LAHD
LOS ANGELES HOUSING DEPARTMENT



Your Right to Request Reasonable Accommodations

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 changes that help you live comfortably in your home. The changes must help you because of your disability. These changes are called reasonable accommodations.

What is a Reasonable Accommodation?

It's a change to a rule, policy, or practice that helps you because of your disability. It can be any change to the ways things are usually done. It must be related directly to your disability and not just for convenience.

What are Some Examples?

- Letting you have a support animal, even if pets aren't usually allowed.
- Giving you or your caregiver a reserved parking spot.
- Changing the day your rent is due to match when you get disability payments.
- Allowing a live-in caregiver.
- Moving you to a quieter or brighter unit without charging a fee.
- Moving you to a unit closer to the elevator or without stairs.

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.

Who Pays for the Reasonable Accommodations?

The property must pay for reasonable accommodations.

What Information is Needed?

The change you want must be because of your disability. If it's clear that you have a disability and need the change, your manager can't ask for more information.

If the disability or need isn't obvious, your manager might ask you for more information.

If that isn't enough explanation, your manager may ask for a note from someone else. This other person must be someone who knows about your disability. They do not have to be a doctor or medical person. They can be any reliable person who knows your disability and why you need the change. The person you choose can explain why you need the requested change. You don't have to share your diagnosis or medical records. The manager can give you a form to give to the person you choose.

When Will I Get an Answer?

You should get a decision as soon as possible. It should not take longer than 30 days. If the property says no, they must explain why in writing. The property must work with you to try to find another solution.

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 Effective Communication. See those other flyers for further information or contact the Accessible Housing Program.

Use the link for the QR code to learn more.



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