



## REASONABLE ACCOMMODATION FAQ

### **Q When can I request a reasonable accommodation?**

#### **A** If you or a family member has a disability and as a result of the disability you need:

A special accommodation in order to have equal access to OHA subsidized programs. The types of reasonable accommodations OHA can provide include changes, exceptions or adjustments to a rule, policy, practice or service.

### **Q How do I request a reasonable accommodation?**

#### **A** Obtain a reasonable accommodation request form from any of our staff members and complete and return it to the customer service counter or send it in by mail.

### **Q I am disabled, do I have to request an reasonable accommodation?**

#### **A** No, if you do not feel that your disability will affect your ability to utilize your subsidized housing.

### **Q How will my disability be verified?**

#### **A** Your disability will be verified by a medical or other health professional, who will assist in establishing that there is an identifiable relationship or nexus between the requested accommodation and your disability. Medical records will not be accepted or retained in the participant's file.

### **Q Does the housing authority have to grant my request?**

#### **A** If your request for an accommodation is directly related to your disability, reasonable (it does not pose an "undue financial or administrative burden"), and does not violate or conflict with a basic program element (payment of rent, inspections, and responsibility to be a good neighbor) or result in an undue financial or administrative burden to the OHA, we will grant the change you request.

### **Q How long will it take for me to know if my request for a reasonable accommodation has been approved?**

#### **A** After a request for an accommodation is presented and verified, OHA will respond, in writing, within 15 business days.



Oakland Housing  
Authority