



## **Central Texas Housing Consortium (CTHC) Reasonable Accommodation/Modification Policy**

### **I. Policy**

It is the policy of the Consortium to fully comply with all federal, state and local non-discrimination laws, the American with Disabilities Act, Section 504 of the Rehabilitation Act of 1975, the Fair Housing Act Amendments of 1988; and the U.S. Department of Housing and Urban Development regulations governing Fair Housing and Equal Opportunity. CTHC is committed to ensuring that persons with disabilities will have full use and enjoyment of their dwellings, are not denied opportunities to participate in or benefit from activities and programs, or otherwise discriminate against persons with disabilities in connection with operations of the Consortium. The Fair Housing Act makes it unlawful to refuse to make reasonable accommodations in rules, policies, practices, and services when necessary to allow the resident with a disability equal opportunity to use the property and its amenities. It further makes it unlawful to refuse residents with disabilities to request reasonable modifications to either their dwelling unit or to the public and common use areas.

### **II. Applicability**

This policy shall be applicable to all Central Texas Housing Consortium properties.

### **III. Definitions**

Reasonable Accommodations are changes in rules, policies, practices or services. Reasonable Modifications are physical changes to a unit. Both are necessary to allow a person with a disability an equal opportunity to use and enjoy a dwelling unit, common space, or activity. Both are "reasonable" when they are practical and feasible. Housing providers who are subject to Section 504 (recipients of federal financial assistance) and/or Title II of the ADA (state and local government activities) generally must provide and pay for both unless to do so would result in "undue financial or administrative hardship."

### **IV. Monitoring and Enforcement**

The Section 504/ADA Coordinator is responsible for monitoring compliance with this Policy. Individuals who have questions regarding this Policy, its interpretation or implementation should contact the Section 504/ADA Coordinator in writing, by telephone, or by appointment, as follows:



Section 504/ADA Coordinator  
Central Texas Housing Consortium  
700 W Calhoun Ave  
Temple, TX 76501  
(254) 773-2009 (phone)  
(254) 773-1958 (fax)  
cbarnes@cthc.org  
TDD/TTY 800-737-2989

## V. Processing Requests for Reasonable Accommodations/Modifications

The resident, applicant or their representative is responsible for requesting a reasonable accommodation/modification. The Consortium will not make assumptions about the specific needs of a person with disabilities, and will instead rely on the person's request to initiate the process. Supporting documentation may be required as it relates to the accommodation/modification requested.

If you or anyone in your family is a person with disabilities and you require specific accommodations in order to fully utilize our programs and services, please contact the ADA Coordinator listed above or other administrative staff member. All requests will be considered and a written decision will be provided to the resident.

Once the request and required supporting documentation is received, the Consortium will verify that the person has a disability as defined in the Fair Housing Act / ADA and that the accommodation of the disability is necessary to afford the person an equal opportunity to use and enjoy the dwelling.

A response, based upon regulatory guidance, will be provided to the person within 14 days stating whether their request is approved, disapproved, offer alternatives to the request, or request additional information to clarify the Reasonable Accommodation request. Once a final decision is made, a written response will be provided to the person within a reasonable amount of time. Appeals will be reviewed by the Executive Director in accordance with ADA appeals procedures.

## VI. Restrictions on Processing Reasonable Accommodation/Modification Requests

The Consortium will not approve reasonable accommodation/modification requests if other methods of achieving accessibility are available and effective, if approval of the request would result in an undue financial or administrative burden or if requested modification(s) would be structurally impracticable.

If a reasonable modification request is approved, the modification must be completed in a professional manner under applicable building codes. The Consortium or a contractor approved by the Consortium shall make the modifications.