



# Blue Bonnet Gardens

AN AFFILIATE OF CORPUS CHRISTI HOUSING AUTHORITY

## REASONABLE ACCOMMODATION POLICY

### POLICIES

**Note: Management companies and housing authorities whose properties receive federal funds must designate a 504 Coordinator ("Responsible employee") if they have 15 or more employees. If their properties receive funds or are financed only through state or local government entities, they must designate an ADA Coordinator if they have 50 or more employees. Even if companies or housing authorities are not obligated to designate such a person, it is good business practice to do so in order to ensure knowledgeable and consistent application of 504, ADA and state disability fair housing requirements.**

1. Bluebonnet Gardens does not discriminate on the basis of race, color, religion, national origin, ancestry, sexual orientation, age, familial status, or physical or mental disability in the access or admission to its programs or employment or in its programs, activities, functions or services.
2. Bluebonnet Gardens is covered by Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act, Titles II and III, the Fair Housing Act as well as other state and local fair housing acts which require reasonable accommodation to persons with disabilities as defined in those laws.
3. Bluebonnet Gardens will make a reasonable accommodation for people with disabilities when an accommodation is necessary to ensure equal access to its amenities, services and programs. Reasonable accommodations include changes to the building, grounds or an individual unit and changes to policies, practices and procedures.
4. Accommodations will be made up to the point of structural infeasibility, undue financial and administrative burden or requiring changes fundamental to the program. If Blue Bonnet Gardens cannot afford the full cost of an accommodation, Management will meet with the resident to determine the best way to use the funds that are available to address the barrier.
5. The definition of a person with a disability for purposes of a reasonable accommodation follows the definition in Section 504, the ADA, the federal Fair Housing Act and any other applicable statutes: a person with a physical or mental impairment that substantially interferes with one or more activities of daily living, has a history of such an impairment or is regarded as having such an impairment.



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6. Notice of the right to reasonable accommodation shall be posted in the management office(s) and included with all applications, lease violation notices, eviction notices and recertifications. Such a notice will also be included in the Management Plan and other relevant resident publications. Such notices shall be in large print and posted or included in a manner that is readily seen by persons with all disabilities. Such notices will also be available in other formats for persons who cannot read them.
7. Reasonable accommodation requests will be processed in the order in which necessary documentation is received.

### PROCEDURES

1. Applicants or residents may make Reasonable Accommodation requests at any time and may make them verbally although for reasons of clarity for both parties, Management recommends filling out a written Reasonable Accommodation Request Form for all but routine requests. The forms may be obtained from the leasing office. Staff will assist applicants or residents who need such assistance and will accept requests in alternate format if necessary because of a disability.
2. All requests will be processed by the residence staff.
3. When the disability is obvious or known to the staff of the residence, documentation of the disability will not be required. When the disability and/or need is not obvious or known to residence staff, requests will require verification of disability status, need for equal access, and/or when relevant, likelihood that the request will resolve problem.
4. When documentation is necessary, residence staff will use the Bluebonnet Gardens verification form in order to avoid delays. Management reserves the right to require documentation on a verification of need and release form provided by the residence staff if other forms of documentation are not sufficient to document need. It is the applicant's or resident's responsibility to secure such documentation or to give residence staff the information necessary to secure such documentation. Documentation must come from a reliable source with sufficient professional and personal knowledge of the applicant/resident to answer the applicable questions.
5. As soon as residence staff receives a Reasonable Accommodation request, he or she will send applicant's request, verification of need and release form along with a cover letter



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explaining reasonable accommodations standards and process to the verification source identified by the applicant or resident for verification.

6. Management has the right to sufficient documentation, but does not have a right to the diagnosis, medical history or treatment unless directly relevant to a reasonable accommodation request.
7. Management will review the request for approval/denial. Written notice of approval or denial will be given to the applicant within thirty (30) calendar days but no later than fourteen (14) calendar days if verification is received.
8. NOTE: In some complex cases, a meeting with applicant/resident, and any service providers or other technical assistance sources may be the best way to identify the best solution. Applicants or residents may bring anyone they consider helpful to such a meeting. Such meetings will be arranged as soon as possible at a mutually agreeable time for all participants.
9. If the applicant/resident meets the eligibility definition and the necessity and likely effectiveness of an accommodation is known or documented, the manager will implement the change as soon as possible, but no later than fourteen (14) calendar days from the time of the decision or as soon as is reasonably possible for items requiring bids, construction, special equipment, etc. Management will notify applicant/resident of reasons for delay and estimated completion time for such requests.
10. If Management finds that the request poses an undue financial or administrative burden, they will notify applicant/resident and offer to make changes that do not pose such a burden. This could include paying for a less expensive partial accommodation, combining Blue Bonnet Garden funds with resources the applicant/resident may find or waiting until a later time when more funds are available. Any agreement for a partial or delayed accommodation should be in writing or in an alternate permanent format. Applicant/resident may request documentation of basis for determining undue burden.
11. If Management finds that the request is not structurally feasible or requires a fundamental change in the nature of the program, management will give applicant/resident a written explanation and will discuss and carry out any reasonable alternatives that do not require an undue financial and administrative burden or a fundamental change in the nature of the program.



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12. If a reasonable accommodation request is denied for any reason, residence staff will notify applicant and will include in the denial notification a written notice of the right to a grievance hearing and the procedures for requesting one. If an applicant/resident disagrees with a reasonable accommodation decision, they may request a grievance hearing by asking residence staff either verbally or in writing within 10 calendar days of receiving the decision.
  
13. Upon request, the grievance coordinator will arrange a grievance hearing with an uninvolved Bluebonnet Gardens official within thirty (30) calendar days of the request at a mutually agreed upon time. The applicant/resident may bring any other person(s) he/she deems necessary to present their case. The rules of evidence will not apply, but all parties will have opportunity to present documentation of the request and reasons for denial. The grievance official will issue a final written or alternate format decision to all parties within thirty (30) calendar days of the hearing.
  
14. If, with or without a grievance hearing, an applicant/resident agrees to something other than the request, applicant/resident will sign or otherwise record approval of such an agreement.



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## Acknowledgement

I acknowledge that I have received a copy of the Reasonable Accommodation Policy.

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Applicant Signature                      Date

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Applicant Signature                      Date

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Applicant Signature                      Date

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Applicant Signature                      Date