

## HOUSING AUTHORITY OF THE CITY OF LOS ANGELES

### NOTICE OF NONDISCRIMINATION BASED ON DISABILITY AND REASONABLE ACCOMMODATION POLICY

The Housing Authority of the City of Los Angeles (HACLA) strives to provide equal opportunity for all individuals to participate in and benefit from its programs in compliance with state and federal fair housing laws. An individual with a physical or mental disability may request a change, exception, or adjustment to a HACLA rule, policy, service, or modification to a dwelling unit or common space also known as a **Reasonable Accommodation** to obtain equal access to the HACLA programs.

A request can be submitted at any time. Request for services, such as sign language interpretation for a meeting, must be made orally or in writing at least five (5) business days in advance of the need.

A reasonable accommodation can only be granted if there is a **verified** disability-related need for the accommodation. HACLA may require verification as to the disability and/or the relationship to the accommodation requested if the disability and/or accommodation requested is not apparent or otherwise known to the HACLA. The HACLA will not inquire about diagnosis or other medical details. You are only required to disclose a disability to the HACLA if you request an accommodation or claim a deduction or eligibility preference for admission to a program based on disability.

Verifications may be provided by an individual who is in position to know of the disability and the need requested such as (but not limited to): a licensed physician, physical therapist, psychiatrist, social worker, caseworker, or counselor.

#### A. Examples of Exceptions to Services, Policies or Procedures include, but are not limited to:

- Rescheduling an interview appointment and/or a non-office visit (e.g.: home visit)
- Providing sign language interpreters for meetings or interviews
- Using a text telephone (TTY) for telephone calls or e-mail with hearing or speech impaired persons
- Permitting a person with disabilities to have outside assistance to meet program requirements
- Meeting clients in wheelchair-accessible areas or providing space to accommodate a service animal

#### B. Examples of Modifications to Dwelling Units and Common Areas include, but are not limited to:

- Installing grab bars, handrails, wheelchair ramps or lever hardware for a mobility-impaired person
- Modifying units for hearing-impaired and vision-impaired persons (i.e., providing appropriate doorbells, etc.)

**HACLA-owned units** Residents of HACLA-owned units can request modifications to a unit or common area. The HACLA pays for most modifications to HACLA-owned units.

**Section 8 Programs** A tenant with a disability *must get the unit owner's permission* to modify a unit (preferably in writing) - *the owner may ask for verification of need*. Depending on the building the tenant or the landlord may have to pay for unit modifications - for additional information, go to [www.hacla.org/504](http://www.hacla.org/504).

You may request an accommodation from the HACLA orally to your worker or in writing, preferably using HACLA's, "*Reasonable Accommodation Questionnaire*" form (S504-02). The form is available at our offices, on the HACLA website, or call (213) 252-1879 to request one be mailed to you. HACLA staff may assist in the completion of the form(s) upon request. Persons with speech or hearing impairments may use the TTY number or email address below or California Relay to contact our office. The HACLA responds to requests within 30 days of receipt of request. HACLA will contact the requestor if more information is needed. The HACLA Reasonable Accommodation policy and related forms are also available on the HACLA website [www.hacla.org/504](http://www.hacla.org/504).

If you believe that you have experienced discrimination in a Housing Authority program due to a disability, complete and submit a *Reasonable Accommodation or Disability Discrimination Grievance* form (S504-08). Denial of a reasonable accommodation request does not necessarily constitute discrimination.

#### Accessibility (Section 504) Coordinator

Housing Authority of the City of Los Angeles – Planning Department  
2600 Wilshire Boulevard, 3rd Floor, Los Angeles, CA 90057

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