REASONABLE ACCOMMODATION

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.

What is a "reasonable accommodation" for purposes of the federal Fair Housing Act?

A “reasonable accommodation” is a change, exception, or adjustment to a rule, policy, practice, or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling, including public and common use spaces. Since rules, policies, practices, and services may have a different effect on persons with disabilities than on other persons, treating persons with disabilities exactly the same as others will sometimes deny them an equal opportunity to use and enjoy a dwelling.

The Act makes it unlawful to refuse to make reasonable accommodations to rules, policies, practices, or services when such accommodations may be necessary to afford persons with disabilities an equal opportunity to use and enjoy a dwelling. To show that a requested accommodation may be necessary, there must be an identifiable relationship, or nexus, between the requested accommodation and the individual’s disability.

Reasonable Accommodation Request

The HACLA will give equal consideration to a reasonable accommodation request even if it is made orally or in writing on other than HACLA’s standard forms. A family may request a reasonable accommodation at any time from their Housing Authority worker.

Examples of Reasonable Accommodations

The following are examples of reasonable accommodations; it is not intended to be an exclusive list.

A. If a person with disabilities is unable to come to the office due to a disability, a HACLA staff member may upon the family’s request:
   1. Re-schedule the interview to accommodate the family’s needs;
   2. Conduct the interview by phone and mail the documents to the family for signature(s); or

Tenant Newsletter is available online: https://www.hacla.org/en/about-section-8/forms-and-policies
3. Schedule a non-office visit (e.g. visit at home or nursing home).

B. If a person with disabilities has difficulty understanding or filling out forms, the HACLA staff shall assist the individual if requested and advise the person with disabilities that he or she may bring someone with him or her to assist with the interview.

C. If a person with disabilities has a hearing impairment, the HACLA shall provide a Sign Language Interpreter if requested five (5) working days in advance.

D. If a person with disabilities has a vision impairment, if requested, the HACLA staff shall:
   1. Assist as a reader in completing forms;
   2. Permit the interview to be recorded;
   3. Allow the individual to bring someone to assist him/her; or
   4. Provide alternate format materials, such as large print documents.

E. Provide access in public areas for service/assistance animals as well as necessary medical devices.

**For Section 8 Only**

F. Reissue a voucher so that the family can locate a unit that has necessary accessibility features.

G. Extend the voucher search time so the family can locate a unit with necessary accessible features.

H. Provide a larger subsidy size in order to rent a larger bedroom size unit to accommodate special needs such as a live-in aide or large medical equipment.

I. Provide an exception to the Fair Market Rents or Voucher Payment Standards to allow the family to rent a unit accessible to the family.

J. Provide an exception to the “renting to relatives rule”.

**For Public Housing Only**

K. Provide time and/or assistance for HACLA unit preparation for pest control treatment.

L. Make physical modifications that are reasonable to units and common area.

M. Modifications to dwelling units and common areas. Examples of unit modifications include but are not limited to:
   1. A unit equipped with a smoke alarm and/or other amenities such as a flashing doorbell designed for persons with a hearing impairment.
   2. Grab bars, handrails, or lever handles instead of knobs at doors and sinks.
   3. If a public housing household has a member with disabilities that needs a reasonable accommodation, and the current unit cannot be reasonably modified, the resident will be offered a transfer to a suitable unit in accordance with the transfer procedure outlined in the HACLA’s Admissions and Continuing Occupancy Policy.

N. Allow for necessary service or assistance animals in accordance to HACLA policy.

**Interactive Process**

Staff will engage in discussion with the family to determine what policy exception or reasonable accommodation is being requested and to identify acceptable alternative accommodations if necessary. For the Section 8 program only, if the owner refuses to allow a reasonable accommodation, the Advisor or Ombudsperson will provide the family information on how to file a housing discrimination complaint and/or refer the participant to HUD, DFEH, or a Fair Housing agency to make a complaint.

**Response to Requests**

The HACLA will promptly respond in writing to a request for a reasonable accommodation or consideration of mitigating circumstances with a decision or a request for additional information not to exceed 30 calendar days from receipt of the request.
If the request is denied the family has 30 calendar days from the date of the denial to submit an appeal to the HACLA. Additional time may be provided if due to the disability, the family is not able to respond within the timeframe.

1. The first step is an Appeal to the Department Director or his/her designee.
2. The final step is a Grievance to the Accessibility Coordinator.

