientation to these policies within 60 days of hire and all staff must receive ongoing training in fair housing laws, including an annual refresher course.

2.5 Affirmative Marketing of Accessible Units

Owners must affirmatively market the Housing Development and the Accessible Units to people with disabilities, consistent with the updated Property Management Plan, provide basic information about fair housing law to applicants (as described below), and otherwise market the Housing Development to eligible persons in the City without regard to disability.

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

In order to maximize use of Accessible Units by people needing the features of the units, all Owners must take the following steps to ensure that potential applicants are informed of available units, encouraged to apply, and have an equal opportunity to rent units:

- a. **Outreach.** Owners must conduct sufficient outreach to community organizations and other groups that serve People with Disabilities to ensure that Accessible Units are, to the maximum extent possible, occupied by those households who need the accessibility features of that unit. Each Property Management Plan must describe how staff will conduct this outreach. Outreach to these organizations must take place at initial lease up, when the wait list for a property is reopened after being closed, or when an Accessible Unit becomes available and there is no qualified household on any transfer or waiting list. A list of organizations can be found on the HCIDLA's website (www.hcidla.lacity.org) and must be one of the sources used when undertaking affirmative marketing. Owners must use the most up-to-date list available from the City. Outreach activities must also include an e-blast to parties on the Housing.LACity.org website Outreach List when it becomes available. All marketing materials must mention that there are Accessible Units for people with disabilities who need their accessible features. Also, those materials must describe available units that are not fully accessible but have certain features that could be used by some People with Disabilities, such as units that are located on ground floors or floors served by elevators and have no steps.
- b. **Website.** Information about the Housing Development and all Accessible Units and their availability status must be accurately listed online at <http://www.housing.lacity.org>. Owners must keep current the availability status of Accessible Units and the property management contact information listed on the website. In addition, Owners must accurately and completely list the accessibility features of the Accessible Units, and any other units with accessible features.

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

Owners must also list vacant Conventional Units on the website.

Owners must place People with Disabilities on their waiting lists who apply via the website when that function becomes operational.

2.6 Rental Office

- a. **HUD Poster.** Every rental office must display a HUD Fair Housing Poster in the rental office. The poster may be obtained through the local HUD office or at http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/marketing.
- b. **Notice.** Every rental office will also display a Notice of Right to Reasonable Accommodation (Appendix 2, Reasonable Accommodations and Physical Reasonable Modifications are Available).
- c. **State Fair Housing Poster.** Every rental office will also display a State Fair Housing Poster in both English and in Spanish [DFEH 164H (Fair Housing Is the Law) and DFEH 164Hs (Spanish version)]. The posters and additional information are available from the California Department of Housing or Community Development or can be downloaded at http://www.dfeh.ca.gov/Publications_Publications.htm.

2.7 Tenant Application Package and Other Written Materials

The Housing Development's tenant application package must contain a section where the applicant may indicate a request for an Accessible Unit with Mobility or Hearing/Vision features (see Sections 2.8, 2.14(e)(iii));

The Housing Development's tenant application package, tenant annual recertification cover pages, and all marketing materials must include the following:

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

- a. A statement that the property has Accessible Units and/or units with accessible features (if accurate) and an explanation of how an interested person can inquire about particular features of the Accessible Units;
- b. The Equal Housing Opportunity Logo (currently available at HUD's website at <http://portal.hud.gov/hudportal/HUD?src=/library/bookshelf11/hudgraphics/fheologo>), and the statement "This housing is offered without regard to 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";
- c. Marketing materials must not include any discriminatory remarks. Examples of discriminatory remarks include, but are not limited to, remarks such as "independent living" or "need to be able to live independently," which are discriminatory because they appear to exclude people who rely on supportive services, assistance, or aides. Housing Developments are not permitted to exclude people on the grounds that they utilize these services due to a disability;
- d. Documents must contain the Universal Symbol of Accessibility and, if available, a TTY/TDD phone number. Advertising must also include an email address which people can use to request an application, as well as other information about where the application may be obtained, a statement that people with disabilities have the right to ask for and receive reasonable accommodations in rules, policies, practices, or services (including in the application process), including the right to ask for communications in alternative formats, to ask for auxiliary aids and services, and to ask for reasonable physical modifications, as well as information on how to make such a request. (See subsection (f) below, "Notice of Right to Reasonable Accommodation/Modification," for specific details); and

