

NYCHA STANDARD PROCEDURE MANUAL

**SP 040:12:1, REASONABLE ACCOMMODATIONS IN HOUSING FOR APPLICANTS,
PUBLIC HOUSING RESIDENTS, AND SECTION 8 VOUCHER HOLDERS**

TABLE OF CONTENTS

I. PURPOSE 1

II. POLICY..... 1

III. APPLICABILITY..... 2

IV. DEFINITIONS..... 2

V. REVIEW CYCLE..... 4

VI. RESPONSIBILITIES..... 5

VII. PROCEDURE..... 6

 A. General Requirements for Responding to **ALL** Requests..... 6

 B. Alternative Form of Communication and/or Language Interpretation Services 9

 C. Public Housing Program – Initiating Requests 9

 D. Public Housing Reasonable Accommodation Request and Disability Verification Forms 11

 E. Public Housing – Processing Requests from Applicants..... 11

 F. Public Housing – Processing Requests for Physical Modifications 13

 G. Public Housing – Processing Requests for Transfers 16

 H. Public Housing – Processing Other Requests..... 19

 I. Public Housing Reasonable Accommodation Coordinator (PHRAC) Review 20

 J. Public Housing – Grievance Informal Conference or Impartial Hearing 22

 K. Public Housing – Annual Communications with Mobility-Impaired Residents on Waiting List.. 24

 L. Section 8 - Initiating Requests..... 25

 M. Section 8 - Reasonable Accommodation Request and Disability Verification Forms 26

 N. Section 8 – Processing Requests (Applicants and Voucher Holders) 27

 O. Section 8 Reasonable Accommodation Coordinator (SERAC) Review..... 29

 P. Section 8 Voucher Holders – Impartial Hearing 31

 Q. ADA/Section 504 Grievance Procedure 32

 R. Tracking Reasonable Accommodation Requests..... 33

VIII. OUTPUTS, REPORTS, AND RECORDKEEPING 34

IX. TRAINING REQUIREMENTS..... 35

X. PERFORMANCE METRICS..... 35

XI. NON-COMPLIANCE..... 36

XII. FORMS..... 36

XIII. WORKFLOW 39

XIV. REVIEW/REVISION HISTORY PAGE..... 40

XV. APPENDICES..... 42

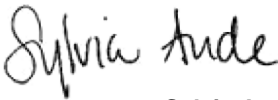

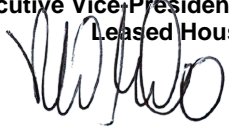
ATTACHMENT A – Duty Statement 42

ATTACHMENT B – Examples of Reasonable Accommodations by the Type of Requesting Party 46

ATTACHMENT C – Guidelines for Authorized Third Parties..... 50

ATTACHMENT D – Other Reasonable Accommodation Requests to Property Management..... 52

NEW YORK CITY HOUSING AUTHORITY STANDARD PROCEDURE

SUBJECT	PROCEDURE OWNER	APPROVED DATE	APPROVED BY	INDEX NO.
<p>REASONABLE ACCOMMODATIONS IN HOUSING FOR APPLICANTS, PUBLIC HOUSING RESIDENTS, AND SECTION 8 VOUCHER HOLDERS</p>	<p>OPERATIONS AND LEASED HOUSING</p>	<p>Issued June 15, 2012 Draft Effective June 1, 2014 Reissued February 16, 2016 Revised September 9, 2019 Revised January 14, 2021</p> <p>Date: <u>6/3/2021</u></p>	<p> Sylvia Aude Vice-President for Public Housing Operations - Tenancy Administration</p> <p> Lakesha Miller Executive Vice-President for Leased Housing</p> <p> Vito Mustaciuolo Chief Operating Officer</p>	<p>040:12:1</p>

I. PURPOSE

The purpose of this Standard Procedure is to delineate the responsibilities of New York City Housing Authority (NYCHA) employees in reviewing Reasonable Accommodation in housing requests submitted by applicants, Public Housing Residents, and Section 8 Voucher Holders.

This Standard Procedure supersedes the previous version of this Standard Procedure. It supplements, but does not supersede, other NYCHA policies or procedures unless expressly stated or unless their provisions are inconsistent with this Standard Procedure. Accordingly, managers or supervisors must continue to review such requests in conformance with any existing NYCHA policies and procedures in the normal course of business.

II. POLICY

It is NYCHA's policy to provide equal housing opportunities for all qualified applicants, Public Housing Residents, and Section 8 Voucher Holders. NYCHA's Fair Housing Non-Discrimination Policy (*NYCHA Form 036.033*) prohibits discrimination based on, among other factors, disability, in the selection of families and in the provision of services. NYCHA's policy also provides Reasonable Accommodations in housing for applicants, Public Housing Residents, or Section 8 Voucher Holders with disabilities. See *Attachment B* for examples of Reasonable Accommodations.

All Reasonable Accommodation requests, whether listed in this procedure or not, must be carefully evaluated on a case-by-case basis in compliance with federal, state, and local disability rights laws.

NYCHA STANDARD PROCEDURE MANUAL

III. APPLICABILITY

This procedure is applicable to all NYCHA staff involved in processing Reasonable Accommodations in housing requests for applicants, Public Housing Residents or Section 8 Voucher Holders.

