

FAQ: PROGRAM ACCESSIBILITY AND ACCOMMODATIONS

Language Accommodations at HPD

1. Someone in my household does not speak English. What rights do we have at HPD?

HPD works to ensure that all Limited English Proficient (“LEP”) persons have equal access to HPD’s services. If you or someone in your household is an LEP person, you may benefit from:

- **In person interpretation**
- **Telephonic interpretation**

Your applications, briefing materials, and annual recertifications will include a “Language Preference Form.” This form allows you to choose a preferred language from at least the top ten (10) citywide languages. All future vital documents provided to your household will be in the preferred language indicated on the Form, resource-permitting.

Non-vital documents may be mailed with a Language Assistance Form, which advertises the availability of free interpretation services, and how to access them by phone or in person.

To register your language preference with HPD, email DTRAI@hpd.nyc.gov and provide your name and language preference. If you need immediate assistance understanding documents or talking to staff, call 917-286-4300.

2. Someone in my household has a visual or hearing impairment. What rights do we have at DTR?

As with LEP persons, HPD will work to ensure that all people with visual and/or hearing impairments have equal access to HPD’s services. This includes:

- **In person interpretation**
- **Telephonic interpretation**

If you need immediate assistance understanding documents or talking to staff, call 917-286-4300.



Accommodations: victims of domestic violence, dating violence, sexual assault, or stalking

3. I am a victim of domestic violence, dating violence, sexual assault, or stalking. What rights do I have at HPD?

If you are a victim of domestic violence, dating violence, sexual assault, or stalking, you are eligible for housing accommodations.

How you use your rights depends on if you are the head of the household for the Section 8 subsidy.

If you are the head of household, you may:

- request an emergency move¹, and/or
- remove the abuser from your Section 8 subsidy (you will still have to contact management to remove them from your lease).

If you are not the head of household:

- you may request to become the head of the household and receive your own rental subsidy.

To learn more, email DTR_VAWA@hpd.nyc.gov, call an HPD staff member at 917-286-4300, or visit our website: <https://www1.nyc.gov/site/hpd/services-and-information/section-8-rights-and-responsibilities.page>.

HPD Accommodations for people with disabilities

4. I am a person with a disability. What rights do I have?

A person with a disability has the right to a reasonable accommodation; HPD will make every reasonable effort to ensure that our programs are reasonably accessible to persons with disabilities.

Accommodations that assist applicants and participants to comply with program requirements, such as phone briefings, additional support in completing documents, and additional time to complete a recertification may be granted upon request, at HPD's discretion.

¹ If you have an enhanced or project-based voucher and move outside of the development, your voucher will change to a regular voucher. If you receive subsidy under the Continuum of Care (CoC), Mod Rehab or NYC 15/15 programs, you may not be eligible to move other than into another unit under the same grant or contract or in the same rental subsidy program.

Applicants and participants with disabilities that do not allow them to fully access and use their rental subsidy may request Reasonable Accommodations through the process outlined in Question 5.

A **reasonable accommodation** is a change that HPD makes to help people with disabilities participate in HPD's programs. For the purpose of requesting a reasonable accommodation, HPD defines disability as: **a physical, mental or emotional impairment that limits one or more life activities, such as caring for oneself, or performing manual tasks.** HPD reserves the right to require that reasonable accommodation requests be resubmitted annually.

HPD may require additional documentation for reasonable accommodation requests. Requests that may require documentation include, but are not limited to:

- requests to change subsidy standard,
- requests to stay in place for overhoused participants,
- requests for reinstatement,
- requests to move prior to a 12 month period of rental subsidy², or
- requests to rent an assisted unit from a relative.

To learn more or to request an accommodation, call 917-286-4300.

5. How do I request a reasonable accommodation?

Reasonable accommodations are granted to persons who:

- make a request for accommodation,
- have a disability or a medical condition that is apparent or documented, and
- provide an explanation from a medical professional explaining the relationship between the requested accommodation and the disability (unless the reason is obvious).

You may request an accommodation however you like: for example, you may make the request in person, over the phone, or by mail. But you should let HPD know that you need an accommodation because of your disability or medical condition. If you inform HPD that you were unable to complete a required activity because of your disability, HPD may ask you if you need to make a request for reasonable accommodation. Once this request is made, HPD may follow up to request that you provide additional information, such as written verification from a medical professional or a formal written request (see next paragraph).

² If you receive subsidy under the Continuum of Care (CoC), Mod Rehab or NYC 15/15 programs, you may not be eligible to move other than into another unit under the same grant or contract or in the same rental subsidy program.

If you are able, HPD encourages you to request an accommodation by completing the “Request for Reasonable Accommodation Form” available on the “Section 8 Forms” page of HPD’s website: <https://www1.nyc.gov/assets/hpd/downloads/pdfs/services/request-for-reasonable-accommodation-form-english.pdf>. You should give the “Reasonable Accommodation Verification” form to a medical professional for them to complete, as verification from a medical professional may be needed to approve the request.

You may submit your request:

- **By mail:** NYC Department of Housing Preservation and Development
Division of Tenant Resources, Attn: Executive Assistant
100 Gold St., Rm. 4Z2C, New York, NY 10038
- **By fax:** 212-863-5299
- **By email:** DTRAI@hpd.nyc.gov

Where the request, the disability or medical condition, and the reason for the accommodation is obvious, the request is straightforward to grant, and if HPD approves the request, HPD may grant the accommodation without a written response. All other requests will receive a written response. You may appeal the decision you receive.

6. Why was my request denied?

There are many reasons why a request for reasonable accommodation may be denied. Below are some of the most common reasons:

1. **The request is not clear.** In this case, the request must be clarified.
2. **Missing medical documentation.** In this case, the documentation that is missing must be provided.
3. **The request does not make a connection between the request and the medical disability.** In this case, the medical professional must explain why the requested accommodation is needed as a result of the person’s medical condition/disability.
4. **It is not clear why the request is needed.** In this case, you must explain why the request is needed to access the program.
5. **The request has already been approved.** In this case, you must explain how this request is different and necessary from the past request.
6. **The request would change the fundamental nature of the housing program.** In this case, the request made cannot be granted because it is not within HPD’s authority or ability to provide the accommodation. You should present an alternative accommodation that is reasonable for HPD to adopt and can address your need. HPD will engage you in a conversation to identify a suitable alternative, if one is available.
7. **The request places an undue financial and/or administrative burden on HPD.** In this case, you should present an alternative accommodation that is reasonable for HPD to adopt and can address your need. HPD will engage you in a conversation to identify a suitable alternative, if one is available.
8. **The request is not based on a household member’s disability.**
9. **The medical documentation provided indicates that the person for whom the accommodation was requested does not have a disability.**
10. **The household member request may be accommodated in the family’s current subsidized unit.**





Office of Neighborhood Strategies
Division of Tenant Resources

100 Gold Street

New York, N.Y. 10038