



REASONABLE ACCOMMODATION PROCESS

1. Heritage Park at Hilltop's Reasonable Accommodation Policy.

Heritage Park at Hilltop is committed to providing its residents with reasonable accommodations and modifications as required by law. Such accommodations often require making an exception to a rule, policy or procedure to ensure people with disabilities are able to experience their housing in the same way as tenants without disabilities. These requests can be made by the person with the disability or by someone else on their behalf. If the disability is not obvious, a verification of the disability related need for the accommodation can be requested.

2. Process for Seeking Reasonable Accommodation.

a. Accompanying this document is the Heritage Park at Hilltop reasonable accommodation form. Although this form is not required, it will help ensure we have all of the information necessary to promptly evaluate each request. Residents may also go to the Management Office at the property for assistance with completing the form.

b. Upon submission of the completed form requesting a reasonable accommodation, the Heritage Park at Hilltop's onsite manager will promptly consider the resident's request for a reasonable accommodation. The time necessary to respond to a request will depend on many factors including the nature of the request, whether additional information supporting the request is necessary, the relative urgency for the request, and the necessity for engaging in an interactive process as described below. But in no case shall the decision or written explanation as to why additional time is needed, take longer than ten (10) calendar days.

c. If the requested reasonable accommodation cannot immediately be granted, the onsite manager will meet with the resident to engage in an interactive process with them for the purpose of exchanging information to identify, evaluate, and implement a reasonable accommodation of the resident's disability that does not impose an undue burden or fundamental alteration of the property. As may be appropriate in certain situations, the Regional Manager and/or Vice President of Operations may also participate in this interactive process.

d. In cases in which the disability requiring the reasonable accommodation is not known or apparent, the resident may be required to provide information confirming that the resident has a disability, or confirming that there is a disability-related need for an accommodation. Verification of a resident's disability or a disability-related need for an accommodation may be provided as permitted by law and specifically as addressed at Title 2 of the California Code of Regulations section 12178. Any request for information related to a

resident's disability or disability-related need for an accommodation will be limited to only that information necessary to establish the individual has a disability, describes the needed accommodation, and demonstrates the relationship between the disability and the requested accommodation. Any information submitted by a resident establishing their disability and/or a disability-related need for an accommodation will be kept confidential and will be used only for purposes of determining the need for, and appropriateness of, the resident's reasonable accommodation request.

e. If the onsite manager is unable to grant the reasonable accommodation request themselves, the request will be elevated to the appropriate level of management at USA Multifamily Management, which will be either the Regional Manager or the Vice President of Operations depending on the nature of the request.

f. Residents will be informed in writing of the decision made regarding their request for a reasonable accommodation. If the requested reasonable accommodation cannot be granted, residents will be informed of the reason(s) for the denial. If a request for a reasonable accommodation has been denied by the onsite manager, a resident may ask that the decision be reviewed by either the Regional Manager or Vice President of Operations. Residents will be informed within five business days of the decision made by the Regional Manager or Vice President of Operations regarding their appeal from the onsite manager's denial of their reasonable accommodation request.

g. Requests for reasonable accommodations may be denied for reasons that include, but are not limited to the following: (1) the person seeking the accommodation is not an individual with a disability; (2) there is no disability-related need for the accommodation; (3) the requested accommodation would constitute a fundamental alteration of the services or operations at Heritage Park at Hilltop; (3) the requested accommodation would impose an undue financial or administrative burden; (4) the requested accommodation poses a direct threat to the health or safety of other residents at Heritage Park at Hilltop; (5) the resident refuses to pay for, or to make arrangements for payment for, or construction of, any modifications necessary for the reasonable accommodation, unless the conditions of 2 Code of California Regulations section 12181, subdivision (h) are met; (6) any proposed modification or alteration of the property is not reasonable.

h. All requests for reasonable accommodations and the decision regarding each request will be maintained in USA Multifamily Management's database for tracking reasonable accommodation requests.

i. Management shall provide each tenant and each new tenant with a copy of this policy. A link to this process and the reasonable accommodation request form will be placed on the tenant portal for ease of access.



Request for Reasonable Accommodation



All requests for accommodations are treated as a high priority.

Check one: Completed by **Resident/Applicant**
 Completed by **Management**

Name _____

Property Name _____

Address _____ Unit # _____

City/State/Zip _____

Home Phone _____ Work Phone _____

The following member of my household has a disability:

I/we request the following reasonable accommodation(s) so I am/we are able to live here as successfully as the other residents.

A change in a policy/practice/rule or service:

I need this reasonable accommodation to:

(Resident's signature)

(Print name)

(Date)

(Agent signature)

(Print name)

(Date)

FOR OFFICE USE ONLY

Request received by _____ Date _____

Management's actions, including dates

Follow-up if necessary, including dates:

Date _____ Approval Form (MF-132b) sent to Applicant/Resident _____ (*initials*)

Date _____ Denial Form (MF-132f) sent to Applicant/Resident _____ (*initials*)

(Agent signature)

(Print name)

(Date)

(Supervisor's signature, if necessary)

(Print name)

(Date)