IV. DEFINITIONS

A. 504 Apartment

An apartment accessible for a person with a mobility impairment.

B. Accessible Building

A building that has at least one Accessible Entrance.

C. Accessible Entrance

An entrance that has a wheelchair ramp or is at grade.

D. Applicant

An applicant is any person who has submitted an application for public housing or Section 8 and has not signed a lease for a public housing apartment, or in the case of Section 8, has not executed a lease and had a Housing Assistance Payments (HAP) contract executed on their behalf.

E. Certification Date

The date on which the Field Liaison Division of NYCHA's Applications and Tenancy Administration Department approves a request to transfer.

F. Disability

As per Title 8, Chapter 1 of the NYC Administrative Code (NYC Human Rights Law), disability means any physical, medical, mental or psychological impairment, or a history or record of such impairment. Physical, medical, mental or psychological impairment means an impairment of any system of the body, including, but not limited to: the neurological system; the musculoskeletal system; the special sense organs and respiratory organs, including, but not limited to, speech organs; the cardiovascular system; the reproductive system; the digestive and genito-urinary systems; the hemic and lymphatic systems; the immunological systems; the skin; and the endocrine system; or a mental or psychological impairment.

NYCHA STANDARD PROCEDURE MANUAL

G. Non-504 Apartment

An apartment that is not a 504 apartment.

H. Non-Accessible Building

A building that is not an Accessible Building.

I. NYCHA Public Housing Preservation I & II LLC Developments (LLC Developments)

LLC developments are NYCHA managed and include both Public Housing Residents and residents that receive Section 8 subsidies.

J. Physical Modification

A Physical Modification is a Reasonable Accommodation request by a Public Housing Resident or Section 8 Voucher Holder from an LLC development to physically modify an apartment, building, or development grounds. See *Attachment B* for examples of Physical Modifications.

K. Public Housing Resident

A Public Housing Resident is any person authorized to live in an apartment receiving a Section 9 public housing subsidy in a development managed or owned by NYCHA.

L. Portability Request

A Portability Request from a Section 8 Voucher Holder is a request to relocate outside New York City to another public housing authority with a Section 8 program.

M. Reasonable Accommodation

A Reasonable Accommodation in housing is a change, modification, or alteration in policy, procedure, practice, or program, that provides a qualified individual with a disability an equal opportunity to participate in, or benefit from, a program or activity, as exists for individuals who are not disabled. The reasonableness of a given accommodation depends upon the individual circumstances of the person(s) for whom the request is made.

In addition, an accommodation may not create an undue administrative or financial burden upon NYCHA, considering all funding resources available for the service, program, or activity; or fundamentally alter the nature of NYCHA's services or programs. Only the public housing Reasonable Accommodation coordinator (PHRAC) or the Section 8 Reasonable Accommodation coordinator (SERAC) can make the determination that providing an accommodation would create an undue administrative or financial burden.

N. Reasonable Accommodation Coordinators

NYCHA STANDARD PROCEDURE MANUAL

In implementing this Standard Procedure, NYCHA has created two Reasonable Accommodation coordinator positions:

1. Public Housing Reasonable Accommodation Coordinator (PHRAC)

A staff person(s) designated by the vice-president of Public Housing Operations - Tenancy Administration, the PHRAC resolves Reasonable Accommodation requests made by public housing applicants and residents, and non-voucher related requests made by Section 8 Voucher Holders living in LLC developments.

2. Section 8 Reasonable Accommodation Coordinator (SERAC)

A staff person(s) designated by the executive vice-president of Leased Housing, the SERAC resolves Reasonable Accommodation requests made by Section 8 applicants and Section 8 Voucher Holders.

O. Stairhall

A building, or part of a building, denoted by its unique street address.

P. Requesting Party

A Requesting Party is any applicant, Public Housing Resident, or Section 8 Voucher Holder making a Reasonable Accommodation request, or an authorized third party making a request on their behalf.

Q. Section 8 Voucher Holder

A Section 8 Voucher Holder is any person who has been issued a Section 8 voucher by NYCHA or another public housing authority. This includes persons searching for an apartment, as well as those persons receiving a rental subsidy.

R. Transfer Request

A Transfer Request is a request from:

1. A Public Housing Resident to move to another NYCHA public housing apartment.
2. A Section 8 Voucher Holder to move to another private apartment within New York City.
3. A Section 8 Voucher Holder in an LLC development to move either to another LLC apartment (processed through the Applications and Tenancy Administration Department) or to a private apartment in New York City (processed through the Leased Housing Department).

V. REVIEW CYCLE

NYCHA STANDARD PROCEDURE MANUAL

Operations and Leased Housing shall review this Standard Procedure at least once every three (3) years and advise the Compliance Department via email if no changes are needed or submit their revisions to the procedure by submitting *NYCHA Form 022:00:8, Procedure Development Request*.

VI. RESPONSIBILITIES

The following departments and titles have responsibilities in this Standard Procedure. See Attachment A – Duty Statement for the summary of duties by title or department.

