

REASONABLE ACCOMMODATION Frequently Asked Questions

What is a reasonable accommodation?

A person with a disability may require special accommodations in order to have equal access to the programs operated by the Alameda Housing Authority (AHA). The types of reasonable accommodations the AHA can provide include changes, exceptions, or adjustments to a rule, policy, practice, or service. A person with a disability who requires an accommodation as a result of the disability may at any time request a reasonable accommodation.

How do I request a reasonable accommodation?

If an applicant or participant indicates that an exception, change, or adjustment to a rule, policy, practice, or service is needed because of a disability, HUD requires that the AHA treat the information as a request for a reasonable accommodation, even if no formal request is made. You may request a reasonable accommodation verbally or in writing; however, the AHA encourages you to make your request in writing using a reasonable accommodation request form. You will need to give the AHA authorization to obtain information from a knowledgeable professional, and this form includes that authorization.

Do I take the request form to my doctor or supply a letter from my doctor?

No. You should return the completed request form to the AHA's office at: 701 Atlantic Avenue, Alameda, CA 94501, by fax to (844) 327-5415 or by e-mail to RA@alamedahsg.org.

How will my disability be verified?

Third-party verification must be obtained from an individual you identify who is competent to make the determination. A doctor or other knowledgeable professional who is in a position to know about your disability may provide verification of a disability. This professional will assist in establishing that there is a nexus or relationship between the requested accommodation and your disability. **DO NOT provide medical records.** Medical records will not be accepted or retained in your file.

Is the Housing Authority required to approve my request?

No. However, the AHA must approve a request for an accommodation if the following three conditions are met: 1) the request was made by or on behalf of a person with a disability, 2) there is a disability-related need for the accommodation, and 3) the requested accommodation is reasonable, meaning it would not impose an undue financial and administrative burden on the AHA, or fundamentally alter the nature of the AHA's operations (including the obligation to comply with HUD requirements and regulations).

How long will it take for me to know if my request has been approved or denied?

After a request for an accommodation is presented, the AHA will respond, in writing, within 14 calendar days of receipt of verification from a knowledgeable professional.

