



Sample Response to a Request for Reasonable Accommodation Form

Note: A form such as this sample should be used to inform a tenant whether his or her accommodation request has been granted. All reasonable accommodation policies and forms should be reviewed by legal counsel prior to implementation.

Dear _____ [*fill in tenant name*]:

You requested the following change or reasonable accommodation(s): [*describe request*]

We have granted your request and we expect to complete the modification by this date:

We have denied your request because:

- You have not established that you meet the definition of a person with a disability and we are not required to provide a reasonable accommodation.
- We think the accommodation you requested is not reasonable because:
 - You do not need this accommodation in order to enjoy or participate equally in our program.
 - It will cost too much money and/or is more work than our staff can do (an undue financial and/or administrative burden).
 - It will change the fundamental nature of our program.
- Based on the documentation you provided, we do not believe the accommodation you requested is likely to enable you to participate in or complete our program.

Reasons for Denial:

We decided this because [*give reason in clear, simple language*].

We used these facts to deny your request [*give facts in clear, simple language*].

To make this decision we [*list documents or records reviewed, people spoken with, and other aspects of investigative process*].

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. This document has been adapted from CSH's *Supportive Housing Property Management Operations Manual*, which is available at www.csh.org/publications.

If you have questions, please feel free to contact the Operations Manager/Property Supervisor at [insert phone #].

Next Steps:

If you disagree with this decision, you may appeal to:

If you are still unhappy with the results, you may appeal to:

[Insert name of executive staff or committee able to consider such appeals. In some cases, this may be a governmental body.]

[Signature of Building Manager or Operations Manager/Property Supervisor]

[Date]