A. Public Housing Management Services Department (PHMSD)

1. Public Housing Reasonable Accommodation Coordinator (PHRAC)
2. PHMSD staff

B. Property Management Department

1. Property managers
2. Assistant property managers
3. Property management office staff (i.e. housing assistants and secretaries)

C. Leased Housing Department (LHD)

1. Section 8 Reasonable Accommodation Coordinator (SERAC)
2. Housing managers
3. Assistant housing managers
4. Housing assistants

D. Applications and Tenancy Administration Department (ATAD)

1. Assistant directors
2. Field Liaison Division managers
3. Housing assistants
4. Appeals Unit staff

E. Customer Contact Center (CCC)

F. Department of Equal Opportunity (DEO)

NYCHA STANDARD PROCEDURE MANUAL

1. The Services for People with Disabilities Unit staff
2. The ADA/504 grievance coordinator
3. DEO investigators

G. Design Department of the Capital Projects Division

1. Section 504 coordinator

H. Law Department

VII. PROCEDURE

A. General Requirements for Responding to **ALL** Requests

Designated staff in property management offices (property managers, assistant property managers, and housing assistants), CCC representatives, LHD staff, ATAD staff, PHMSD staff (including the PHRAC), and the CPD Section 504 coordinator review and act on requests for Reasonable Accommodations from Requesting Parties, as described in this Standard Procedure. The following are general requirements:

1. A Requesting Party can make a Reasonable Accommodation request at any time. Public Housing Residents and Section 8 Voucher Holders are not required to make the request only during an annual review period.

NOTE:	Reasonable Accommodation requests may include personal or sensitive information. All NYCHA employees must protect the confidentiality of personal or sensitive information obtained from applicants, Public Housing Residents, and Section 8 Voucher Holders. For further guidance regarding the handling, safeguarding, and disclosure of personal or sensitive information refer to the following Standard Procedures: <ul style="list-style-type: none">• Standard Procedure 002:12:1, NYCHA Privacy Policy• Standard Procedure 003:78:1, Public Access to NYCHA Records
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2. Requesting Parties do not need to use a NYCHA form to request a Reasonable Accommodation, however NYCHA may require that the Requesting Party submit information from a medical professional supporting the Reasonable Accommodation request. The information from the medical professional can be provided on the applicable NYCHA form or in another approved format such as in a letter from the medical professional.
3. NYCHA must track Reasonable Accommodation requests in Siebel as described in this Standard Procedure.

NYCHA STANDARD PROCEDURE MANUAL

4. NYCHA staff processing Reasonable Accommodation requests in Siebel must:
 - a. Scan and attach to the Restricted View tab in the Requesting Party's case in Siebel all documents – if not already in Siebel – that were used to initiate, determine, or track Reasonable Accommodation requests, including the NYCHA forms referenced in this procedure.
 - b. Immediately shred medical verification documents once they are uploaded into Siebel and a corresponding note is created.
 - c. Enter all relevant information in the Requesting Party's Siebel case and update the Notes tab in Siebel whenever new information or documents are received.
5. Documentation such as medical verification may or may not be required. If the disability is apparent (for example, a resident who has low vision asks for tenancy rules in large print), or if the relevant documentation is already on file in Siebel, documentation is not required. The provided documentation must:
 - a. Support the need for a Reasonable Accommodation of the disability.
 - b. Meet the criteria for a Reasonable Accommodation, as defined.
6. If the Requesting Party needs an alternative form of communication in requesting a Reasonable Accommodation, NYCHA must follow the steps in Section VII.B. to provide assistance.
7. All Reasonable Accommodation requests submitted to NYCHA by a Requesting Party must be carefully evaluated on a case-by-case basis, whether the request is listed in *Attachment B*, described elsewhere in this Standard Procedure, or not.
8. NYCHA must act upon **all** requests for a Reasonable Accommodation. All Reasonable Accommodation requests must be considered regardless of whether there is a policy or procedure regarding the type of Reasonable Accommodation request.
9. If an authorized third party makes a request on behalf of a Requesting Party, NYCHA must verify, whenever practical, that the Requesting Party agrees with the request. See *Attachment C, Guidelines for Authorized Third Parties*.
10. NYCHA may not offer Reasonable Accommodations that are inconsistent with the requesting individual's disability. For example, a roll-in shower may be a Reasonable Accommodation for a Requesting Party with a wheelchair, but not for a Requesting Party who has a hearing impairment.

