



REASONABLE ACCOMMODATION REQUEST PROTOCOL (504-PROC-012)

INTRODUCTION

The Puerto Rico Public Housing Administration (PRPHA) is subject to the provisions of the Fair Housing Act of 1968, the 504 section Rehabilitation Act of 1973, the American with Disabilities Act of 1990 (ADA) and Civil Rights Act. As such, it is PRPHA's responsibility to guarantee the rights of our residents and applicants with disabilities, which include the right to reasonable accommodations.

A reasonable accommodation is modification or exemption made to a rule, policy or practice so that a person with a disability may have equal access to our programs and services.

It is the responsibility of PRPHA to ensure that the reasonable accommodation requests be evaluated and provide notification to resident or applicant within 10 calendar days.

PROCEDURE

1. The resident, or applicant, manifests their need for a reasonable accommodation. This request may be in written or oral form.
2. Management agent or PRPHA personnel will provide the resident, or applicant, with the Reasonable Accommodation Request Form to be completed by the resident, applicant or representative. If needed, management agent or PRPHA personnel may assist in filling out the form.

Note: The reasonable accommodation form is an administrative requirement to provide proper documentation of the request. It is the responsibility of the Management Agent or PRPHA to ensure that it is completed. In no way shall a reasonable accommodation request be delayed or denied based solely on the lack of this form.



3. Management Agent or PRPHA personnel shall provide orientation to resident, or applicant, about the documentation required for evaluation of the request (if any is needed). If disability is not evident or visible, this documentation may include verification of disability and the need for the requested accommodation.
4. Once all necessary documentation is provided, the request is referred to the 504 Coordinator for evaluation and determination.

Note: If the Reasonable Accommodation Request is submitted by an applicant the request shall be forwarded to PRPHA's 504 coordinator. If the request is from a resident the request is to be forwarded to the Management Agent's 504 coordinator.

5. The 504 coordinator will evaluate the request and shall provide either a final determination or request for additional information to the resident (or applicant) if the documentation included is insufficient for evaluation within 10 days of the Reasonable Accommodation Request
6. If the determination of the management agent's 504 Coordinator is to deny the request, it must be submitted to PRPHA's 504 Compliance Office for final review prior to notifying the resident. The 504 Compliance Office shall provide a final determination within two days.

Note: If the Reasonable Accommodation Request requires review by 504 Compliance Office it is still subject to the 10 calendar day limit for notification to resident or applicant. Therefore Management Agent shall ensure the request is provided to allow for review by PRPHA.

7. If reasonable accommodation request is approved the 504 coordinator shall refer the documentation to the corresponding program area for implementation.



REASONABLE ACCOMMODATION REQUEST TIMELINE

