



**NOTICE TO LEASED HOUSING DIVISION**  
**CLIENTS WITH A DISABILITY REGARDING REASONABLE ACCOMMODATION**

The Boston Housing Authority (BHA) Leased Housing Division provides rental assistance to eligible individuals and families (clients), including elderly/handicapped/disabled households. The BHA does not discriminate against clients on the basis of their race, creed, color, religion, sex, national origin, marital or familial status, disability, age, receipt of public assistance or sexual preference. Under applicable law, the BHA provides “reasonable accommodation” to clients if they or any household member(s) have a disability or handicap and if the reasonable accommodation is necessary to provide an equal opportunity to use and enjoy the rental assistance.

A reasonable accommodation is some modification or change the BHA can make to its facilities or procedures that will assist an otherwise eligible client with a disability/handicap to take advantage of the BHA’s programs, provided that the change does not pose an undue financial and administrative burden to the BHA or require a fundamental change in its program. A reasonable accommodation may also include providing an appropriate auxiliary aid to a client with a disability/handicap where such assistance is necessary to enable effective communication with the client.

Examples of reasonable accommodation may include the BHA:

- Making a reader available to a vision-impaired applicant during an interview;
- Making a sign language interpreter available to a hearing-impaired applicant during an interview;
- Permitting an outside agency to assist an applicant with a disability/handicap to meet the BHA’s applicant screening criteria.
- Mailing a lease or other recertification documents to a disabled participant or bringing it to his or her apartment although the BHA normally requires pick-up in person;
- Permitting a third party representative to assist a disabled participant at BHA conferences or meetings.

A client household that has a member with a disability/handicap must still be able to meet essential obligations of tenancy—they must be able to pay rent, to care for their apartment, to report required information to the housing authority, to avoid disturbing their neighbors, etc. This requirement takes into consideration whether any requested reasonable accommodation would permit the applicant to be considered eligible.

If you or a member of your household have a disability or handicap and think you might need a reasonable accommodation, you may request it in writing at any time in the application process or after admission. This is up to you. If you would prefer not to discuss your situation with the housing authority, that is your right.

You can get a Request for Reasonable Accommodation form at or from the BHA Housing Service Center at 56 Chauncy Street, the Leased Housing Division (4<sup>th</sup> or 5<sup>th</sup> floors) or the Office of Civil Rights (9<sup>th</sup> floor) at 52 Chauncy Street, Boston, MA. If you require help in filling out that form or need to submit your request in some other way, you should contact the Leased Housing Division staff at 52 or 56 Chauncy Street, 988-4332 or 988-4158, or TDD #1-800-545-1833 Ext. 420.

If you have any questions or problems on reasonable accommodation, you should contact the Reasonable Accommodation Coordinator in the Office of Civil Rights, at 52 Chauncy Street, Boston [617] 988-4383.

**RA Form #1**