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

- e. A statement on the tenant application and tenant annual recertification cover pages that reasonable accommodations and modifications will be provided upon request.
- f. Notice of Right to Reasonable Accommodation/ Modification. Owners must provide notice of the right to reasonable accommodations and modifications. The following language is to be placed at the bottom of the first page of every rental application and re-certification packet in at least a 12-point, non-serif type:

“A person with a disability may ask for:

A change in rules (reasonable accommodation)

A physical change to their apartment or shared areas in the building (reasonable modification)

An accessible apartment

Aids and services to help them communicate with us.

If you or anyone in your house has a disability and needs any of these things to live in our [Housing Development] and use our services then:

Contact [Housing Development] staff to fill out a form called a ‘Reasonable Accommodation or Modification Form.’”

See Appendix 2, Reasonable Accommodations and Reasonable Physical Modifications are Available.

2.8 Initial Application Process and Waiting Lists

Application forms must provide a section where people with disabilities who need the features of a mobility or hearing/vision unit can indicate their desire for such unit. Using the process described in the Development’s PMP for the tenanting of units, Owners must create two lists – one for conventional units and another for Accessible Units. The names of people with disabilities who have identified the need for accessible units will be on both waiting lists

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

so that applicants have the option of choosing a conventional unit should their name come up on that list before an Accessible Unit is available.

All waiting lists should clearly indicate which applicants have requested Accessible Units and what type of unit (Housing Unit with Mobility Features or Housing Unit with Hearing/Vision Features). Tenants who need both mobility and hearing or vision features should be offered the option of being offered a Unit with Mobility Features; reasonable modifications can then be made to provide necessary hearing/vision features.

If initial application forms did not solicit information about disability-related requests for Accessible Units, Owners must contact all households already on their waiting lists to determine whether any household on the waiting lists needs an Accessible Unit. If so, they should be placed on the appropriate waiting list for Accessible Units. Owners may require verification that the person needs the design features of that type of unit, prior to leasing an Accessible Unit. Verification of disability should not be sought until such time as an Accessible Unit is available.

2.9 Filling Vacancies in Accessible Units

Owner must use suitable means to assure that information regarding the availability of Accessible Units reaches eligible People with Disabilities, 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. When an Accessible Unit becomes vacant, Owner must:

- a. First, offer the unit to a current occupant of the Housing Development who has requested and needs the features of an Accessible Unit;
- b. Second, 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;

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

- c. Third, offer the unit to an eligible, qualified applicant on the Accessible Unit waiting list who needs the features of an Accessible Unit;
- d. Fourth, make reasonable efforts to advertise the unit to qualified people who need its accessible features, including—
 - i. listing the unit as vacant and available to people who need the accessible features at <http://www.Housing.LACity.org>,
 - ii. distributing information about the accessible vacancy in accordance with the Owner's Property Management Plan,
 - iii. distributing information to organizations that serve people with disabilities, and
 - iv. sending an e-blast to parties on the www.Housing.LACity.org website Outreach List.

In the event that more than one household has requested an Accessible Unit, Owners must offer the Unit to households in their order on the Waiting Lists within each category (mobility or hearing/vision).

If, after using the process identified above, there are no households who need the features of that Accessible Unit, then Owners must offer the unit to the next household on the Conventional Unit waiting list. Should that household choose not to occupy the Accessible Unit, they will remain at the same position on the Conventional Waiting list. If the household chooses to occupy the Accessible Unit, the tenant must sign a Lease Addendum in the form approved by HCID (Appendix 6, Lease Addendum: Tenant'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 the Housing Development that there is an eligible applicant or existing resident with a disability who requires the accessibility features of that Unit.

For people who are required to vacate an Accessible Unit because it is needed by an individual with a disability, Owners must pay the costs of transferring to a comparable Conventional Unit, including new utility

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

deposit(s), if required, and reasonable moving expenses. These costs are eligible project expenses.

