



DENVER HOUSING AUTHORITY

# 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 ("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 or Colorado Relay TDD (800) 659 2656, by fax at (720) 932-3009, by mail at 1035 Osage St., 11th Floor, Denver, Colorado, 80204 or by email at [LegalDepartment@denverhousing.org](mailto:LegalDepartment@denverhousing.org).

### **What is a Reasonable Accommodation?**

A reasonable accommodation is a change, exception, or adjustment DHA can make to a rule, policy, practice, or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling, including public and common use spaces. DHA will grant a reasonable accommodation unless the request was not made by or on behalf of a person with a disability or there is no disability-related need for the accommodation. A requested accommodation may also be denied if granting it would impose an undue financial and administrative burden or granting it would fundamentally alter the nature of the provider's operations.

If an accommodation is requested, DHA may request reliable disability-related information that is necessary to verify that the person meets the Act's definition of disabled, describe the needed accommodation, and shows the identifiable relationship (nexus) between the person's disability and the need for the requested accommodation. 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"), Reasonable Accommodation Grievance Procedure ("RAGP"), 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 at any time verbally or in writing to your Occupancy Interviewer, Section 8 Technician, 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.

Upon request DHA staff will provide an individual DHA's **Request for Accommodation Packet**. DHA prefers but does not require that an individual use the Request for Accommodation Packet. If an individual does not wish to, 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, it is requested the individual sign the forms, if possible, to avoid any misunderstandings. DHA will document the request and review it based on the readily available information.

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 will document this information on DHA's **Report of Verbal Request for Accommodation/Obvious Disability and Observed Need** form.

In most cases, when the need for the requested accommodation is not readily apparent, DHA requires verification of the disability-related need from a health care provider (a medical professional, a peer support group, a non-medical service agency, or a reliable third party) who is in a position to know about the individual's disability related needs, to 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. Additional information is often necessary from the individual or the individual's health care provider or entity providing verification to verify the disability, or the relationship between the disability and the accommodation requested.

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 twenty (20) business days of submission of all information necessary to review the request.

### **What if I disagree with DHA's decision?**

You 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.