LAHD
LOS ANGELES HOUSING DEPARTMENT

Your Right to Effective Communication



Who is Covered by this Flyer?

You are covered by this flyer if you live in a building that is part of the Accessible Housing Program of the City of LA. This flyer also applies to applicants for housing in these buildings. If you are not sure if your building is covered, call (213) 808-8550. Federal and State Fair Housing Laws apply to these buildings. These laws apply to people with all types of disabilities.

What Are My Rights if I Have a Disability?

You have the right to ask for the Property to communicate with you in a way that you will understand. This is called effective communication.

What is Effective Communication?

Property owners and managers have to make sure that they can communicate as easily with applicants and tenants who have disabilities as they do with those who do not have disabilities. You have the right to request tools and services that help you because of your disability. These are called “Auxiliary Aids and Services” and are meant to help you and the property communicate better.

What are Some Examples?

- Qualified Reader
- Large Print and Braille Documents
- Assistive Technology (screen readers, text-to-speech software) (https://caconnect.org/)
- Electronic documents that work with screen-reading programs
- Sign language interpreter
- Telecommunication Relay Services (https://caconnect.org/relay/)
- Tactile Interpreter
- Speech-to-Speech Translator
- Communication through text message or email

How Can I Ask?

Talk to your property manager. You can ask in person, by email, by phone, or in writing. If they have a form, you can ask for help filling it out. Someone who is helping you can also ask for you.

When Will I Get an Answer?

You should get a decision as soon as possible. Usually, your request can be met right away or within a few days. A few requests may take longer. You should be told how long it will take to complete the request.

Important:

Your property manager cannot retaliate against you. This means they can't punish you for asking for accommodations or filing a complaint. They can't evict you, raise your rent, or take other steps against you because you complain or ask for things.

Your information is confidential. The property manager must not share it with other people.

You have other rights:

This flyer is one of three flyers setting forth your rights. You are also entitled to Reasonable Modifications and Reasonable Accommodations. See those other flyers for further information or contact the Accessible Housing Program.

Use the link for the QR code to learn more.

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Need help? Have questions? Has your request been denied? Need a different flyer?

Email: lahd.achp@lacity.org Phone: (213) 808-8550 or TTY (213) 202-2755