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, that household may be offered a Conventional Unit with reasonable modifications provided by [Housing Development]. If that household voluntarily agrees to move to a Conventional Unit with reasonable modifications, then [Housing Development] must provide the same costs described above, as well as pay for reasonable accessibility modifications in the new Conventional Unit. These costs are also eligible project expenses.

When there is not yet a transfer 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 the Development's waiting list.

See Sections 3.11, 3.12 and 3.13.

2.10 Requests for Transfers for Disability Related Reasons

Each year, Owners must notify tenants that, if someone in their households has or develops a disability and needs accessibility features that their unit does not provide, then they have the right to:

1. request a transfer to a unit that has accessible features; or
2. to request reasonable modifications to their units to make them more accessible.

As previously described under Section 2.9, Filling Vacancies in Accessible Units, Owners must pay the costs of moving tenants to their new units. These costs are eligible project expenses. Owner will not charge additional

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

fees for a transfer to an Accessible Unit or require an increased security deposit, unless the unit being vacated has been damaged beyond reasonable wear and tear, in which case the costs of repairs may be deducted from the current security deposit and an itemized receipt for repairs presented to the tenant with a request to replenish the deposit.

Owners must 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, at least 30 days in advance Owners must notify the transferring tenant about the accessible features of the unit and the new rental amount.

Tenants must have the opportunity to view the unit and have at least five days in which to decide whether to move there.

Owners must maintain a Transfer List of current tenant households having People with Disabilities who have requested a transfer to an Accessible Unit (or to a Conventional Unit with specific accessibility features). The list will include tenants residing in Housing Developments under common control who request an Accessible Unit. If a tenant waiting for a transfer to an Accessible Unit rejects the offer of an accessible unit, the tenant will remain at the same position on the Transfer List for the next available Accessible Unit.

When a Conventional Unit is expected to become vacant, Owners must offer that unit to the first household on the waiting list (based on any preferences applicable to the project), regardless of whether that applicant has requested an Accessible Unit. If the applicant has indicated a disability-related need for an Accessible Unit, Owners must 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 their position on both the Conventional and Accessible waiting lists until accepting a housing unit that meets the household's needs.

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

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 the waiting list. If requested, Owners must make physical alterations to the Conventional Unit as a reasonable modification, unless the alterations would result in an undue financial and administrative burden to the Housing Development.

The Housing Development may include some Conventional Units that contain accessibility features or may be accessible for other reasons. Owners must provide information about these units' accessible features to tenants who have informed Owners that they have a disability-related need so that they can choose whether to place themselves on the Transfer List 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. However, no household is required to give up its Conventional Unit with accessibility features to accommodate a household that would like those features. Tenants on the Transfer List for a Conventional Unit with accessible features will be given first choice in renting that Unit when it becomes vacant. See Section 3.13.

2.11 Consideration of Requests for Accommodations/Modifications and Interactive Process

Upon receipt of request, Owners must grant reasonable accommodations/ reasonable modifications as set forth in Section 3.14.

2.12 Assistance Animals (including Service Animals)

A variety of state and federal laws provide tenants, prospective tenants with disabilities, and 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

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

housing development the right to be accompanied by a service animal, which is a specific kind of assistance animal. These rights and the Owner's obligations are addressed in Section 3.15 and 3.16.

2.13 Effective Communication

Owners must ensure that communications with applicants and tenants with disabilities are as effective as its communications with people without disabilities. To meet this obligation, Owners must provide appropriate auxiliary aids and services to ensure that people with disabilities have an equal opportunity to participate in, and benefit from, their Housing Developments and services. Owners must comply with the Guidance in the U.S. Department of Justice's ADA guidance on Effective Communication (<http://www.ada.gov/effective-comm.htm>).

Owners must provide, at their expense, auxiliary aids and services for effective communication with their residents and applicants, as well as employees. These costs are eligible project expenses.

Owners must train all property management staff, including maintenance staff, in how to receive, and initiate, telephone calls to people who are deaf, hard of hearing, deaf-blind, or who have speech disabilities using a TTY or the Telecommunication Relay Services (TRS). If Housing Development has a TTY, it must place and accept calls using the TTY.

