



REASONABLE ACCOMMODATION & MODIFICATION POLICY

REASONABLE ACCOMMODATIONS & MODIFICATIONS

In accordance with our statutory responsibilities and management policies, we will make reasonable accommodations to our rules, policies and practices when such accommodation may be necessary to afford persons with disabilities an equal opportunity to use and enjoy their housing communities. We will also make reasonable modifications to units and site structures when such modification may be necessary to afford persons with disabilities an equal opportunity to use and enjoy their housing communities. Expenses associated with reasonable modifications may be paid by the apartment community if such expense does not constitute a financial and administrative burden. In some cases, residents may be required to pay for reasonable modifications if the apartment community has no federal funding. If you have a disability-related need and would like to request such an accommodation or a modification, please contact our Director of Fair Housing directly at (336) 544-2300 or write to us at PO Box 26405, Greensboro, NC 27404, Attention: Director of Fair Housing. You may also email us at fairhousing@partnershippm.com.

It is our policy upon request, with the written approval of Partnership Property Management, to allow:

REASONABLE MODIFICATIONS (EXTERIORS)

Reasonable modifications* of existing **exterior** premises and common areas if the proposed modifications are necessary to afford a disabled person full enjoyment of the premises. Reasonable and affordable modifications of common areas will be made at the expense of the project if the project receives federal funding.

Some non-common area modifications that management considers unreasonable may be made at the resident's expense. If the resident handles said modifications, specifications must be submitted for approval to Partnership Property Management by a licensed contractor, be in compliance with all existing building codes, and include any and all inspections required by those codes and Partnership Property Management. All initial modification costs will be paid in advance to Partnership Property Management. The resident is typically not responsible for the cost of the restorations of exterior modifications made. It is recommended that exterior modifications be of a permanent nature for maximum safety. Partnership Property Management will require proof of liability and if necessary, workers compensation insurance for all contractors prior to approving work to be performed.

**(Reasonable modifications include ramps, access to mailboxes, access to garbage collection device, and any other modifications deemed reasonable.)*

REASONABLE MODIFICATIONS (INTERIORS)

The **reasonable modifications** of **interiors** of existing units if the proposed modifications are necessary to afford a disabled person full enjoyment of the premises. Reasonable and affordable modifications of interior areas will be made at the expense of the project if the project receives federal funding and the modification does not constitute a financial and administrative burden.

Some interior modifications that management considers unreasonable may be made at the resident's expense and are payable in advance. If the resident handles said modifications, specifications must be submitted for approval to Partnership Property Management by a licensed contractor, be in compliance with all existing building codes, and include any and all inspections required by those codes and Partnership Property Management. The resident, his or her estate, or guardian, is responsible for all restoration costs, excluding normal wear and tear. To assure with reasonable certainty that money will be available for these restorations at the end of tenancy, Partnership Property Management will require that the resident pay into an interest-bearing escrow account, over a six-month period, a reasonable amount of money, equal to, but not exceeding, the cost of such restoration. Partnership Property Management will require proof of liability and if necessary, workers compensation insurance for all contractors prior to approving work to be performed.

It is the reasonable intent of Partnership Property Management that all interior and exterior modifications will conform with existing architectural design, colors, patterns, and any other physical aspects existing at the time of the proposed modifications.



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REASONABLE ACCOMMODATIONS

Partnership Property Management will consider all requests for **REASONABLE ACCOMMODATIONS**. Consistently enforcing rules unilaterally is essential to fair housing compliance. Deviations from rules, policies, procedures, common business practices, etc. can be requested, but must be deemed “Reasonable” before management can approve such a request. Additionally, a nexus between the disability and the requested accommodation must be clearly established. It is the responsibility of the tenant/applicant to provide documentation of mitigating circumstances. Management will take every effort to review policies to prevent disparate impact.

Parking is typically allowed on a first come first serve basis. When not already provided, we will provide specially designated reserved parking spaces for the handicapped/disabled household, which should in no case exceed two spaces per household.

POLICY CLARIFICATIONS

- A written request is desired to properly document what is being requested and to assist management in establishing a disability related necessity for the accommodation/modification. However, management will consider any request, no matter how it is communicated.
- It is not the policy of management to require information related to the nature of a disability. However, sufficient information to establish that a disability exists as defined by the Fair Housing Act, and verifiable documentation to clearly establish a nexus between said disability and the requested accommodation are required. It is the responsibility of the tenant/applicant to provide necessary documentation. Specially designed forms have been developed to assist those seeking an accommodation/modification in providing sufficient information.
- It is the policy of management to require third party verification of a disability & nexus if the disability & nexus are not readily observable and apparent.
- It is the policy of management to make a decision on every residential application within 30 days. If an applicant fails to provide necessary information to approve their application within that 30 day period, the application will be removed from the site waiting list as “Incomplete”.
- It is the policy of management to respond to all requests for reasonable accommodations/modifications in a timely manner.
 - As mandated by NCHFA, it is the intent of management to respond to all requests on NC tax credit properties within 10 business days of receipt of all information deemed necessary to make a determination on the request unless extenuating circumstances exist.
- When the information provided with the initial request is insufficient to make a determination, management will notify applicants that additional information is needed in order to process their accommodation request. In the event that the outcome of a reasonable accommodation request determines if an applicant can be approved for housing **AND** a rent ready vacant unit is available, special timeframes may be enforced. If a unit is available at the time a request for a reasonable accommodation is received, it is the intent of management to hold that unit for a reasonable amount of time until a decision is made on the accommodation request.
 - As mandated by NCHFA, if an applicant on a NC Tax credit property fails to provide reasonable information to clearly establish a disability related need within 10 calendar days, management reserves the right to rent the unit to the next qualified individual. Residents/applicants will be afforded an 8 business day period to appeal initial Reasonable Accommodations denials, during which time the unit should not be rented to another qualified applicant.
- Partnership Property Management will ALWAYS remain open to reconsider any adverse decision upon submission of additional information or mitigating circumstances on behalf of the tenant/applicant.