

## **Living in and using my housing (e.g., unit, single-family home, condominium, townhouse)**

- Your family qualifies for a three-bedroom unit, but you or one of your family members requires their own room because they must have access to extra medical equipment within their living space.
- You need an additional bedroom beyond what you qualify for because you need a live-in aide or an aide who stays overnight to assist you because of your disability.
- You have asthma, a serious allergy, or other condition that limits your ability to breathe and there is mold or other conditions in your apartment that make your disability worse. You may request mold remediation and/or air filters be placed in the unit. You may also ask for carpeting to be removed.
- You have a disability that makes you very sensitive to sound and this impacts your ability to sleep. You may request a unit that is on the top floor to avoid sound from above.
- Your housing unit has carpeting that makes it difficult for you to maneuver a wheelchair or walker. You may request removal of carpet and installation of appropriate flooring. In a furnished apartment, you may also request the removal of certain pieces of furniture or the reconfiguration of the space to make it easier to maneuver and use. This may be particularly helpful depending on where electrical outlets, and other switches, controls, or storage, are located.
- You utilize crutches or other walking support devices and do not feel safe on linoleum or other flat, smooth surfaces. You may request addition of carpet or other non-slip surfaces.
- Because of your disability, you cannot see the back of deep cabinets/shelves or cabinets/shelves that are either too high or too low. You may request an accommodation to meet your disability-related need. For example, additional lighting may be installed, or a different type of storage provided, such as with pull out drawers.
- Because of your disability, you cannot reach the back of deep cabinets/shelves or cabinets/shelves that are too high or too low. You may request an accommodation to meet your disability-related need. For example, installation of alternative storage that is reachable, such as storage with pull out drawers/shelves or in an accessible location.
- Your ability to turn rounded knobs or faucets is limited by your disability. You may ask for a different type of knob or faucet, or a modification to the existing knob or faucet to be installed.
- You require the use of grab bars in your bathroom to transfer to and from a wheelchair or due to disability-related limitations that impact your balance or stability.
- You cannot hear a doorbell, fire alarm, or other sound alerts in your home. You may request doorbells, alarms, or other systems that provide visual alerts.
- Your apartment has a stacked washer and dryer. Because of your disability, you cannot reach the dryer that is on top of the washer. You may request to have your washer and dryer placed side by side, or another accommodation that is reasonable that would allow you to do laundry independently and without assistance.
- Your child has an autism-related disability or a developmental/intellectual disability. As a result, your child tends to wander out of your home because they can easily open the

locks on your doors. You may request additional or different locks or an alarm for when the door opens.

- Your unit has a step or steps inside that limit your mobility. You may request that that step or steps be removed, and a ramp be installed, or you may request to be moved to a different unit that meets your disability-related needs.
- The symptoms of your disability are made worse by exposure to smoke. You may ask for strict enforcement of a no smoking policy or to be moved to a unit that has less exposure to smoking.

### **Areas outside your unit in the building or housing development**

- You have a disability-related fear of basements, elevators, and enclosed stairwells and as a result cannot access certain public and common use areas of your housing development, such as the laundry room. You may request to transfer to another housing development where the laundry facilities are provided on each floor or in another area that does not trigger your disability-related fear.
- You live in a building built before 1980 that has one or more steps located throughout the walkways to get to the units in the housing development. You have a disability that limits your ability to use one or more steps. You may request that the step or steps be removed and replaced with a ramp, or you may request to transfer to a unit that does require the use of a step or steps.
- There is no assigned parking at your building and the spaces that are closest to your unit are often taken. You have a disability that limits how far you can walk. You may request to have a space that is close to your unit assigned to you even though there are otherwise no assigned parking spaces.
- Your mailbox is located in a position that you cannot reach because of your disability. You may request to be assigned a mailbox that you can reach or to have your mail delivered and stored in another secure location.
- Often, the staff at your housing development leave carts, boxes, or other types of supplies piled in hallways or other areas that you need to access. The presence of these objects creates a tripping or other hazard because of your disability. You may request that these types of hazards be removed.
- Your disability restricts your ability to lift or carry packages from the location where packages are ordinarily delivered, such as the front desk. You may request to have the staff of your housing development deliver your packages directly to your unit.
- You have a disability that makes it dangerous for you to walk on sidewalks that are covered with snow or ice. You may request that your housing provider ensure that sidewalks are shoveled or otherwise cleared promptly following any weather event.
- Your housing development has a communal laundry room with stacked washers and dryers. Because of your disability, you cannot reach the dryer. You may request to have a side-by-side washer and dryer provided.
- The secure entry to your building requires the use of technology that is not accessible to you because of your disability. You may request an alternate way of gaining entry, such