Housing Development must accept telephone calls placed through relay services. Staff who answer the telephone will treat relay calls just like other calls. For further information regarding relay services, Owners may contact the California Public Utility Commission's Deaf and Disabled Telecommunications Program at <http://ddtp.cpuc.ca.gov/relay.aspx>. In the event an Owner does not have a separate TTY number, the phone number for contacting the development's management offices must be posted and TTY users should be directed to call 711 or use their preferred Video Relay Service (VRS) provider. If requested by someone with a disability, Owners

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

shall consider, as reasonable accommodations, email, text and/or fax communications.

PMPs must ensure that 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. Owners can request that people needing these services, where possible, make the request for auxiliary aids or service in advance of when needed.

Signage in management offices; or on applications, recertification forms, and correspondence; or in telephonic voice mail greetings, automated telephonic menus; and other media used to communicate with the public and with residents will include information about how to request auxiliary aids and services.

See Sections 3.5 and 3.17.

2.14 Grievance Procedures and Notices of Rights

- a. Owners must adopt grievance or appeal procedures that incorporate appropriate due process standards and that provide for the prompt and equitable resolution of disability-related complaints. See Section 3.18.
- b. Owners must notify applicants and tenants about the Housing Development’s grievance process and provide the name of a senior staff person to contact with respect to any grievance and update that information in a timely manner. See Section 3.18 and Appendix 10, Property Management Contact Information.
- c. Owners must also notify applicants and tenants about the right to use the City Housing Accessibility Program Complaint Process. See Section 3.19.

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

- d. Owners must take steps to notify applicants and residents that owners do not discriminate on the basis of disability, of applicants' and residents' rights as described in this Policy, and of their right to file complaints. Notice of these rights must also supply the contact information for the person charged with overseeing the grievance process. A copy of this policy, related forms, and the contact information must be provided to new tenants along with their lease, and to existing tenants at their annual recertification, and must be posted in the management office.
- e. Additional methods of initial and continuing notification of rights and grievances procedures may include the posting of notices, placement of notices in recipients' publications, and distribution of memoranda or other written communications. Owners must ensure members of the population eligible to be served who have visual or hearing impairments are provided with the information necessary to understand and access the housing. Methods for ensuring participation include, but are not limited to, qualified sign language and oral interpreters, readers, or the use of taped and Braille materials, as set out in the Sections on Effective Communication.
- f. These procedures supplement, and do not replace, any notice and grievance procedures required by HUD, any funding sources, or other applicable law.
- g. Notices of rights 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.
- h. Applicants and tenants are not required to exhaust these grievance procedures before seeking other administrative or judicial relief that may be available.

See Section 3.18 and Section 3.19.

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

2.15 Records

- a. Owners must keep dated records and copies of all advertising flyers and notices related to their affirmative marketing efforts prior to lease-up, reopening of the waiting list, or prior to rental of an Accessible Unit to a household who does not need the accessibility features.
- b. Owners must keep copies of their original applicant pool information, dated waiting and transfer lists showing contact information, application dates, waiting list status, and related documents showing attempts to contact people on the waiting lists and dates people were provided a rental unit.
- c. Owners must keep logs and dated records of requests --
 1. for Accessible Units by tenants, tenants in Housing Developments under common control, and applicants, and the outcomes of those requests; See Sections 3.7, 3.11, 3.12 and 3.13.
 2. for any Accessible Units *not* rented to a person who needs the accessible features, an explanation of all steps taken to attempt to rent the unit to a household with a person who needs the accessible features. See Sections 2.9 and 3.12.
 3. of all reasonable accommodation requests, reasonable modification requests, and requests to transfer to a more accessible unit. At a minimum, logs must contain, the following information:
 - i. Name of requestor and current address, phone number or unit number;
 - ii. Description of the request;
 - iii. Whether the request is for an Accessible Unit and which type (e.g. unit with mobility or hearing/vision features, ground floor unit, a different unit for other accommodation reasons, or other pertinent information);

