



Reasonable Accommodation At-A-Glance

Overview

NYCHA provides reasonable accommodation for applicants, Section 8 voucher holders, and NYCHA residents with disabilities. A reasonable accommodation in housing is a change, modification, or alteration in policy, procedure, practice, or program that provides a qualified individual an equal opportunity to participate in, or benefit from, a program or activity.

Who qualifies for a reasonable accommodation?

NYCHA provides reasonable accommodation for applicants, Section 8 voucher holders, and NYCHA residents with disabilities. A reasonable accommodation in housing is a change, modification, or alteration in policy, procedure, practice, or program that provides a qualified individual an equal opportunity to participate in, or benefit from, a program or activity.

NYCHA applicants, Section 8 voucher holders, and authorized residents who have at least one of the following types of disability may qualify for a reasonable accommodation:

- medical or chronic health issues,
- mobility/sensory impairments,
- physical disabilities,
- visual impairment, and/or
- psychological or mental condition.

What are some types of reasonable accommodation?

• Transfers to:

- An accessible (504) unit
- An extra bedroom to accommodate large medical equipment
- An elevator building or lower floor
- An apartment near relatives or medical facility

NYCHA residents with mobility impairments, physical disabilities, and/or special medical needs may request transfers to converted 504 apartments that are accessible.

• Apartment Modifications

NYCHA modifies apartments to include accessible or adaptable features that meet the needs of a specific resident and modifies facilities to make them physically accessible to and usable by individuals with disabilities. Examples include:

- Roll-in showers or hand-held showerheads
- Grab bars
- Ramps
- Flashing doorbells or smoke/carbon monoxide detectors
- Lower cabinets, light sockets, faucets, and other fixtures
- Allowing extra air conditioners for residents with respiratory difficulties

Here are some instances where an apartment modification may be provided:

- An adult needs to have the entry/doorway in the apartment widened to accommodate his Hoyer lift.
- A resident who suffers from lung disease and has chronic asthma requires an extra air conditioner in the apartment.
- A resident who is mobility-impaired requires a roll-in shower.

What is a Live-in Caregiver/Home Care Attendant and how can I request permission to add one to my household?

A Live-in Caregiver or Live-in Home Care Attendant is defined as a person who resides with a person(s) with disabilities who is: (a) essential to the care and well-being of the person(s); (b) not obligated to support the person(s) with the disabilities; and (c) would not be living in the unit except to provide the necessary supportive services.

A head of household can request temporary residency permission for a Live-in Caregiver/Home Care Attendant. It will automatically renew as long as the Caregiver/Home Care Attendant relationship continues. If your request is approved, any additional income received by this person is not added to your total family income when determining your rent. Please note that NYCHA may approve the request for temporary residency permission for a person who does not meet the age requirement for residency in a senior citizen development. A Property Manager can provide reasonable accommodation to an authorized permanent household member who needs care by granting temporary permission for a Caregiver/Home Care Attendant even if extreme overcrowding of the apartment occurs.

If you require this service, please complete NYCHA Form 040.297D, *Request to Add a New Household Member (Permanent/Temporary)*, and return it to your Management Office.

How do I request a reasonable accommodation?

To request a reasonable accommodation; related apartment modification or transfer residents can use the following forms:

- For apartment modification, complete NYCHA's Reasonable Accommodation-Modification Request (NYCHA Form 040.425) and the Reasonable Accommodation-Medical Verification Form (NYCHA Form 040.426),
- For Transfers, complete NYCHA's Transfer Request (NYCHA Form 040.050) and the Reasonable Accommodation-Medical Verification (NYCHA Form 040.426) available at each Property Management Office or online through NYCHA's Self-Service portal at: <https://selfserve.nycha.info>.
- Once the resident submits the request and supporting documentation, request is reviewed within five days.
- If the Property Manager cannot approve the request, it is referred to the Public Housing Reasonable Accommodations Coordinator (PHRAC), who has 30 days to make a decision. If the resident needs additional time to secure documents, NYCHA will extend the timeframe.
- If NYCHA needs more time, the PHRAC will contact the resident, discuss the circumstances, and send a notice in writing.
- If the resident does not agree with the decision, the resident can request a Grievance Hearing on the notice, which must then be returned to the address indicated within 30 days. Or the resident can contact the local Property Management Office.

Section 8 participants and applicants for public housing can call NYCHA's Customer Contact Center at (718) 707-7771 or visit their local NYCHA Walk-In Center at the locations listed below. NYCHA staff at these locations can provide the reasonable accommodation request forms.

Brooklyn/Staten Island/Queens Walk-In
787 Atlantic Avenue, 2nd Floor
Brooklyn, NY 11238

Bronx/Manhattan/Queens Walk-In Center
478 East Fordham Road, 2nd Floor
Bronx, NY 10458

If you need an explanation of disabilities or reasonable accommodation, help completing forms, or additional copies of forms, contact your Property Management Office or the NYCHA Department of Equal Opportunity, Services for People with Disabilities, at 212-306-4652.

Updated: 10.2019

A translation of this document is available in your management office.
La traducción de este documento está disponible en la Oficina de Administración de su residencial.
所居公房管理處備有文件譯本可供索取。
所居公房管理处备有文件译本可供索取。
Перевод этого документа находится в офисе управления Вашего жилищного комплекса.

The translation is provided to you as a convenience to assist you to understand your rights and obligations. The English language version of this document is the official, legal, controlling document. The translation is not an official document.