

ALBUQUERQUE HOUSING SERVICES

Department of Family and Community Services

1840 University Boulevard SE / Albuquerque, NM 87106

Telephone 505 764-3980 FAX 505 764-3952



REASONABLE ACCOMMODATION POLICY

AHS, as a public agency that provides low-rent public housing and Section 8 rental housing assistance to eligible families, has a legal obligation to provide “reasonable accommodations” to applicants, public housing residents and Housing Choice Voucher holders, if they or any eligible family member have a disability.

A reasonable accommodation is some modification or change AHS can make to city-owned housing units, buildings, or to provide certain exceptions to policies, procedures or rules and regulations that will assist an otherwise eligible applicant, public housing resident or rental assistance program participant with a disability to take full advantage of and use of AHS’ programs, including those that are operated by other agencies in AHS-owned public facilities. An accommodation is not reasonable if it causes an undue financial and administrative burden; or represents a fundamental alteration in the nature of AHS’ housing assistance programs.

REQUESTS FOR REASONABLE ACCOMMODATION

A request for reasonable accommodation can be made at any time by a disabled applicant/participant or by the disabled persons authorized representative or by a current household member on their behalf. Notifications to disabled households of annual recertification’s, inspections, appointments, or eviction will also include information about requesting a reasonable accommodation. Anyone who requests an application for housing assistance or who is a current housing program participant and is requesting a reasonable accommodation for a disabled household member will be provided with a “**Request for Reasonable Accommodation**” form. The form **MUST** be completed, signed and dated by the requestor and the verification section **MUST** be completed, signed and dated by a medical physician or Board Certified clinician (i.e., Nurse Practitioner, Physicians Assistant or Psychologist, etc.). The form **MUST** be submitted to the AHS section supervisor for review and processing.

The section supervisor will make the final decision and send a written notice of the decision within ten (10) business days from the date of receipt of the request to the applicant, public housing tenant or Section 8 HCV program participant.

REASONABLE ACCOMMODATION REQUEST DENIAL

If denied, the reason(s) for denial will be included in the notification letter and identification of alternative accommodations, if any are to be offered.

The requestor may request an Informal Hearing by submitting a written request to AHS within 10 business days from receipt of the Notice of Denial. The hearing process shall follow the same procedures identified in AHS Grievance Procedures.

NOTE: Copies of all requests, verifications, notifications and Informal Hearing decisions will be maintained in the applicant or tenant/client file.



A Division of
City of Albuquerque
Department of Family and Community Services
EQUAL HOUSING OPPORTUNITY

REASONABLE ACCOMMODATION MODIFICATIONS AND ALTERATIONS

AHS will correct situations or provide exceptions to policies, procedures or rules and regulations that create a barrier to equal housing opportunity. To permit people with disabilities to take full advantage of AHS housing program(s) and non-housing programs, in accordance with Section 504, and the Fair Housing Amendments Act of 1988, there are requirements, optional actions and prohibitions:

1. AHS will, upon request by an applicant/participant with a disability,
 - Make structural modifications to its housing and non-housing facilities; and
 - Make reasonable accommodations through exceptions to its policy and procedures or other practices, **unless** such structural modifications or program policy and procedure exceptions would result in an **undue financial and administrative burden on AHS** or would result in a fundamental alteration in the nature of the housing programs.
2. In making structural modifications to “existing housing structures” or carrying out “Other Alterations” for otherwise qualified persons with disabilities, AHS **may**, but is not required to:
 - Make each of its existing facilities accessible, or
 - Make structural alterations when other methods can be demonstrated to achieve the same effect;
 - Make structural alterations that require the removal or altering of a load-bearing component;
 - Provide an elevator in any multifamily housing project solely for the purpose of locating accessible units above or below the grade level; or
 - Provide exceptions in program policies and procedures and rules and regulations to household members requesting reasonable accommodation from impediments associated with certain policies and procedures or rules and regulations.
3. When AHS is making “Substantial Alterations” to an existing housing facility AHS **may**, but is not required to:
 - Provide an elevator in any multifamily housing project solely for the purpose of locating accessible units above or below the grade level;
 - Make structural alterations that require the removal or altering of a load-bearing structural member; or
 - Make structural alterations to meet minimum accessibility requirements where it is structurally impracticable.

NOTE: This “reasonable accommodation” policy applies only to city owned public facilities including AHS administrative offices; city owned low-rent public housing residential dwelling units and other non-residential AHS buildings. Reasonable accommodation policies specific to the Section 8 Housing Choice Voucher Program are identified in the AHS Rental Assistance Housing Program Administrative Plan.