NYCHA STANDARD PROCEDURE MANUAL

11. NYCHA property management office, ATAD, and LHD staff must review all Reasonable Accommodation service requests (SRs) in Siebel within **5 calendar days** except for:
 - a. Section 8 Transfer Request SRs, which must be processed within **2 business days**; and
 - b. Restoration of Section 8 subsidy SRs for applicants who are former Section 8 Voucher Holders, which must be processed **within 30 calendar days**.
12. The Section 504 coordinator in the Design Department of CPD must respond **within 30 calendar days** when the property manager or assistant property manager requests a capital work assessment of an SR for a Physical Modification.
13. Reasonable Accommodation SRs that are reviewed but not approved by property management, ATAD, LHD, or the CPD Section 504 coordinator must be escalated to the PHRAC or SERAC for review and final determination, as applicable. The CPD Section 504 coordinator and employees in property management, ATAD, and LHD cannot disapprove a Reasonable Accommodation request.
14. Only the PHRAC or SERAC may disapprove a Reasonable Accommodation request.
 - a. When disapproving a Reasonable Accommodation request, the PHRAC or SERAC must ensure that evidence of a cooperative dialogue with the Requesting Party is memorialized in the Notes of the Requesting Party's case in Siebel. A cooperative dialogue includes evidence that:
 - (1) The Requesting Party's needs were evaluated.
 - (2) All possible accommodations were considered.
 - b. The PHRAC or SERAC can disapprove the request for one of the following reasons:
 - (1) The Requesting Party did not provide requested information, such that the PHRAC or SERAC cannot make a determination on the Requesting Party's eligibility for the requested accommodation; or
 - (2) The Requesting Party is either not eligible for a Reasonable Accommodation or not eligible for the Reasonable Accommodation requested; or
 - (3) The available Reasonable Accommodations would create an undue administrative or financial hardship upon NYCHA, or would fundamentally alter the nature of NYCHA's services or programs; or
 - (4) A Reasonable Accommodation was identified that meets the Requesting Party's needs but the Requesting Party did not accept it and no reasonable alternative was identified during the cooperative dialogue between the resident and NYCHA personnel.

NYCHA STANDARD PROCEDURE MANUAL

15. The PHRAC or SERAC has **30 calendar days** from the date the Reasonable Accommodation SR was referred to them to render a decision unless they inform the Requesting Party in writing, by mail, that additional time is needed.
16. Additional Requirements for Property Management Office Staff
- a. Property management office staff receiving a Reasonable Accommodation request for a Physical Modification or a Transfer at a property management office must **on the same business day** either create:
 - (1) An SR in Siebel if medical verification is provided, on file in Siebel, or the disability is apparent; or
 - (2) A document tracking record (DTR) in Siebel if no medical verification is provided or on file in Siebel, and the disability is not apparent.
 - b. Property management office staff must check the mold/mildew box on the SR if the request is being made due to a mold condition in the apartment.

NOTE:	Property management office staff must not place originals or copies of the completed Reasonable Accommodation determination letters and supporting documents in the tenant folder. All documents must be uploaded into the Restricted View tab in the tenant's case in Siebel.
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B. Alternative Form of Communication and/or Language Interpretation Services

A Requesting Party may not be able to submit a Reasonable Accommodation request without assistance as the result of a disability. The Requesting Party may also require an auxiliary aid or service, an alternative form of communication, or sign language interpretation services. NYCHA staff must ensure that the Requesting Party is provided the resources and assistance necessary to submit the Reasonable Accommodation request.

If the Requesting Party requires a sign language interpreter or certified deaf interpreter, NYCHA staff must follow the steps in Standard Procedure 007:09:1, Language Assistance Services to provide these services.

NOTE:	All costs relating to the use of contract vendors, including for sign language and Braille services, will be charged to the requesting department.
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C. Public Housing Program – Initiating Requests

1. Public Housing Applicants

- a. An applicant can request a Reasonable Accommodation during the eligibility interview and subsequently by submitting a request to a CCC Walk-in Center.

NYCHA STANDARD PROCEDURE MANUAL

- b. An applicant can obtain the forms listed in Section VII.D. by visiting the CCC Walk-in Center or calling the CCC.

NOTE:	See Standard Procedure 040:09:6, <i>Customer Contact Center</i> for information on the CCC and Walk-in Centers, including hours of operation.
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- c. An applicant with disabilities can also contact the DEO Services for People with Disabilities Unit for assistance in requesting a Reasonable Accommodation during DEO's hours of operation, Monday through Friday from 8:30 a.m. to 5:00 p.m.

2. Public Housing Residents

NOTE:	This section also applies to Section 8 Voucher Holders from LLC Developments who have a non-voucher related request such as a Physical Modification or a public housing Transfer. See <i>Attachment B</i> for examples of public housing-related requests.
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- a. A Public Housing Resident can request a Reasonable Accommodation by:

(1) Visiting or calling their property management office during normal business hours.

(2) Submitting requests for Physical Modifications or Transfers online through NYCHA's Self Service Portal at the following link:

<https://selfserve.nycha.info>

(3) Calling the CCC.

(a) If additional information is necessary to complete the request, NYCHA will provide the proper request form within a reasonable time.

(4) Indicating the request on *NYCHA Form 040.297, Public Housing Annual Affidavit of Income*.

(a) If a resident requests a Reasonable Accommodation on the Annual Affidavit of Income, NYCHA staff will mail the resident a Reasonable Accommodation request form within **5 calendar days** of receiving the affidavit of income.

(5) Making the request orally or in writing to an appropriate NYCHA employee.

(a) Appropriate NYCHA employees include property managers, assistant managers, housing assistants, CCC representatives, ATAD employees, PHMSD employees, the 504 coordinator, the PHRAC and DEO.

NYCHA STANDARD PROCEDURE MANUAL

(b) If additional information is necessary to complete the request, NYCHA will provide the proper request form within a reasonable time.

- b. A Public Housing Resident with disabilities can also contact the DEO Services for People with Disabilities Unit for assistance in requesting a Reasonable Accommodation during DEO's hours of operation, Monday through Friday from 8:30 a.m. to 5:00 p.m.

