

# Arrow Real Estate & Property Management, L.L.C.

1417 15<sup>th</sup> Ave Suite # 6 Longview, WA 98632 Phone: (360) 577-1078 Fax: (360)577-1083

## REASONABLE ACCOMMODATION & MODIFICATION REQUESTS & PROCESSES

Please read helpful information on our processes and procedures for reasonable accommodation(s) or modification(s) for disabled or handicapped person(s). Arrow will allow for a reasonable accommodation or modifications as long as you meet the guidelines as outlined by law.

### FAIR HOUSING DEFINITIONS FOR A DISABLED PERSON

1. Physical or mental impairment which limits one or more major life activities.
2. A record/history of such impairment.
3. Being regarded as having such impairment.
4. Including people with temporary disabilities.

### 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 or handicap to have an equal opportunity to use and enjoy a dwelling, including common areas. The requests must be reasonable requests.

### EXAMPLE OF REASONABLE ACCOMMODATIONS

The tenant is handicapped and is obvious to us and can not walk far distances and uses a wheel chair, the parking space for their apartment is farther down in the complex. The free parking space near the handicapped person(s) unit is available the tenant may request for a reasonable accommodation to have that space made into a handicapped space closer to their apartment.

### WHEN THE REQUEST IS NOT REASONABLE

There is no disability related need for the accommodation, or the request imposes an undue financial and administrative burden or the request would fundamentally alter the nature of the housing providers operations.

### PROCESS FOR REASONABLE ACCOMMODATIONS

1. Applicant or tenant must make the reasonable accommodation request preferably in writing for verification purposes, or verbally request one.
2. Fully describe the accommodation that is needed.
3. If disability is not visually obvious, or known to us or you have not been regarded as you will need to provide a document to verify the disability need for the reasonable accommodation. If you don't possess a document you will need to provide a letter from a qualified professional for verification purpose from, e.g., doctor, nurse, case worker, clergy, therapist **2**. The verification must state the nature of professional relationship they have to the person making the request **3**. A statement by the professional verifying that the person requesting the accommodation meets state or federal definition of disabled or handicap person(s) **4**. A statement from the professional that the request is needed, necessary, required, and essential for the disabled or handicapped person(s)



Applicant \_\_\_\_\_ Date \_\_\_\_\_ Applicant \_\_\_\_\_ Date \_\_\_\_\_

## A REASONABLE MODIFICATION REQUEST IS

A structural change made to an existing premises occupied by a person with a disability or handicap in order for such person(s) full enjoyment of a premises.

## EXAMPLES OF ACCEPTABLE REASONABLE MODIFICATION REQUESTS

1. Request having a wheel chair ramp built and installed.
2. Request having grab bars installed in your bathroom.
3. Request widening of a door way for needed access.
4. Request to remove a base cabinet.

## PROCESS & WHO PAYS FOR A REASONABLE MODIFICATION

Housing providers or landlords pay to meet the minimum accessibility standards.

Pays for modifications to its individual units, however the property must receive federal funds.

The resident usually pays for the modifications if no federal funds are involved in the property. Once the request for modification is approved, the resident will be required to use a contractor licensed, bonded and insured and will provide the landlord with the information for the contractor doing the work, so that local city or county building codes and the work performed will be completed to code and professional like standards.

Depending on the modification done to the property the resident may be required to change the property back to its original condition upon move out at their own expense.

## PROCESS FOR REASONABLE MODIFICATIONS

1. Applicant or tenant must make the reasonable modification request preferably in writing for verification purposes, or verbally request one.
2. Fully describe the modification that is needed.
3. If disability is not visually obvious, or known to us or you have not been regarded as you will need to provide a document to verify the disability need for the reasonable accommodation. If you don't possess a document you will need to provide a letter from a qualified professional for verification purpose from, e.g., doctor, nurse, case worker, clergy, therapist **2.** The verification must state the nature of professional relationship they have to the person making the request **3.** A statement by the professional verifying that the person requesting the accommodation meets state or federal definition of disabled or handicap person(s) **4.** A statement from the professional that the request is needed, necessary, required, and essential for the disabled or handicapped person(s)

## APPROVAL & DENIAL PROCESS OF REASONABLE ACCOMMODATION OR MODIFICATIONS

If the reasonable accommodation or modification is approved under the above guidelines then within ten days in writing we will notify you of the approval.

