



Pittsfield Housing Authority

65 Columbus Avenue, Ste 1
Pittsfield, Massachusetts 01201-5090

(413) 443-5936
(413) 499-2771
Fax (413) 443-7294
TTY (413) 443-1940
www.pittsfieldhousing.org

Reasonable Accommodation Policy

What is a Reasonable Accommodation?

A *reasonable accommodation* is a change to a rule, policy, or service that helps a person with a disability have an equal opportunity to use and enjoy their housing.

A *reasonable modification* is a physical change to your apartment or building (like adding grab bars or a ramp) that you need because of a disability.

Examples

Here are some examples of reasonable accommodations or modifications:

- | | |
|--|---|
| <input type="checkbox"/> Unit Transfer (accessible unit) | <input type="checkbox"/> Unit Modification |
| <input type="checkbox"/> Assistance Animal | <input type="checkbox"/> Additional Bedroom |
| <input type="checkbox"/> Live in Aid | <input type="checkbox"/> Other _____ |

Who Can Ask?

Anyone with a disability can ask for a reasonable accommodation or modification. You can also have a family member, friend, or advocate make the request for you.

How to Ask

- **In writing, by email, or verbally**
- By contacting the **Reasonable Accommodation Coordinator** at the PHA office

What Happens Next

1. **We will review your request.**

If your disability or need is clear, we will not request additional information.

If it's not obvious, we may ask you to complete a request for reasonable accommodation request form.

2. **You'll get a written answer.**

We'll give you a written decision, usually within **10 business days** after we have all the needed information.

3. **If we approve the request**, we'll work with you to make the change as soon as possible.

4. **If we deny the request**, we will explain why and discuss other options, if possible.

If You Disagree With a Decision

If you think your request was wrongly denied, you may:

1. Ask for a **review or grievance hearing** through PHA
2. File a complaint with:
 - **HUD Office of Fair Housing and Equal Opportunity (FHEO)**

Boston Regional Office of FHEO
U.S. Department of Housing and Urban Development
Thomas P. O'Neill, Jr. Federal Building
10 Causeway Street, Room 553
Boston, Massachusetts 02222-1092
Phone: (617) 994-8300; (800) 827-5005
 - **Massachusetts Commission Against Discrimination (MCAD)**
<https://www.mass.gov/decision-tree/file-a-complaint-of-discrimination-at-the-mcad>

We Cannot:

- Charge you extra fees or deposits because of a disability
- Refuse to rent or renew your lease because you asked for an accommodation
- Share your disability information with anyone who doesn't need it to help with your request

We're Here to Help

If you have a disability and need help to live comfortably and safely in your home, please contact us. We'll do our best to work with you and meet your needs.

Pittsfield Housing Authority

65 Columbus Avenue, Pittsfield, MA 01201

Phone: (413) 344-9011

Email: VeronicaWarren@Pittsfieldhousing.org