



Reasonable Accommodation At-A-Glance

Overview

As required by federal, state, and local laws and in furtherance of NYCHA's Fair Housing Policy, NYCHA provides reasonable accommodations for applicants, Section 8 voucher holders, and NYCHA residents with disabilities. A reasonable accommodation in housing is a change, modification, or alteration in policy, procedure, practice, or program that provides a qualified individual an equal opportunity to participate in, or benefit from, a program or activity offered by NYCHA.

Who qualifies for a reasonable accommodation?

NYCHA provides reasonable accommodations for applicants, Section 8 voucher holders, and NYCHA residents with disabilities or special needs such as:

- medical or chronic health issues,
- mobility/sensory impairments,
- physical disabilities,
- visual impairment, and/or
- psychological or mental conditions

What are some types of reasonable accommodation?

• Apartment Transfers:

NYCHA residents with mobility impairments, physical disabilities, and/or other special needs may request transfers to:

- An accessible (504) unit
- An extra bedroom to accommodate large medical equipment
- An elevator building or lower floor
- An apartment near relatives or medical facility
- An apartment in a building with an accessible building entrance

• Apartment Modifications

NYCHA residents with mobility impairments, physical disabilities, and/or other special needs may request modifications to their apartments to meet their needs and/or modifications to NYCHA facilities to make them physically accessible to and usable by individuals with disabilities. Examples include:

- Roll-in showers or hand-held showerheads
- Grab bars
- Ramps
- Flashing doorbells or smoke/carbon monoxide detectors
- Lower cabinets, light sockets, faucets, and other fixtures
- Extra air conditioners for residents with respiratory difficulties
- Widened entry/doorway in the apartment

• Live-in Caregivers and Home Care Attendants

Residents who require Live-in Caregivers or Home Care Attendants can request to add them to the household temporarily if they are essential to the care and well-being of the resident and will not be living in the apartment except to provide the necessary supportive services. If the request is approved, the approval will automatically renew as long as the Caregiver/Home Care Attendant relationship continues. The Caregiver/Home Care Attendant's income is not added to the total family income when determining rent.

• Large-Print and Electronic Notices

Residents with a visual impairment can request printed notices in an alternative format such as large print font or electronically.

How do I request a reasonable accommodation?

To request an apartment modification, transfer, or temporary addition of a Caregiver/Home Care Attendant to the household please use the following forms:

- For apartment modifications, complete *NYCHA's Reasonable Accommodation-Modification Request (NYCHA Form 040.425)* and the *Reasonable Accommodation-Medical Verification Form (NYCHA Form 040.426)*.

- For transfers, complete *NYCHA's Transfer Request (NYCHA Form 040.050)* and the *Reasonable Accommodation-Medical Verification (NYCHA Form 040.426)* available at each Property Management Office or online through NYCHA's Self-Service portal at: <https://selfserve.nycha.info>.
- To add a Live-in Caregiver or Home Care Attendant to your household, complete *NYCHA Form 040.297D, Request to Add a New Household Member (Permanent/Temporary)*, and return it to your Property Management Office.

For all other reasonable accommodation requests please contact 212-306-6079.

Your request will be reviewed after NYCHA receives your request and supporting documentation. If the Property Manager cannot approve your request, it is referred to the Public Housing Reasonable Accommodations Coordinator (PHRAC), to make a decision. If additional time or documentation is needed, the PHRAC will contact you to discuss your request. The PHRAC can be reached at 212-306-6079 or rarequests@nycha.nyc.gov. NYCHA will notify you in writing of the decision on your request.

Section 8 participants and applicants for public housing can call NYCHA's Customer Contact Center at (718) 707-7771 or visit their local NYCHA Walk-In Center at the locations listed below. NYCHA staff at these locations can provide the reasonable accommodation request forms.

Brooklyn/Staten Island/Queens Walk-In
787 Atlantic Avenue, 2nd Floor Brooklyn, NY 11238

Bronx/Manhattan/Queens Walk-In Center
478 East Fordham Road, 2nd Floor Bronx, NY 10458

What if I do not agree with the decision on my request?

Public housing residents may request a Grievance Hearing on the notice provided by NYCHA informing you of the decision to deny the reasonable accommodation request. You must request the hearing within 30 days by sending the request to the address listed on the notice or by submitting it at your Property Management Office.

You can find more information on your rights by going to www.dhr.ny.gov, or by calling 1-888-392-3644. If you believe that you have been denied a reasonable accommodation for your disability, or that you were denied housing or retaliated against because you requested a reasonable accommodation, you can file a complaint with any of the offices listed below.

NYCHA Department of Equal Opportunity
90 Church Street, 6th floor, NY, NY 10007
212-306-4468, nyc.gov/nychaeo

HUD NY Regional Office of Fair Housing and Equal Opportunity
26 Federal Plaza, Room 3541, NY, NY 10278
212-306-4468, hud.gov

New York State Division of Human Rights
One Fordham Plaza, Fourth Floor, Bronx, NY 10458
888-392-3644, dhr.ny.gov

New York City Commission on Human Rights
22 Reade Street, NY, NY 10007
718-722-3131

A translation of this document is available at your Property Management Office and online at: www.nyc.gov/nycha .
La traducción de este documento está disponible en su Oficina de Administración de Propiedades y en línea en: www.nyc.gov/nycha .
所居物業管理處辦公室和網站 (網址: www.nyc.gov/nycha) 可提供本文件的翻譯版本。
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