D. Public Housing Reasonable Accommodation Request and Disability Verification Forms

To obtain individualized forms with barcodes, staff **must** generate forms through Siebel. NYCHA staff provide the below forms to Requesting Parties in connection to Reasonable Accommodation requests, as needed:

1. Applicants for Public Housing

- a. *NYCHA Form 070.171, Reasonable Accommodation Verification Letter*

2. Public Housing Residents

- a. *NYCHA Form 040.425, Reasonable Accommodation - Modification Request*
b. *NYCHA Form 040.426, Reasonable Accommodation: Medical Verification*
c. *NYCHA Form 040.050, Tenant Request for Transfer*

NOTE:	<ul style="list-style-type: none">• Section 8 Voucher Holders from LLC Developments who have non-voucher related requests also use these forms.• Samples of the above forms are available for employees on NYCHA's Forms and Reference Library (FRL) on NYCHA Connect/Resources.• Samples of the public housing applicant and resident forms are available to the general public at NYCHA's website on NYC.gov at the following link: http://www1.nyc.gov/site/nycha/residents/reasonable-accomodation.page
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E. Public Housing – Processing Requests from Applicants

See *Attachment B* for examples of Reasonable Accommodation requests submitted by public housing applicants.

1. When a public housing applicant submits *NYCHA Form 070.171, Reasonable Accommodation Verification Letter*, an SR is created in Siebel.

NOTE:	If a public housing applicant does not want to submit the form but has a medical verification document or the disability is apparent, staff must still create the SR in Siebel.
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NYCHA STANDARD PROCEDURE MANUAL

2. The ATAD housing assistant must review the Reasonable Accommodation request within **5 calendar days** of receiving the SR to determine if the request is:
 - a. Clear and complete.
 - b. Sufficiently supported by the medical verification submitted or on file in Siebel, unless an ATAD staff person indicated that the disability is apparent.
 - c. Reasonable, as defined.
3. If the housing assistant determines that additional information or documentation is needed to make a determination:
 - a. The housing assistant:
 - (1) Updates the case notes in Siebel.
 - (2) Creates an additional information request in Siebel for the document(s) and/or information needed.
 - b. Siebel generates a mailing to the Requesting Party of *NYCHA Form 070.171, Reasonable Accommodation Verification Letter*.
 - c. If the Requesting Party submits the requested documents and/or information within 30 calendar days, the housing assistant reviews the request.
 - d. If the Requesting Party does not submit the requested documents and/or information in 30 days, Siebel generates a mailing to the Requesting Party of *NYCHA Form 088.185, Inactive Reasonable Accommodation Request Letter*.

This letter informs the Requesting Party that the request has been discontinued. The Requesting Party may resubmit their request after being notified that their request has been discontinued.
4. If the housing assistant determines that the request is complete, they must take one of the following actions:
 - a. Approve the SR and make the appropriate updates in Siebel to implement the request.
 - b. Escalate the SR in Siebel to the ATAD assistant director if the housing assistant cannot approve the request.
 - (1) The assistant director reviews the escalated SR in Siebel and either approves it or escalates it to the PHRAC.

NYCHA STANDARD PROCEDURE MANUAL

F. Public Housing – Processing Requests for Physical Modifications

This section applies to Reasonable Accommodation requests from Public Housing Residents and Section 8 Voucher Holders from LLC developments for Physical Modifications to apartments, buildings, common areas or grounds only. See *Attachment B* for examples of Physical Modification requests.

1. Public Housing Residents and Section 8 Voucher Holders from LLC developments may request Physical Modification(s) to their current apartment or the Non-504 Apartment to which they may be transferred, to make that apartment more usable for a person with a physical disability.
2. When a Reasonable Accommodation request for a Physical Modification is submitted by a Public Housing Resident or a Section 8 Voucher Holder from an LLC development via one of the methods in Section VII.C.:

a. An SR is created in Siebel when:

- (1) The Requesting Party submits *NYCHA Form 040.425, Reasonable Accommodation - Modification Request* to the property management office and either:

(a) Provides medical verification;

(b) Medical verification is on file in Siebel; or

(c) Property management office staff determines that the disability is apparent.

NOTE:	If the Requesting Party does not want to submit <i>NYCHA Form 040.425, Reasonable Accommodation - Modification Request</i> , property management office staff must still create the SR if a medical verification document is submitted, medical verification is on file in Siebel, or the disability is apparent.
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- (2) The Requesting Party submits the request online and uploads a medical verification document to the request.

b. If a medical verification document is needed to complete the request:

- (1) Property management office staff creates a DTR in Siebel, provides *NYCHA Form 040.426, Reasonable Accommodation: Medical Verification* to the Requesting Party, and informs them that they have 30 calendar days to submit medical verification documentation or the request will be discontinued.

NOTE:	For requests submitted online, the NYCHA Self Service Portal prompts the Requesting Party to upload a medical verification document in order to complete the request. A pop-up reminder
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NYCHA STANDARD PROCEDURE MANUAL

	informs them that they have 30 calendar days to submit the documentation or the request will be discontinued.
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- (2) If the medical verification documentation is not submitted (property management office) or uploaded (online) within 15 days, Siebel generates a mailing to the Requesting Party of *NYCHA Form, 040.940A, PM Reasonable Accommodation Request - Additional Information Letter*. The letter reminds them that they have 15 days to submit the medical verification documentation or the request will be discontinued.
- (3) If the medical verification documentation is not submitted (property management office) or uploaded (online) within 30 days of the initial request, Siebel generates a mailing to the Requesting Party of *NYCHA Form 088.185, Inactive Reasonable Accommodation Request Letter*. The letter notifies them that NYCHA has discontinued processing the request.
3. The property manager or assistant property manager must review the Reasonable Accommodation SR within **5 calendar days** to determine if the request is:
- Clear and complete.
 - Sufficiently supported by the medical verification submitted or on file in Siebel, unless a property management office staff person created the SR and indicated that the disability is apparent.
 - Reasonable, as defined.

