

Summary of June 2021 Updates Revised Fair Housing Policies

Covered Housing Developments must comply with the City's Revised Fair Housing Policies as published in June 2021. Please refer to the complete Policies for all relevant information. For your convenience, the June 2021 updates are summarized below. If you have any questions, please contact your assigned Analyst in the Accessible Housing Program.

- **Scattered Sites Posting Requirements (Owner's Guide §2.6)**
 - In scattered-site projects, required documents must be posted in all buildings in common areas that are accessible to all. If no accessible common areas exist, then the required documents may be posted at a shared rental/leasing office.
- **Reasonable Accommodations (Owner's Guide §2.1, §2.11 & Tenant Handbook §3.15)**
 - Reasonable accommodation requests must be completed promptly, but no later than 30 days after all required information for processing the request is obtained, keeping in mind the timeline of the needs of the Individual with the Disability, which may require providing the accommodation sooner.
- **Reasonable Modifications (Owner's Guide §2.1 & Tenant Handbook §3.15)**
 - Reasonable modification requests must be determined no later than 30 days after all required information for processing the request is obtained, keeping in mind the timeline of the needs of the Individual with the disability, which may require providing the accommodation sooner.
- **Resident Manager (Owner's Guide §1.4, §2.2 & Tenant Handbook §3.2)**
 - Under California law, an on-site resident manager or other responsible person must live on the premises and have charge of any multi-family residential building with 16 or more units, if the property owner does not live on the premises.
- **On-site/Property Manager (Owner's Guide §2.2 & Tenant Handbook §3.2)**
 - The Owner must designate/hire an on-site/property manager within 30 days of the position being vacant.
- **Transfer Policy Final Step (Owner's Guide §2.9 & Tenant Handbook §3.13)**

- If, after using the process identified, there are no households who need the features of that vacant Accessible Unit, then after receiving AcHP approval, Owners may offer the unit to the next household on the Conventional Unit Waiting List.
- **Lease Addendums (Owner's Guide §2.8 & Tenant Handbook §3.13)**
 - New Covered Housing Developments are not to fill Accessible Units with individuals who do not need the accessible features of the unit, and are not allowed to execute a lease addendum during initial lease-up (Appendix 6).
- **Waiting List/Use of Chronological Order/Written Notification of Rejection (Owner's Guide §2.9 & Tenant Handbook §3.12)**
 - Owners of existing properties must offer an Accessible Unit to households in the chronological order of their application on the waiting lists within each category (mobility or hearing/vision). In the event the applicant does not qualify, Owner must provide prompt written notification to any rejected applicant stating the grounds for the rejection.
- **Required Forms (Owner's Guide §2.1)**
 - Owners must utilize City-approved forms, unless the forms currently used by the Development provide more detailed information.
- **Document Accessibility (Owner's Guide §2.7, §2.13)**
 - Documents must be made accessible using a minimum of 12-point, Sans Serif type font.
- **Accessible Unit Waiting List (Owner's Guide §2.8, §2.9)**
 - The Accessible Unit Waiting List must remain open (i.e., never close).
 - The Accessible Unit Waiting List must indicate a number of applicants equal to three times the number of accessible units the property is required to have.
- **Policy Distribution & Summary of Policies (Owner's Guide §1.2, §1.3)**
 - The Rental Occupancy Policies Related to Disability: Tenant Handbook and Appendices 1-10 must be provided to applicants for housing upon request and to all new tenants.

- The Property Management Agent or Owner will provide City-approved summaries of the Rental Occupancy Policies Related to Disabilities to each head of household, or the resident's designee, at the time of annual recertification or lease renewal. City is currently developing this summary for use in 2022. City is currently developing this summary for use in 2022.
- **Transfers for Disability Related Reasons (Owner's Guide §2.10 & Tenant Handbook §3.14)**
 - Owners must notify tenants that, if someone in their households has or develops a disability and needs accessibility features that their unit does not provide, they have the right to request a transfer to a unit that has accessible features or to request reasonable accommodations to their units to make them more accessible.
 - Owners must pay the costs of moving tenants to their new units. These costs are eligible project expenses. See Owner's Guide for further details.
- **Confidentiality (Owner's Guide §2.1 & Tenant Handbook §3.10)**
 - Discusses requirements to keep applicant/tenant medical and disability related information confidential.
- **What is the City's Enhanced Accessibility Program? (Tenant Handbook §3.19)**
 - Details City's Enhanced Accessibility Program.
- **Assistance Animals language updated (Owner's Guide §2.12 & Tenant Handbook §3.16)**
 - Language in this section was updated to be more inclusive of service animals as opposed to specifically focusing on service dogs.
- **Grievance/Disability Coordinator & Owner Rep requirement (Owner's Guide §2.2)**
 - Owners must designate an experienced, owner representative at the minimum level of an asset manager, property or on-site manager, senior property manager or regional manager, senior staff for both grievance coordinator and disability coordinator (can be the same individual), to coordinate the efforts to comply with the requirements of these Policies.
- **Required Roles for Training (Owner's Guide §2.4)**

- Property management agents, including owner representative, property or on-site manager, senior property manager or regional manager, grievance coordinator, and disability coordinator (as designated per Section 2.2), must attend ACHP training on the information contained in these Policies and property management provided training on the operation of the TTY/TDD and/or the California Relay Service and video relay services. The Accessible Housing Program will provide training on Effective Communication.