



## REASONABLE ACCOMMODATION POLICY FOR TENANTS, HOUSING APPLICANTS AND SECTION 8 VOUCHER HOLDERS

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It is the policy of the New York City Housing Authority (“NYCHA”) to provide reasonable accommodation in housing for qualified residents, applicants, and Section 8 voucher holders with disabilities where such accommodation is needed to provide an equal opportunity to participate in NYCHA’s programs, services, or activities.

Anyone with a physical, medical, mental, or psychological impairment such as a mobility, breathing, hearing or vision impairment has a disability that may give the person the right to reasonable accommodations.

A reasonable accommodation is a change, modification or alteration in policy, procedure, practice or program that provides a qualified individual with a disability, the same opportunity that exists for non-disabled individuals, to participate in, or benefit from, a program or activity. Any accommodation considered by NYCHA cannot result in an undue financial or administrative burden or create a fundamental change in a program.

A reasonable accommodation may include, but is not limited to, the following: a modification to your apartment, development grounds, and common areas in and around your apartment building; a modification to NYCHA programs, policies, and facilities; or transfer to another unit. Some examples of reasonable accommodations include, but are not limited to, qualified sign language interpreters, documents in Braille, or other ways of making information and communications accessible to people who have speech, hearing, or vision impairments, accessible apartments for mobility-impaired residents, allowing a third party to make rent payments on behalf of a tenant with a mental disability, an additional air conditioner unit for persons with breathing or respiratory disorders, and/or extension of Section 8 voucher periods. This list is not exhaustive.

You may request an accommodation at any time. NYCHA may require you to provide information from a medical professional to support your request for a reasonable accommodation. NYCHA may suggest an alternate accommodation from the one you request. The decision on whether an accommodation is approved will be based on reasonable cost, the likelihood that the accommodation will be effective in reducing the barriers to equal housing opportunity, and whether or not it involves a fundamental change to NYCHA’s operations.

NYCHA considers each request for reasonable accommodation as a separate request. Just because one person had an accommodation approved does not mean that all requests for that type of accommodation will be approved. The decision will be made on a case by case basis with the understanding that each person’s needs and circumstances are unique.

If you believe you require an accommodation for a disability, or if you need an explanation of disabilities or reasonable accommodations, or information regarding the rights of persons with disabilities:

- **Residents of Public Housing** may contact their development management office Monday through Friday from 8:30AM to 4:30PM, or the NYCHA Department of Equal Opportunity (“DEO”), Services for People with Disabilities Unit, at 212-306-4652, or TTY telephone at 212-306-4845, Monday through Friday, from 8:30AM to 5:00PM. NYCHA staff at these locations can provide you with forms you may use to request an accommodation and ask your doctor to send NYCHA medical information. The forms can also be obtained online at <http://www.nyc.gov/html/nycha/html/community/equalopp.shtml>
- **Section 8 Participants and Applicants for Public Housing** may contact NYCHA’s Customer Contact Center at (718) 707-7771, their local NYCHA Walk-In Center at the locations listed below, or NYCHA’s DEO, Services for People with Disabilities Unit, at 212-306-4652, or TTY telephone at 212-306-4845, Monday through Friday, from 8:30AM to 5:00PM. NYCHA staff at these locations can provide you with forms you may use to request an accommodation and forms to you will need to ask your doctor to send NYCHA medical documentation.



**Brooklyn/Staten Island Customer Contact Center:**  
 787 Atlantic Avenue, 2nd Floor  
 Brooklyn, NY 11238

**Bronx Applications/Manhattan Customer Contact Center:**  
 478 East Fordham Road, 2nd Floor  
 Bronx, NY 10458

If you are a tenant your request will be reviewed by a property development manager or supervisor, if you are a housing applicant your request will be reviewed by a Applications and Tenancy Administration Department manager or supervisor, and if you a Section 8 recipient your request will be reviewed by a Leased Housing representative. If NYCHA cannot grant your request within 5 days, your request will be referred to the Public Housing Reasonable Accommodations Coordinator or the Section 8 Reasonable Accommodations Coordinator, who will have 30 days to make a decision, unless NYCHA needs more time. If NYCHA needs more time, NYCHA will tell you in writing. NYCHA will send you a notice with the decision. If you do not agree with the decision, you can request a grievance hearing by checking the appropriate box on the notice and returning it to NYCHA within 30 days of receiving the decision.

This policy is in accordance with Section 504 of the Rehabilitation Act of 1973, the Fair Housing Act of 1968, as amended by the Fair Housing Amendments Act of 1988, the Americans with Disabilities Act of 1990 and the ADA Amendments Act of 2008, and the New York State and New York City Human Rights Laws.

Any resident, Section 8 participant or applicant may contact any of the federal, state or city human rights agencies listed below regarding their need for a reasonable accommodation for a disability:

<p><b>U.S. Department of Housing and Urban Development          New York Regional Office of Fair Housing and          Equal Opportunity</b>          26 Federal Plaza, Room 3532          (212) 542-7519          1-800-496-4294          TTY (212) 264-0927</p>	<p><b>U.S. Department of Justice Americans with          Disabilities Act Information Line</b>          (800) 514-0301 (voice)          (800) 514-0383 (TTY)</p> <p><b>U.S. Department of Justice          Housing Discrimination Line</b>          (800) 896-7743          E-mail: fairhousing@usdoj.gov</p>
<p><b>New York City Commission on Human Rights</b>          22 Reade Street, First Floor          New York, NY 10007          (212) 306-7450</p>	<p><b>New York State Division of Human Rights</b>          One Fordham Plaza, 4th Floor          Bronx, New York 10458          (718) 741-8400          TDD: 1-718-741-8300</p>

**Copies of this policy are available in accessible format to Persons with Disabilities upon request.**

<p>A translation of this document is available online at  <a href="http://www.nyc.gov/nycha">www.nyc.gov/nycha</a></p>
<p>La traducción de este documento está disponible en Internet en  <a href="http://www.nyc.gov/nycha">www.nyc.gov/nycha</a></p>
<p>房屋局網站 (網址: <a href="http://www.nyc.gov/nycha">www.nyc.gov/nycha</a>) 備有文件譯本可供索取。</p>
<p>Перевод этого документа находится на интернете  <a href="http://www.nyc.gov/nycha">www.nyc.gov/nycha</a></p>