as use of a key fob, different technology that is accessible, or staff is always present to open the door for you.

- Your housing development has a gym for use by residents. The equipment in the gym is not accessible to you because of your disability, for instance, you cannot see the controls to start or stop a cardio machine. You may request that different, more accessible gym equipment be provided or that staff be readily available to assist with the operation of the equipment when you use the gym.

### **Access to Information and Communication about your Housing**

- Your housing development has a bulletin board where the management frequently posts information about building news and events, including social gatherings or meetings. Because of your disability, you cannot read the information in the format it is being posted in. You may request that your housing provider give you the information in a different format that meets your disability-related need at the same time they are posting it on the bulletin board.
- Because of your disability, you cannot hear your housing provider's staff when they speak to you. You may request that you be provided an interpreter or that they communicate with you in a different format that meets your disability-related need, which may differ depending on the length, importance, and complexity of the situation.
- You cannot understand the terms of your lease, rules of the housing development, or other requirements that your housing provider has because of an intellectual or developmental disability. You may request that these requirements be explained to you in a different format. If your housing provider seeks to terminate your lease because of a violation, you may request an accommodation if the violation happened because of your disability.
- There are often events held at your building, such as resident meetings or board meetings. Because of your disability, you cannot hear the information conveyed during these meetings. You may request that an interpreter or assistive technology be provided, or that the information be conveyed in a format that meets your disability-related need.

### **Meeting Requirements Imposed by Your Housing Provider**

- A housing provider only accepts applications in person. Because of your disability, you cannot travel to the rental office to submit an application. You may ask the housing provider to accept your application electronically or via the U.S. Postal Service, or you may ask for an extension of time so that you can submit your application in person at a time that works for you.
- Your housing provider has an online resident portal that they require to be used for submitting various types of requests, such as for maintenance requests or for requesting a reasonable accommodation. Because of your disability, you cannot access or use the online portal because it is not accessible. You may ask your housing provider to accept these types of requests from you outside the online portal or request that they make the online portal accessible.

- You are transitioning from a nursing home, group home, or other facility that serves individuals with disabilities. When applying for housing, the housing provider requires as part of the application process a reference from a prior landlord or housing provider. You may request that the housing provider waive this requirement since you may not have a reference from a prior landlord because you have only lived in settings that serve individuals with disabilities.
- You need an assistance animal due to your disability, but your housing provider has a “not pets” policy. You may ask for an exception to that policy as a reasonable accommodation.
- You have a criminal record that is related to your disability. A housing provider that screens applicants for criminal history may need to make a reasonable accommodation to that policy when considering your application. For example, your application could still be considered if you have received treatment related to your disability that resulted in the prior conduct.
- Your only source of income is SSDI, and your check typically arrives in the second week of the month. Your landlord requires rent to be paid on the 1st of the month. You may ask for an exception to this policy as a reasonable accommodation so that you can pay your rent after your SSDI check arrives.
- Your housing provider requires anyone who has an animal to pay an additional pet or animal deposit. You have an assistance animal because of your disability and may ask for a reasonable accommodation to the animal or pet deposit requirement.