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

- iv. Size of unit requested (e.g. Studio, 1, 2, or 3 Bedroom Unit), *if relevant to the request*;
 - v. Date of request;
 - vi. Current status of the request;
 - vii. Whether the accommodation was approved or denied and date of determination;
 - viii. If request was denied, reason for denial;
 - ix. Date notice given to requestor of approval or denial;
 - x. Anticipated implementation date for completion of the accommodation/modification;
 - xi. Date accommodation or modification was provided or completed; and
 - xii. Pending and final appeals/grievances of denied or delayed reasonable accommodation requests, including the date of the appeal, the date of the final decision, and the final outcome.
- d. Logs must be updated monthly. Although the logs have been described as separate documents, they could be contained in a master spreadsheet.
- e. All information involving reasonable accommodation and modification requests must be kept confidential, separate from the tenant's file, and will only be shared on a need-to-know basis or as required by these Policies or by law. The tenant files shall reflect the outcomes of any reasonable accommodation or modification requests.
- f. Copies of the log must be provided to the City on a quarterly basis in accordance with City instructions no later than the tenth day of the month following each quarter of the calendar year.

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

- g. All records in this Section must be retained until August 1, 2026 or for 5 years, whichever is later.

2.16 Fair Housing Complaints or Lawsuits

Owners must immediately inform HCID in writing if a tenant or an applicant files a fair housing complaint or lawsuit against them with an external agency or organization.

2.17 Department on Disability – Information and Referral Resources

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) 202-2748 Voice or (213) 202-3452 TTY.

2.18 No Retaliation

Owners/Housing Developments must not retaliate against any tenant, applicant, or associated person for exercising rights under the law or this Policy, or for requesting that the Housing Development comply with these Policies or any anti-discrimination law.

2.19 Information to be Provided Prior to the Retrofit of Units in Housing Development

Some Housing Developments may not currently have fully accessible housing units, common areas, and/or sites. If that is the case, then HCIDLA will require that the projects be retrofitted and will work with Owners to ensure that this takes place in a timely manner. The following must be provided to and approved by HCIDLA, in addition to the Owner obtaining approval of the retrofit scope of work, cost estimate, and construction schedule.

Fair Housing Policy Related to Disability:

Guidance and Requirements for Owners and Property Managers

- a. A description of the process used to choose units to be retrofitted to demonstrate that these choices were made on a fair and objective basis and will result in a fair distribution of units taking into account bedroom size, amenities, and other important considerations. If vacant units are to be chosen for retrofit, the back-up plan if there are not a sufficient number of vacant units to complete the retrofit within the approved timeframe must be disclosed to HCID.
- b. A Tenant Relocation Plan for any temporary or permanent relocation that ensures that low-income tenants do not have to pay the cost of relocation and accommodates tenants with disabilities.
- c. Affirmative Marketing and Tenant Transfer Plans to ensure that people who need the features of the accessible units will occupy the units.
- d. A copy of the Lease Addendum to be signed by tenants occupying accessible units who do not require the accessible features of those units.

ⁱ Federal Fair Housing Act, as amended by the Federal Fair Housing Amendments Act, 42 U.S.C. §3601 *et seq.* See also federal regulations at 24 C.F.R. Part 100 *et seq.*, especially 24 C.F.R. §§ 100.200-205 on "Prohibition Against Discrimination Because of Handicap."

ⁱⁱ Americans with Disabilities Act, as amended by the Americans with Disabilities Amendments Act of 1988, 42 U.S.C. § 12101 *et seq.* See also Title II regulations (State and local governments) at 28 CFR Part 35 and Title III regulations (public accommodations) at 28 CFR Part 36.

ⁱⁱⁱ Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794. See also federal regulations regarding "Nondiscrimination Based on Handicap in Federally Assisted Programs and Activities of the Department of Housing and Urban Development" at 24 C.F.R. Part 8.