NOTE:	The property manager or assistant property manager must check the mold/mildew box on the SR in Siebel if the Physical Modification request is due to a mold condition in the apartment and the box is not already checked.
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4. The property manager or assistant property manager must take one of the following actions:
- Approve the SR in Siebel.

Siebel automatically generates a mailing of *NYCHA Form 040.940, Reasonable Accommodation Request - Modification - Determination Letter* to the Requesting Party indicating that the request was approved.

NOTE:	When the property manager or assistant property manager approves an SR in Siebel for routine non-capital work, a work order for the Physical Modification is automatically created in Maximo.
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NYCHA STANDARD PROCEDURE MANUAL

- b. Escalate the SR to the PHRAC if the property manager or assistant property manager cannot approve the request and they are not requesting a capital work assessment.

Siebel automatically generates a mailing of *NYCHA Form 040.940, Reasonable Accommodation Request - Modification - Determination Letter* to the Requesting Party indicating that the request was sent to the PHRAC.

- c. Request that the Section 504 coordinator in the Design Department of the Capital Projects Division conduct a capital work assessment:
 - (1) The property manager or assistant property manager updates the SR notes in Siebel.
 - (2) Siebel automatically generates:
 - (a) An email to the Section 504 coordinator requesting an assessment of the Reasonable Accommodation request for capital work.
 - (b) A mailing of *NYCHA Form 040.940, Reasonable Accommodation Request - Modification - Determination Letter* to the Requesting Party indicating that the request was sent to the Section 504 coordinator for assessment.
 - (3) Within **30 calendar days**, the Section 504 coordinator:
 - (a) Conducts an assessment of the request to include, as needed:
 - i. An accessibility analysis including a site visit
 - ii. The availability of funding
 - iii. Review and approval by a licensed architect in the Design Department of the Capital Projects Division.
 - (b) Responds to the Siebel generated email and either:
 - i. Approves the request.

Siebel automatically generates a mailing of *NYCHA Form 040.940, Reasonable Accommodation Request - Modification - Determination Letter* to the Requesting Party indicating that the request was approved.
 - ii. Escalates the request to the PHRAC.

The Section 504 coordinator includes the reason for escalating the request and recommends an alternative Reasonable Accommodation.

NYCHA STANDARD PROCEDURE MANUAL

Siebel automatically generates a mailing of *NYCHA Form 040.940, Reasonable Accommodation Request - Modification - Determination Letter* to the Requesting Party indicating that the request was sent to the PHRAC.

G. Public Housing – Processing Requests for Transfers

1. This section applies to Reasonable Accommodation requests from:
 - a. Public Housing Residents requesting to Transfer to another NYCHA public housing apartment.
 - b. Section 8 Voucher Holders from LLC developments requesting to Transfer to a different apartment in an LLC development

NOTE:	Section 8 Voucher Holders from LLC developments requesting to Transfer with their subsidy to a private apartment within New York City are processed through the Leased Housing Department. For more information see the Leased Housing Department <i>Reasonable Accommodations Process Guide</i> .
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2. Transfers for Mobility-Impaired Public Housing Residents and Voucher Holders from LLC Developments
 - a. Public Housing Residents and Section 8 Voucher Holders from LLC developments requesting a Transfer due to a mobility impairment may indicate on *NYCHA Form 040.050, Tenant Request for Transfer*.
 - (1) Transfer to a 504 Apartment, either selecting borough-wide, intra-development, or a development listed on *NYCHA Form 070.184 Guide to Vacancies – Accessible Apartments*; or
 - (2) Transfer to a Non-504 Apartment in an Accessible Building, indicating whether borough-wide, intra-development (provided Accessible Buildings within the development exist), or to a development from the *Guide to Anticipated Vacancies for Tenant Transfers* using *NYCHA Form 070.737, Development Guide to Accessible Entrances* to identify the number of buildings and units built with accessible entrances from the available developments.

NYCHA Form 070.737, Development Guide to Accessible Entrances provides the following information:

 - (a) The names of NYCHA’s developments with Accessible Buildings
 - (b) The number of Stairhalls with Accessible Entrances in each of the developments described in sub-paragraph (a) of this paragraph; and

NYCHA STANDARD PROCEDURE MANUAL

- (c) The number of units in each of the Stairhalls described in sub-paragraph (b) of this paragraph.
- b. If a resident requests a Transfer to a 504 Apartment or a Non-504 Apartment in an Accessible Building, and the resident is selected for a Non-Accessible Building, the resident must be restored to the waiting list for their requested development or borough and type of apartment, in the same position as if the resident had not been selected for a Non-Accessible Building, and with their original Certification Date.
- c. Property management must provide the tenant requesting a Transfer with the following upon receipt of the Transfer Request:
 - (1) Accessible Vacancy Guide listing 504 Apartments
 - (2) Development Guide to Accessible Entrances; and
 - (3) Anticipated Guide to Vacancies.
- 3. When a Reasonable Accommodation request for a Transfer is submitted by a Public Housing Resident or a Section 8 Voucher Holder from an LLC development:
 - a. An SR is created in Siebel when:
 - (1) The Requesting Party submits *NYCHA Form 040.050, Tenant Request for Transfer* to the property management office and either:
 - (a) Provides medical verification;
 - (b) Medical verification is on file in Siebel; or
 - (c) Property management office staff determines that the disability is apparent.

