



## Sample Notice of Right to Reasonable Accommodation

*Note: This document is a sample of a notice that could be made available to all tenants as part of the leasing package, and posted in common areas. Additionally, front desk staff and support services should have copies of any such notices and be familiar with the process for making a request for a reasonable accommodation. All reasonable accommodation policies and forms should be reviewed by legal counsel prior to implementation.*

If you have a physical or mental health problem or disability, and you need...

- A change in the rules or policies or in how we do things that would give you an equal chance to participate in the program or use our services,
- A change in the way we communicate with you or give you information,
- A physical change to your housing unit,

You may ask for this kind of change, which is called a **Reasonable Accommodation**.

### Your Request

If you can show that you have a disability or health problem that interferes with your use of our services, program, or housing, and if your request is reasonable, we will try to make the changes you request.

You can ask for this change by contacting the Building Manager or Tenant Services Manager. These staff can assist you in filling out a Reasonable Accommodation Request Form.

### Our Response

We will give you an answer in 14 days, unless there is a problem getting the information we need, or unless you agree to a longer time. We will let you know if we need more information or verification from you or if we would like to talk with you about other ways to meet your needs.

If we turn down your request, we will explain the reasons in writing and you can give us more information, if you think that will help. You may also appeal our decision and we will tell you how.

### Confidentiality

All information you provide will be kept confidential and be used only to help you have an equal opportunity to enjoy our services and programs. It is illegal for us to deny you any services or retaliate against you because you made a Reasonable Accommodation Request.

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Note: This document is included within the *Housing Operations* section of CSH's *Toolkit for Developing and Operating Supportive Housing*, which is available at [www.csh.org/toolkit2](http://www.csh.org/toolkit2). This document has been adapted from CSH's *Supportive Housing Property Management Operations Manual*, which is available at [www.csh.org/publications](http://www.csh.org/publications).