^{iv} California's Fair Employment and Housing Act, California Government Code § 12900 *et seq.*

^v Unruh Civil Rights Act, California Civil Code §§ 51 *et seq.*

Fair Housing Policy Related to Disability: Guidance and Requirements for Owners and Property Managers

^{vi} California's Disabled Persons Act, Civil Code Section 54 *et seq.*

^{vii} California Government Code Section 11135 *et seq.*

^{viii} California law is more protective of people with disabilities than federal law. Cal. Fair Employment and Housing Act (FEHA), Gov. Code 12926(j) and (m). Federal law references disabilities that “substantially limit” rather than “limit” activities. However, federal recent interpretations of the phrase “substantially limit,” following the ADA Amendments Act, make it very similar to the California definition. Therefore, we use the term “limit” in these policies, not “substantially limit.”

^{ix} A copy of HUD's April 25, 2013 FHEO Notice is available online at

http://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&sqi=2&ved=0CCkQFjAA&url=http%3A%2F%2Fportal.hud.gov%2Fhudportal%2Fdocuments%2Fhuddoc%3Fid%3Dservanimals_ntcfheo2013-01.pdf&ei=XSFwUrKVI56YGQCQ&usq=AFQjCNHTG-hUZ58NUWDwfUWRJ8tBeC32ww&bvm=bv.55617003,d.cGE

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(a).

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(b)

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(c).

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(e) 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]

Please complete all sections that apply to you and once completed return the form as instructed in Part 4:

- | | | |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Part 1: | To be completed by Owner/Manager | page 2 |
| Part 2: | To be completed by Person with a Disability or Requestor | page 3 |
| Part 3: | To be completed by person providing information | page 4-5 |
| Part 4: | To be completed by Owner/Manager or Person with a Disability or Requestor (depending on who provided the form to The person providing the information) | page 6 |

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

Part 1. To Be Completed by Owner/Manager

Date:

Name of Person Who Needs an Accommodation or Modification:

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

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 they have a disability, and asked for an accommodation in our policies or a physical modification to the property so it is more accessible. (Name of person with disability)

is requesting the following accommodation or modification: (Describe requested accommodation or modification)

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 Requestor Seeking Accommodation or Modification:

Date:

Signature:

See Tenant Handbook Section 3.14 for More Information

Part 3: 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

3. Explain how the accommodation or modification will be helpful.

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

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.

Continue to Part 4 on the Next Page

Part 4. To Be Completed by Owner/Manager or Person with a Disability/Requestor (depending on who provided the form to the person providing the additional information)

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 2 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 3 boxes 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 2 boxes)

- 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.

See Tenant Handbook Sections 3.14 and 3.22 for More Information

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. Most sites in the City of Los Angeles will be served by one of each of the following (see websites or resource list for current service areas, location, and contact information). 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.nlsla.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

Los Angeles Housing and Community Investment Department (HCIDLA). You may also file a grievance with the HCIDLA Accessible Housing Program by filling out the form at www.accesshousingla.org, sending an email to hcidla.achp@lacity.org, calling 213) 808-8550, 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

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;
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 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 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/Video Relay:

Email Address (if available):

Address (or unit number if current resident):

Please reach me by (check all that apply):

Phone/TTY/Video Relay

Email

Text (if available)

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

**(Owner to insert number of units)
be completed by Owner)**

Units at (Property Name - To

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)
be completed by Owner)**

Units at **(Property Name - To
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/or 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

Property Name:

**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]

Disability 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.....	6
LANDLORD/TENANT, RENT STABILIZATION, HABITABILITY & CODE ENFORCEMENT	8
EVICITION DEFENSE	9
GOVERNMENT AGENCIES.....	10
LEGAL SERVICES	11
HOUSING AND OTHER LEGAL SERVICES.....	11
STATE AND FEDERAL FAIR HOUSING AGENCIES	14
TRANSPORTATION.....	15

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's Accessible Housing Program (10/23/17)

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 & 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, 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

221 N. Figueroa St., 14th Floor, Los Angeles, CA 90012

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 Tue & 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

California Department of Consumer Affairs

500 W. Temple St., Room B96

Los Angeles, CA 90012

(213) 389-2077

<http://dcba.lacounty.gov>

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 AND OTHER LEGAL SERVICES

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

Community Legal Services of Southeast Los Angeles County

(Legal Aid Society of Orange County)

725 W. Rosecrans Ave.
Compton, CA 90222
(800) 834-5001 (310) 638-5524
www.legal-aid.com/contactlocate/compton/

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>