NOTE:	If needed, property management office staff must assist the Requesting Party to complete <i>NYCHA Form 040.050, Tenant Request for Transfer</i> if a medical verification document is submitted, medical verification is on file in Siebel, or the disability is apparent.
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- (2) The Requesting Party submits the request online and uploads a medical verification document to the request.
- b. If a medical verification document is needed to complete the request:
 - (1) Property management office staff creates a DTR in Siebel, provides *NYCHA Form 040.426, Reasonable Accommodation: Medical Verification* to the

NYCHA STANDARD PROCEDURE MANUAL

Requesting Party, and informs them that they have 30 calendar days to submit medical verification documentation or the request will be discontinued.

NOTE:	For requests submitted online, the NYCHA Self Service Portal prompts the Requesting Party to upload a medical verification document in order to complete the request. A pop-up reminder informs them that they have 30 calendar days to submit the documentation or the request will be discontinued.
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- (2) If the medical verification documentation is not submitted (property management office) or uploaded (online) within 15 calendar days, Siebel generates a mailing to the Requesting Party of *NYCHA Form 040.940A, PM Reasonable Accommodation Request - Additional Information Letter*. The letter reminds them that they have 15 days to submit the medical verification documentation or the request will be discontinued.
 - (3) If the medical verification documentation is not submitted (property management office) or uploaded (online), Siebel generates a mailing to the Requesting Party of *NYCHA Form 088.185, Inactive Reasonable Accommodation Request Letter*. The letter notifies them that NYCHA has discontinued processing the request.
4. ATAD's Field Liaison Division housing assistant must review the SR within **5 calendar days** of receiving the SR to determine if the request is:
- a. Clear and complete.
 - b. Sufficiently supported by the medical verification submitted or on file in Siebel, unless a property management office staff person created the SR and indicated that the disability is apparent.
 - c. Reasonable, as defined.

NOTE:	The housing assistant must check the mold/mildew box on the SR in Siebel if the Transfer Request is due to a mold condition in the apartment and the box is not already checked.
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5. If the housing assistant determines that additional information or documentation is needed to make a determination:
- a. The housing assistant:
 - (1) Updates the SR notes in Siebel.
 - (2) Creates an additional information request in Siebel for the document(s) and/or information needed.

NYCHA STANDARD PROCEDURE MANUAL

- (3) Indicates which NYCHA forms from Section VII.D., if any, to include in the information request.
- b. Siebel generates a mailing to the Requesting Party to include:
 - (1) *NYCHA Form 040.050A, Transfer Additional Information Request*
 - (2) Any other forms selected.
 - (a) If the Requesting Party submits the requested documents and/or information within 30 calendar days, the housing assistant reviews the request.
 - (b) If the Requesting Party does not submit the requested documents and/or information in 30 days, the housing assistant escalates the SR to the ATAD Field Liaison Division manager who escalates the request to the PHRAC if they cannot approve the request.
6. If the housing assistant determines that the request is complete, they must take one of the following actions:
 - a. Approve the SR in Siebel.

Siebel automatically generates a mailing to the Requesting Party of the approved *NYCHA Form, 040.050B, Transfer Request Determination* which confirms that the Requesting Party has been added to a waiting list and informs the Requesting Party to which waiting list the Requesting Party has been added.
 - b. Escalate the SR to the ATAD Field Liaison Division manager if the housing assistant cannot approve the request.

The ATAD Field Liaison Division manager reviews the escalated SR in Siebel and takes one of the following actions:

 - (1) Approves the SR.

Siebel automatically generates a mailing to the Requesting Party of the approved *NYCHA Form, 040.050B, Transfer Request Determination*.
 - (2) Escalates the SR to the PHRAC.

H. Public Housing – Processing Other Requests

Public Housing Residents and Section 8 Voucher Holders from LLC developments may request other types of Reasonable Accommodations in addition to Physical Modifications

NYCHA STANDARD PROCEDURE MANUAL

and Transfers, including, but not limited to, the examples in *Attachment D, Other Reasonable Accommodation Requests to Property Management*.