If you believe that you have experienced discrimination in a Housing Authority program due to a disability, complete and submit a HACLA Reasonable Accommodation or Disability Discrimination Grievance form (SS04-08). Denial of a reasonable accommodation request does not necessarily constitute discrimination.

For more information about the reasonable accommodation process, please contact:

Accessibility (Section 504) Coordinator
Housing Authority of the City of Los Angeles
2600 Wilshire Boulevard, 3rd Floor, Los Angeles, CA 90057

REMOTE VIDEO INSPECTION (RVI)

Remote Video Inspection (RVI) is an alternative to an on-site regular Housing Quality Standards (HQS) inspection and is performed remotely with the Housing Authority Inspector directing the inspection from the office with the tenant serving as the Proxy inspector. The Proxy inspector must be 18 years old or with an adult to perform the RVI. The Housing Authority is able to visually inspect the unit using technology such as video streaming.

A smart phone with camera and 4G wireless connectivity is required. 3G may not provide the speed and clarity required to complete the inspection. GoToMeeting, Zoom and WhatsApp are available platforms for use to conduct the RVI. The selected platform must be downloaded prior to the scheduled inspection time.

For additional information, visit our website at:


If your assisted unit is scheduled for RVI, you will receive an inspection notice with additional information.

CUSTOMER CONTACT CENTER (CCC)

The Housing Authority implemented a centralized Customer Contact Center (CCC). The CCC has a single telephone number (833) HACLA-4-U or (833) 422-5248 for use by all applicant and participant families and the general public.

The role of the CCC is to provide general assistance and explain Section 8 program requirements and policies.

The features of the CCC include:

- **Call backs.** You can request a call back if you do not want to be placed on hold.
- **Marquee.** You can enter your client entity identification number to better route your call.
- **The CCC supports multiple languages.** These languages include Spanish and Armenian. Non-English speakers will have the option to select Spanish, Armenian, or other languages to speak with a CCC agent.

The Housing Authority is conducting annual reexaminations online using the MyHousing website available at http://hacla.myhousing.com/Account/Login. You need to register to use this free online service provided by the Housing Authority. MyHousing will allow you to complete your annual reexamination 24 hours a day, seven days a week, from any smartphone, mobile device, or computer with Internet access.

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INFORMATIONAL VIDEOS

Informational videos were produced regarding the various aspects and processes of the Section 8 Program for applicants, participant families, and landlords. These videos are intended to provide brief and basic overview about Section 8. You can watch these videos online at:


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TENANT PROTECTIONS

Tenants in Los Angeles cannot be evicted before the expiration of the City’s Emergency Declaration. The City of Los Angeles ordinance protects tenants that have unpaid rent due to COVID-19 up to 12 months following the end of the Declaration of Local Emergency, or until August 1, 2023, whichever date comes first.

The eviction protections for non-payment of rent due to COVID-19 economic impact are in effect through April 30, 2023, which is twelve months after the expiration of the City’s State of Emergency Declaration. The Safer at Home Emergency Declaration is currently extended to April 30, 2023.

“Tenants are still obligated to pay lawfully charged rent.” However, during the emergency period, tenants may not be evicted for failure to pay rent due to the financial impacts related to COVID-19. Tenants will have up to 12 months following the expiration of the local emergency to repay any back rent due. No property owner shall exercise a No-fault Eviction during the Local Emergency Period. No-Fault evictions means those not based on an alleged fault of the tenant.

• No property owner may withdraw an occupied residential unit from the rental housing market under the Ellis Act.
• For 12 months after the expiration of the Local Emergency Period, a copy of the Protections Notice must be provided, when the property owner intends to issue an eviction notice.
• Landlords may not evict tenants due to the presence of unauthorized occupants, pets or nuisance related to COVID-19.
• Landlords may not charge interest or late fees on unpaid rent due to COVID-19.
• Landlords that violate Ordinance #186606, can be sued by the tenant in a civil proceeding, only after the tenant provides a written notice to the landlord of the violation and allows the landlord 15 days to comply.

If you receive an eviction notice, please file a complaint by calling (866) 557-7368 or online or seek legal assistance at Stay Housed L.A.

Source: LAHD https://housing.lacity.org/

Join HACLA on Twitter @hacla1938. www.twitter.com/hacla1938

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