

STATEMENT OF REASONABLE ACCOMMODATION/MODIFICATION POLICY

Federal law prohibits discrimination in housing on the basis of race, color, religion, sex, national origin, age, familial status, and disability. In addition, HUD regulations provide for additional protections regarding sexual orientation, gender identity, and marital status. Spartanburg Housing will comply fully with all federal, state, and local nondiscrimination laws, and with rules and regulations governing fair housing and equal opportunity in housing and employment. Spartanburg Housing is an equal housing opportunity provider and does not discriminate against applicants and/or residents with disabilities. Spartanburg Housing will ask all applicants and resident families if they require any type of accommodations, in writing, on the intake application, reexamination documents, and notices of adverse action by Spartanburg Housing, by including the following language:

“If you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please contact Jayne Floyd, jfloyd@spartanburghousing.org or 864-598-6127.”

~~It is our policy to provide reasonable accommodations or modifications to applicants and/or residents who have a disability and because of that disability need a change or exception to our usual rules or policies or a structural modification to be able to fully use and enjoy their apartment and the apartment community. It will be necessary to verify and obtain documentation of the need for the requested accommodation or modification if the disability and/or need for accommodation are not readily apparent.~~

~~Upon your request, we will provide you with the proper forms, which require the following information:~~

- ~~• Complete and return to the management office the Reasonable Accommodation Request form, i.e., Structural Modification, Program or Policy Exception, Assistance Animal, or Live in Aide.~~
- ~~• Sign the Verification form and return it to the management office with the Request Form.~~
- ~~• Upon receipt of the Verification form, management will mail or fax the form to the third party verifier named on your request.~~
- ~~• When it is returned, management will notify you in writing of the determination concerning your request. Management may deny your request, approve your request or offer/recommend an alternate accommodation that would be equally effective.~~
- ~~• If the request approval is for an assist or service animal, you will need to sign the Assistive Animal Policy that describes the animal owner's responsibilities concerning the animal.~~
- ~~• If the request approval is for a live in aide, you will need to sign a Live in Aide Addendum. Live in aides will go thru the application process as does anyone who wishes to live on the property.~~

Types of Reasonable Accommodations

When it is reasonable, Spartanburg Housing shall accommodate the needs of a person with disabilities. Examples include but are not limited to:

- Permitting applications and reexaminations to be completed by mail
- Providing “large-print” forms
- Conducting home visits
- Permitting a higher utility allowance for the unit if a person with disabilities requires the use of specialized equipment related to the disability
- Modifying or altering a unit or physical system if such a modification or alteration is necessary to provide equal access to a person with a disability
- Installing a ramp into a dwelling or building
- Installing grab bars in a bathroom
- Installing visual fire alarms for hearing impaired persons
- Allowing a PHA-approved live-in aide to reside in the unit if that person is determined to be essential to the care of a person with disabilities, is not obligated for the support of the person with disabilities and would not be otherwise living in the unit.
- Providing a designated handicapped-accessible parking space

- Allowing an assistance animal
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with PHA staff
- Displaying posters and other housing information in locations throughout the PHA's office in such a manner as to be easily readable from a wheelchair

Request for an Accommodation

Spartanburg Housing encourages the family to make its request in writing using a reasonable accommodation request form. However, Spartanburg Housing will consider the accommodation any time the family indicates that an accommodation is needed whether or not a formal written request is submitted.

After a request for an accommodation is presented, Spartanburg Housing will respond, in writing, within 10 business days.

If Spartanburg Housing denies a request for an accommodation because there is no relationship, or nexus, found between the disability and the requested accommodation, the notice will inform the family of the right to appeal the PHA's decision through an informal hearing (if applicable) or the grievance process.

If Spartanburg Housing denies a request for an accommodation because it is not reasonable (it would impose an undue financial and administrative burden or fundamentally alter the nature of Spartanburg Housing's operations), Spartanburg Housing will discuss with the family whether an alternative accommodation could effectively address the family's disability-related needs without a fundamental alteration to the public housing program and without imposing an undue financial and administrative burden.

If Spartanburg Housing believes that the family has failed to identify a reasonable alternative accommodation after interactive discussion and negotiation, Spartanburg Housing will notify the family, in writing, of its determination within 10 business days from the date of the most recent discussion or communication with the family. The notice will inform the family of the right to appeal Spartanburg Housing's decision through an informal hearing (if applicable) or the grievance process.

Discrimination Complaints

Applicants or tenant families who believe that they have been subject to unlawful discrimination may notify Spartanburg Housing either orally or in writing.

Within 10 business days of receiving the complaint, Spartanburg Housing will provide a written notice to those alleged to have violated the rule. Spartanburg Housing will also send a written notice to the complainant informing them that notice was sent to those alleged to have violated the rule, as well as information on how to complete and submit a housing discrimination complaint form to HUD's Office of Fair Housing and Equal Opportunity (FHEO).

Spartanburg Housing will attempt to remedy discrimination complaints made against the PHA and will conduct an investigation into all allegations of discrimination.

Within 10 business days following the conclusion of Spartanburg Housing's investigation, Spartanburg Housing will provide the complainant and those alleged to have violated the rule with findings and either a proposed corrective action plan or an explanation of why corrective action is not warranted.

Spartanburg Housing will keep a record of all complaints, investigations, notices, and corrective actions.