

ACCOMMODATIONS and MODIFICATIONS

One of the major issues involved in making Fair Housing decisions is when to make reasonable accommodations and/or a reasonable modifications for a tenant.

A **reasonable accommodation** is a change, exception, or adjustment to a rule, policy, practice, or service that allows a person with a disability to use and enjoy a dwelling, as well as public and common use areas of a land lease community.

A **reasonable modification** is a structural change made to a resident's actual dwelling or to the common areas of the community, which is necessary to enable a resident with a disability to have full use of and enjoyment of the housing.

The manner in which a landlord goes about handling these requests is very important.

Requests for modification or accommodation should be in writing and accompanied by verification from a doctor, or other qualified third party who, in their profes-

sional capacity, has knowledge about the person's need for the accommodation/modification.

Make the process interactive and evaluate each request on a case by case basis, and should be handled in a timely and professional manner.



The reasonableness of a particular request depends on various factors, including but not limited to undue financial, administrative burden, or unreasonable fundamental alteration of a dwelling or structure, as well as whether the request poses a threat to other residents of the community.

If the initial modification/accommodation proposed by the tenant is determined to be unreasonable and more than one alternative is available, the landlord should consider offering a modification/accommodation that still meets the resident's needs. In other words, if there is a different solution available consider offering it to solve the resident's issue.

Examples

Examples of reasonable accommodations include:

- a rental form in large print
- a dedicated accessible parking space
- moving monthly residents meeting to an accessible location
- reading notices to tenants

Examples of reasonable modifications include:

- a grab bar in a shower
- a ramp
- extra lighting
- visual alarm system on smoke detector
- non-slip strips on stairs