



Fact sheet

How Do I Request a Reasonable Accommodation from DHA?

The Housing Authority of the City and County of Denver's ("DHA") Reasonable Accommodation process is centralized to ensure that all individuals requesting accommodations are treated the same. DHA has designated an employee ("DHA's 504 Coordinator") to coordinate DHA's efforts to comply with federal, state and local law. DHA's 504 Coordinator may be contacted by phone at (720) 932-3091, TDD (720) 932-3111, or Colorado Relay TDD (800) 659 2656, by fax at (720) 932-3009, or by mail at 777 Grant St., 6th Floor, Denver, Colorado, 80203.

What is a Reasonable Accommodation?

A reasonable accommodation is a modification or change DHA can make to its procedures, rules or to an individual's apartment or to a public/common area which would provide an otherwise eligible individual with a disability an equal opportunity to participate in, or benefit from, DHA housing programs, provided that the change does not pose an undue financial and administrative burden to DHA or result in a fundamental alteration of its programs. A reasonable accommodation may also include the provision of appropriate auxiliary aids where necessary to facilitate communication with an individual with a disability.

The requested change to DHA's rules, policies, practices, services or modifications must be reasonable and there must be an identifiable relationship (nexus) between the requested accommodation and the disability and must not result in an undue hardship. An undue hardship is a significant or undue financial and administrative burden. DHA is not required to provide an accommodation that will require a fundamental alteration in the nature of DHA's housing programs. A reasonable accommodation is not meant to provide a personal preference. If the request is not required because of a disability, then it is not an accommodation.

For a more in depth explanation please review DHA's Reasonable Accommodation in Housing Guidelines ("RAHG") and Alternative Forms of Communication Guidelines which are available upon request from your Occupancy Interviewer, Section 8 Technician, or Public Housing Manager and are available on DHA's Website at: <http://www.denverhousing.org>

How do I request an accommodation?

You may submit your accommodation request to your Occupancy Interviewer, Section 8 Technician, Public Housing Manager, or directly to DHA's 504 Coordinator.

It is the responsibility of an individual with a disability to request an accommodation. DHA requires all requests for accommodation to be documented in order to help avoid misunderstandings regarding what is being requested or whether the request was made.

If an individual is unable to provide a request in writing, or requires assistance in completing a request for accommodation, they should contact DHA and a staff member will assist the individual by completing the appropriate forms; however, the individual, or their legal representative, must sign the forms. If an individual is unwilling to provide a request in writing, or to sign a request, DHA will document the request and review it based solely on the information provided.

Upon request DHA staff will provide an individual DHA's **Request for Accommodation Packet**. DHA does not require that an individual use the Request for Accommodation Packet. However, in most cases, failure to use DHA's forms will delay the accommodation request as additional information is often necessary from the individual or the individual's health care provider to verify the disability, or the relationship between the disability and the accommodation requested.

If an individual's disability is obvious or otherwise known to a representative of DHA, and if the need for the requested accommodation is readily apparent, DHA may, in its sole discretion, not require such documentation. You may discuss the use of DHA's **Report of Verbal Request for Accommodation/Obvious Disability and Observed Need** form with DHA Staff.

In most cases, DHA requires that an individual's health care provider provide information regarding why the requested accommodation is necessary for the qualified individual with a disability to have an equal opportunity to participate in, or benefit from DHA housing, programs, services or activities. DHA will not simply grant an accommodation because the individual is disabled.

If for any reason, additional information is required in order to make a determination regarding the request, DHA may send the individual and/or the individual's health care provider a letter stating what additional information is required. If necessary, and appropriate, DHA may request authorization to contact the individual's Health Care Provider in order to verify or obtain additional information.

How long will this process take?

A response regarding the approval or denial of a request for accommodation will be provided, in writing, within thirty (30) business days of submission of all information necessary to review the request.

What if I disagree with DHA's decision?

Only residents/clients may file a grievance pursuant to DHA's Reasonable Accommodation Grievance Procedure ("RAGP") as outlined in the denial or approval letter sent to the individual in response to a request for accommodation. The RAGP is available on DHA's website at www.denverhousing.org.