
REASONABLE ACCOMMODATION

Notice to All Applicants and Residents:

Reasonable Accommodations and Modifications are available for Applicants and Residents with Mental and/or Physical Disabilities

Ashford Housing Authority (AHA) does not discriminate against applicants or residents on the basis of race, color, sex, religion, national origin, and disability. In addition, the AHA has an obligation to provide "reasonable accommodations" and "reasonable modifications" on account of a disability if an applicant or resident or a household member is limited by the disability and for this reason needs such an accommodation or modification. A reasonable accommodation is a change that the AHA can make to its rules, policies, practices, or services, and a reasonable modification is a change AHA can make to its facilities (including physical alterations to the housing unit or public or common use areas) that will assist an otherwise eligible person with a disability to have equal opportunity to use and enjoy the housing or common or public use areas or to participate fully in Ashford Housing Authority programs, activities, or services. Such changes may not be reasonable if they are not financially and programmatically feasible for the housing authority.

An applicant or resident household which has a member with a mental and/or physical disability must still be able to meet essential obligations of tenancy (for example, the household must be able to pay rent, to care for the apartment, to report required information to AHA, and to avoid disturbing neighbors), but an accommodation or modification may be the basis by which the household is able to meet those obligations of tenancy.

If you need an accommodation or modification because of a disability, please complete the attached form and return it to the AHA. Upon reasonable request by AHA, you must also submit documentation verifying the existence of a disability and the disability-related need for the accommodation or modification. Within fourteen (14b) calendar days of receipt of your request and documentation, the Accommodation Coordinator will contact you to discuss what AHA can reasonably do to provide you an accommodation or modification on account of your disability.

If you or a member of your household has a mental and/or physical disability, and as a result needs an accommodation or modification, you, the household member, or authorized representative, may request it at any time. However, you are not obliged to make such a request, and if you prefer not to do so that is your right.



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This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Ashford Housing Authority. The Ashford Housing Authority's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Jessica Miller
ADA Coordinator and Executive Director
49 Tremko Lane, Ashford, CT 06278

Within 15 calendar days after receipt of the complaint, Jessica Miller will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Jessica Miller will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Ashford Housing Authority and offer options for substantive resolution of the complaint.

If the response by Jessica Miller does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Ashford Housing Authority Commission.

Within 15 calendar days after receipt of the appeal, the Ashford Housing Authority Commission will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Ashford Housing Authority Commission will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Jessica Miller, appeals to the Ashford housing Authority Commission and responses from these two offices will be retained by the Ashford Housing Authority for at least three years.