

# Notice of Right to Reasonable Accommodation

at XYZ Housing

1234 Main St.

If you have a physical or mental disability, and as a result of this disability you need:

- A change or repair in your apartment that would give you an equal chance to live here and benefit from the use of your apartment, OR
- A change or repair to some other part of the housing site that would give you an equal chance to live here and use the facilities or programs on site, OR
- A change in the rules or policies or how we do things that would give you an equal chance to live here and use the facilities or take part in programs on site, OR
- A change in the way we communicate with you or give you information,

Then you may ask for this kind of change, which is called a **Reasonable Accommodation**.

**If you have a physical or mental disability that needs this change, and if your request is reasonable, we will try to make the changes you ask for.**

*Examples of standard changes in the apartment include:*

- a) installation of grab bars at toilets, tubs and showers in the bathroom
- b) adjustment of the height of portions of the kitchen countertop. The available heights are 28", 32", and 36" (if this option is available)
- c) removal of cabinetry under the sink in the kitchen in all adaptable units (including covering of any sharp surfaces, wrapping of plumbing pipes and finishing of any unfinished surfaces)
- d) lowering coat racks
- e) installation of visual fire alarm and door bell

*Examples of standard changes in rules or policies include:*

- a) suspension of a "no pets" policy for service or companion animals
- b) reminders of rent payments for someone with memory problems
- c) assistance with garbage disposal if the garbage chute is inaccessible

*Examples of standard changes in the way we communicate with you include:*

- a) notices or communications in large print, or on tape, for someone with a visual impairment,
- b) Sign Language interpreters or Real Time Captioning for any lengthy verbal communications with a deaf tenant.

The above are only examples. We want to work with you if you need something else. For more examples for standard physical changes in the apartment, please see the attached sheet entitled "Specific Available Reasonable Accommodations at XYZ Housing. Information and instructions for making these types of changes are available from the management company. Please note that 5% of the dwelling units and the common use areas in this building are designed in accordance with the 2010 ADA Standards.

You can ask for a Reasonable Accommodation by contacting \_\_\_\_\_ at \_\_\_\_\_ . S/he may ask you to fill out a Reasonable Accommodation Request form. S/he will help you fill it out, or take your request verbally, if you like.

We will give you an answer in \_\_\_ days unless there is a problem getting the information we need. We will let you know if we need more information or if we need verification from you.<sup>1</sup>

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<sup>1</sup> Note: All information you provide will be kept confidential and used only to help you have an equal opportunity to enjoy your housing and the common areas.

## **Specific Reasonable Accommodations Available at XYZ Housing**

### 1. Modification to Kitchens in Dwelling Units

Applies to all units.

You can request that the kitchen cabinet be removed under the sink to allow wheelchair access.

Applies only to units # : 210, 310, 410, 510 and 610

You can request that the kitchen cabinets under the sink and under the work area be removed. In addition, the kitchen counter above these two areas can be repositioned to a height of from 28" to 36".

### 2. Modification to Bathroom Vanities in Dwelling Units

Applies to: All adaptable units

In the event you need knee space under a bathroom sink, you may request that the vanity cabinet be removed or adapted.

### 3. Modifications to Closets in Dwelling Units

Applies to: All 1A (1-bedroom) coat closets  
All 2A (2-bedroom flats) coat closets  
All 3A (3-bedroom flats) hall closets  
All 3B1 (3-bedroom townhouses with the 1<sup>st</sup> floor on-grade) closet under stairs  
Units 101 thru 106 in Building #13 (1<sup>st</sup> floor units)

In any of the dwelling units identified above, you can request that the shelving in the closet be lowered or otherwise modified for accessibility.

### 4. Removal of Laundry Room Doors in Dwelling Units

Applies to: All 1A (1-bedroom) laundry closets

In any of the 1A units (1-bedroom flats), you can request that the door to the laundry room be removed to improve access to the washer and dryer.

You can also request that the stacking washer/dryer laundry machines be replaced with a single appliance that both washes and dries clothes.

### 5. Telephone for Hearing Impaired Residents

Applies to: All units in the development

If a member of your household has a hearing, mobility, speech, visual or cognitive impairment or other disability that requires the use of a special telephone, the management will provide a referral to the Hearing and Speech Center of Northern California (Phone: 415-921-7658) to assist with options for obtaining phones with visual signals. In the event no phone device is available to

provide a visual phone signal except a wall-mounted phone, you may request that a phone jack be installed at a higher elevation on a wall to allow for use of a wall-mounted phone.

6. Trash Collection

Applies to: All units

In the event you are not able to operate the trash and/or recycling chutes, you may request assistance in the placement of trash and/or recycling into the chutes.

7. Accessible Parking & Unit Location

Applies to: All units

If you have a disability and need accessible parking, you may request that a space be designated near your unit. If you use a van, and no van accessible space can be located near your unit, you may request a transfer to an accessible unit that has van-accessible parking nearby.