

HOUSING AUTHORITY OF THE CITY OF SEATTLE
MANUAL OF OPERATIONS

SUBJECT: Applicant and Resident Requests for Accommodation(s) and/or Modification(s)

SCOPE: This policy and procedures shall apply to all federally subsidized public housing programs, and units.

POLICY:

In compliance with Section 504 of the Rehabilitation Act of 1973 (504), which required housing agencies to affirmatively ensure that persons with disabilities are given an equal opportunity to participate in the public housing program; and with Title II of the Americans with Disabilities Act (ADA), which was signed into law in 1990, which extended 504's non-discrimination policy to apply to all activities of state and local governments regardless of whether federal funds are received, SHA will provide reasonable accommodations, upon request, to ensure that no otherwise qualified individual with a disability is excluded from the participation in, denied the benefit of, or subject to discrimination under any SHA program.

This policy affirms the commitment of the Seattle Housing Authority to operate its programs and activities so that, when viewed in their entirety, its housing and other resources are readily accessible to and usable by qualified disabled individuals. If making a program or activity accessible results in a fundamental alteration in the nature of the program or activity or creates undue financial and administrative burdens, SHA will not take action, but will do whatever is feasible to provide disabled persons the benefits and services of the program or activity.

IMPLEMENTING POLICY:

SHA will provide reasonable accommodation, upon request, to prevent an otherwise qualified individual with a disability from being excluded from the participation in, denied the benefit of, or subject to discrimination under any SHA program. The person making the request shall receive within forty-five (45) calendar days a written response from the Applications Manager or Senior Property Manager or designee. The response will acknowledge the request and will inform the applicant/resident whether or not the reasonable accommodation request has been approved. The response may also inform the applicant/resident that SHA requires additional information concerning the request before making a decision.

All applicant and resident requests for an accommodation shall be processed under the provisions of this policy and the sections referenced.

I. Eviction: Requests for accommodation submitted after a Notice for Eviction has been served shall be considered under an expedited process. To the extent possible, the person making the request shall receive a written response from the Senior Property Manager or designee within fourteen (14) calendar days of the request.

The administrative procedures outlined in this policy shall not apply after service of an unlawful detainer Summons and Complaint.

II. Accommodations. Subject to a determination of reasonableness, accommodations may include, but are not limited to the following:

A. General Facility Improvements:

1. *Site Access* - parking, loading zones, paths, ramps, exterior signage
2. *Building Access* - entrances, exits, signage, elevators, alarms, lighting
3. *Public Restrooms*
4. *Other Services* - mailboxes, management offices, etc.

B. Unit Accessible Features:

1. *Assigned accessible parking* (See L12.7-2)
2. *Wheelchair access to specific unit* - path, ramp, unit entry, peephole
3. *Accessible Bathroom* - accessible sink and controls, grab bars, roll-in shower, hand held shower head
4. *Accessible Kitchen* - adjustable counters and cabinets, accessible sink, accessible range/oven and refrigerator
5. *Other Hardware* - doors, windows, lights, faucets and appliance controls.

C Assistive Devices and Auxiliary Aides: (for example)

1. *TTY/TDD* - wiring (resident will provide hardware and maintain)
2. *Flashing Devices* - audio and/or visual for smoke alarms, intercoms, and doorbells
3. *Additional Lighting*

D. Medical Services and Assistive Care: (for example)

1. Additional bedroom for a *Live-in-Aide* (as described in L17.3-1)
2. *Yard Care* (may be provided by SHA Maintenance)
3. Additional bedroom for *Kidney Dialysis and other medical equipment* – housing of a size and configuration to accommodate such equipment.

E. Service and Assistance Animals:

1. Allowing a service or assistance animal in facilities that otherwise do not allow pets.
2. Allowing for a service or assistance animal that does not meet SHA's pet standards in size, weight or type.
3. Training certification for a requested assistance animal is not required but a nexus is needed between the disability and the need for a service/assistance animal.

F. Language Interpreters and Translation: (See L17.2-1)

All requests for accommodation under part F shall be evaluated under:
Manual Section 17.2-1 Effective Communication.

G. Location Accommodation: (As identified by the resident).

H. General Operating Improvements: (As identified by the resident).

I. Other: (As identified by resident)

III. Location Accommodations. There may be qualified individual and families whose needs can only be met by relocation. Current residents whose units cannot be modified or adapted because the work is not feasible or costs are prohibitive shall be eligible for an inter-community transfer or an intra-community transfer. These transfers shall be processed in accordance with Manual Section L12.5-1.

SHA shall pay the reasonable moving-related expenses for residents with disabilities who require a transfer to another SHA unit or development as a reasonable accommodation.

If a UFAS-accessible unit is occupied by a household that does not require the accessible features of the unit, and an eligible qualified applicant or existing resident with disabilities is identified who needs the accessible features, SHA shall transfer the household, at SHA's expense, to another comparable unit, when such a comparable unit is available, making the UFAS-accessible unit available for the applicant or resident in need.

IV. Impact Property Management. Staff shall refer to the property's Management Plan for details of its accommodation policy and procedures. If the Management Plan does not address accommodation policy and procedures, staff shall default to this Manual Section.