



WHAT ARE MY RIGHTS AS A TENANT WITH A DISABILITY IN AN ACCESSIBLE HOUSING PROGRAM (A_{CH}P) COVERED PROPERTY?

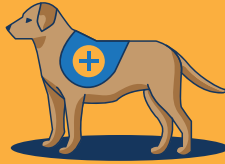


Can I ask for changes to live more comfortably in my unit or building? YES!

You can request a **Reasonable Accommodation**, which is an exception to a rule or policy. It could be any change to the way things are usually done, but the request has to relate to your disability. Some examples:



Allowing you to pay your rent on a different date, based on when you get your disability payments or income assistance, so you can pay your rent on time



Allowing you to have an assistive animal in a “no pets” building



Assigning you an accessible parking space



Allowing you to transfer to a ground-floor unit



Allowing a live-in caregiver

A decision must be made by your landlord or property manager as soon as possible. In some cases the landlord may ask for more information to understand your need for the accommodation.

You can also request a **Reasonable Modification**, which is a physical change to your unit or to the common areas in your building. The request has to relate to your disability. Some examples:

- Installing a wheelchair ramp ● Installing grab bars in the shower or bathroom ● Installing a roll-in shower

A decision must be made by your landlord or property manager as soon as possible. In some cases the landlord may ask for more information to understand your need for the modification.

At covered properties, the landlord must pay for both reasonable accommodations and modifications. If your landlord says no, they must talk with you to try to reach a solution. If you cannot reach an agreement, they have to tell you in writing why they are saying no to your request.

At non-covered properties, some things such as payment responsibility for reasonable modifications or grievance options may be different.



Accessible Housing Program
(213)808-8550/ TTY (800)735-2929

lahd.achp@lacity.org
www.accesshousingLA.org





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How do I ask for a Reasonable Accommodation or Reasonable Modification?

Contact your landlord or property manager. Examples include: call, write or talk. They may use a form, but you don't have to fill it out by yourself. You can ask the property manager to assist in completing the request.

If your disability and the need for the request is obvious, your landlord cannot ask for information from other people. If the disability or need for the modification is not obvious, the landlord may ask you to get more information from a reliable person to confirm your disability-related need for the request. This person does not have to be a medical professional, although it can be. The landlord will not ask for a specific medical diagnosis or medical records. This information must be kept confidential.

The property manager should let you know if they need more information as soon as possible.

Can I make a complaint if something is wrong, or my rights were violated? YES!

These are your legal rights. If you believe your rights were denied, you can try to fix it informally by making a complaint (also called a "grievance") to your landlord or the City of LA (AChP). You also can file a complaint directly with the federal and state agencies who enforce these legal rights (HUD and CRD (DFEH)). You can file with the legal agencies first, at the same as your informal complaints, or after you try informally, as long as you file your legal complaint within one year.

The property you live at has its own Grievance Policy. You have the right to a copy of the Grievance Policy. You have the right to file a grievance per your property's grievance policy, and the property cannot retaliate against you.

You can also file a grievance about your unit or building with the City's Accessible Housing Program (AChP). Your family member, advocate, or caregiver can also do this for you.



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How to file a grievance with AcHP:



Call us at (213) 808-8550
or TTY (800) 735-2929



Email us at lahd.achp@lacity.org



File online at
www.accesshousingLA.org

What happens after I file a grievance with AcHP?

AcHP will contact you within three business days of receiving your grievance.

AcHP staff will ask for your permission to discuss the grievance with the property's appropriate management staff. We will need to use your name if your complaint is specific to you or your unit.

AcHP staff will then begin a review of the grievance and work with the property manager to resolve the grievance. They may ask for more information or documents from you and the property management staff.

Most grievances are resolved within 30 business days, but some may take longer.

AcHP staff will keep you informed throughout the process.

More information on your rights is available in the [Tenant Handbook here](#).

You may also file a complaint with these federal and state departments:



US Department of Housing and Urban Development (HUD)

Toll Free: 1-800-669-9777

TTY: 1-800-927-9275

www.hud.gov/fairhousing



Civil Rights Department (CRD) State of California

(Formerly Department of Fair
Employment and Housing)

Toll Free: 1-800-884-1684

TTY: 1-800-700-2320

www.dfeh.ca.gov



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