If the request is for convenience, preference, unreasonable or you don't meet state/federal disability or handicap definitions as outlined by law from your professional provider, your request will be denied and we will issue in writing the reason(s) for the denial of your request within ten days of the denial. If we can not find an alternative accommodation or modification to your disability related need that will work for both tenant and Landlord no matter what we try, or if we need help in determining if a request is reasonable, we will contact a free service from the fair housing center of Washington. If they can't find an alternative we will issue in writing the reason(s) why fair housing and landlord still can't complete your request within ten days of determination.

*If you would like a handbook or more information on reasonable accommodations and assistance animals, please to visit: [www.hud.gov/sites/documents/FHEO\\_BOOKLET\\_ENG.PDF](http://www.hud.gov/sites/documents/FHEO_BOOKLET_ENG.PDF)*



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## ARROW REAL ESTATE SERVICE ANIMAL POLICY AGREEMENT

SERVICE ANIMALS BREED: \_\_\_\_\_

SERVICE ANIMAL ADDRESS: \_\_\_\_\_

**Service Animals:** Service animals are not considered to be pets. A person with a disability use a service animal as an auxiliary aid for their disability needs - similar to the use of a cane, crutches or wheelchair. Service animals are exempt from size limitations and pet deposits and fees. **Verification document or a professional provider verification of disability will be needed if your disability is not visually obvious or known or you are not regarded as to your landlord.**

Qualify as a reasonable accommodation under Section 504 of the Rehabilitation Act of 1973 and the Fair Housing Act (the Acts). An animal qualifies as a reasonable accommodation if:

- ◆ an individual has a disability, as defined in the Acts,
- ◆ the animal is needed to assist with the disability, and
- ◆ the individual must make the request as a reasonable accommodation.
- ◆ if providing a letter from a qualified professional for verification purpose from, e.g., doctor, nurse, case worker, clergy, therapist **2**. The verification must state the nature of professional relationship they have to the person making the request **3**. A statement by the professional verifying that the person requesting the accommodation meets state or federal definition of disabled or handicap person(s) **4**. A statement from the professional that the request is needed or required and is necessary, required, and essential for the disabled or handicapped person(s)

### Service Animal Requirements:

- ◆ Tenants must sign service animal policy agreement; also provide to us identification of the animals emergency contact information for a designated person to care for the assistance animal in case of an emergency:

Emergency contact: \_\_\_\_\_

- ◆ Tenants must control their service animal at all times so as not to disrupt the livability of the property for other tenants and neighbors. If applicable, service animals must be under leash control in the common areas and grounds of the property.
- ◆ Tenants must perform care related to service animals including picking up and disposal of waste.
- ◆ Tenants are responsible for any damages to any property caused by assistance animal, and upon such notice from landlord tenant will prevent further damage or service animal may be removed from property if damage continues.

**Animal Care and Supervision:** The tenant is responsible for the care of his/her service animal(s). The animal(s) must be supervised and the tenant must retain full control of the animal at all times. This generally means that while the animal is in common areas, it is on leash, in a carrier etc., or otherwise in the direct control of the animal(s) owner. When in the presence of others, the animal is expected to be well behaved (not jumping on or nipping or biting at people, not snarling or barking, etc.). The tenant is responsible for the proper disposal of animal waste - Never allow the service animal to defecate inside of the property, public or private. The tenant is further responsible for cleaning up any accidental animal waste or hair in facility common areas and specifically in facility laundry areas and equipment immediately upon happening and any damage that may occur from animal waste will be the responsibility of animal(s) owner. If you need assistance with waste cleanup, make arrangements for such help through family, friends or advocates.

Applicant \_\_\_\_\_ Date \_\_\_\_\_ Applicant \_\_\_\_\_ Date \_\_\_\_\_

Landlord signature \_\_\_\_\_ Date \_\_\_\_\_

*Not valid or approved with out landlord and tenant signatures*