When processing these other types of Reasonable Accommodation requests:

1. Property management office staff must:
 - a. Follow the General Requirements in Section VII.A. when responding to all Reasonable Accommodation requests.
 - b. Create an SR and upload the approved documents specified in *Attachment D*, if any.
 - c. Update the Notes in the Public Housing Resident's/Section 8 Voucher Holder's record in Siebel regarding the provided accommodation.
 - d. Refer any questions about how to respond to and process a Reasonable Accommodation request to the property manager or assistant property manager.
 - e. Either approve the SR if authorized (see Attachment D) or escalate the SR to the property manager or assistant property manager if they cannot approve the request.
2. Property managers and assistant property managers must either:
 - a. Approve the SR or escalate it to the PHRAC.
 - b. Refer any questions about how to respond to and process a Reasonable Accommodation request to the PHRAC.
- I. Public Housing Reasonable Accommodation Coordinator (PHRAC) Review
 1. Upon receipt of an escalated Reasonable Accommodation SR in Siebel, the PHRAC has **30 calendar days** to:
 - a. Review the SR and all supporting documentation.
 - b. Contact the Requesting Party or the medical provider as needed to discuss the request.
 - c. Request additional information from the Requesting Party if needed in order to make a determination.
 - (1) To request additional information the PHRAC:
 - (a) Updates the SR notes in Siebel.
 - (b) Creates an additional information request in Siebel for the document(s) and/or information needed.

NYCHA STANDARD PROCEDURE MANUAL

- (c) Indicates which NYCHA forms from Section VII.D, if any, to include in the information request.
- (2) Siebel generates a mailing to the Requesting Party to include:
 - (a) *NYCHA Form 040.940B, PHRAC Reasonable Accommodation Request: Additional Information Letter.*
 - (b) Any other forms selected from Section VII.D.
- (3) If the Requesting Party does not submit the requested documents and/or information within 15 calendar days, Siebel generates a mailing to the Requesting Party of one of the following forms notifying them that the request is disapproved:
 - (a) *NYCHA Form, 040.797 PHRAC Reasonable Accommodation: Review and Determination (Tenant),* for Public Housing Residents.
 - (b) *NYCHA Form 040.797B, PHRAC Reasonable Accommodation: Review and Determination (Applicant),* for public housing applicants.
- d. Consult with personnel from appropriate departments, as necessary, in order to make the Reasonable Accommodation determination. These departments include but are not limited to:
 - (1) Applications and Tenancy Administration Department
 - (2) Capital Projects Division
 - (3) Equal Opportunity Department
 - (4) Human Resources Department
 - (5) Law Department
 - (6) Leased Housing Department
 - (7) Property Management
- e. Make a determination on the SR in Siebel by either:
 - (1) Approving the request;
 - (2) Proposing an alternative Reasonable Accommodation; or

NYCHA STANDARD PROCEDURE MANUAL

(3) Disapproving the request.

NOTE:	See Section VII.A.14 of the General Requirements for guidance on disapproving a Reasonable Accommodation request.
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2. Time Extension Notifications

If the PHRAC is unable to render a decision within **30 calendar days**:

- a. The PHRAC creates a time extension request in Siebel for an additional 30 calendar days.
- b. Siebel generates the mailing to the Requesting Party of *NYCHA Form 040.886, PHRAC Reasonable Accommodation Request: Time Extension Notice*.

Time extension notifications must be sent before the 30-day review period expires.

3. Once the PHRAC completes their review and makes a determination in Siebel, Siebel automatically generates the mailing to the Requesting Party of one of the following forms:

- a. *NYCHA Form 040.797, PHRAC Reasonable Accommodation: Review and Determination (Tenant)*, for Public Housing Residents.
- b. *NYCHA Form 040.797B, PHRAC Reasonable Accommodation: Review and Determination (Applicant)*, for public housing applicants.

J. Public Housing – Grievance Informal Conference or Impartial Hearing

If a Requesting Party does not agree with the determination of the PHRAC they may request a hearing as described below:

1. Public Housing Residents - Grievance Impartial Hearing or Informal Conference

a. Public Housing Residents may request an informal conference or a grievance impartial hearing before an impartial hearing officer by:

- (1) Checking the appropriate box on *NYCHA Form 040.797, PHRAC Reasonable Accommodation: Review and Determination (Tenant)*.
- (2) Submitting the signed and dated form to PHMSD within 30 calendar days from the date of the PHRAC's determination.

b. Informal Conference

If the Requesting Party requested an informal conference:

NYCHA STANDARD PROCEDURE MANUAL

- (1) The PHRAC reviews any supporting or additional documentation and contacts the Requesting Party to conduct an informal conference. Based on the informal conference, the PHRAC either:
 - (a) Approves the request and creates and approves an SR in Siebel.
 - (b) Does not approve the request and schedules a grievance hearing.
- (2) Siebel generates a mailing of *NYCHA Form 040.797A, PHRAC Reasonable Accommodation: Review and Determination Informal Conference (Tenant)* to the Requesting Party advising them of the determination.

c. Grievance Impartial Hearing

If the Requesting Party requests a grievance hearing on *NYCHA Form 040.797*, or an informal conference does not resolve the issue, PHMSD staff creates a service request and assigns it to the Law Department to schedule a grievance hearing.

2. Public Housing Applicants – Informal Conference

Public housing applicants may request an informal conference by:

- a. Checking the appropriate box on *NYCHA Form 040.797B, PHRAC Reasonable Accommodation: Review and Determination (Applicant)*.
- b. Submitting the signed and dated form to PHMSD within 30 calendar days from the date of the PHRAC's determination.
- c. The PHRAC reviews any supporting or additional documentation and contacts the Requesting Party to conduct an informal conference. Based on the informal conference, the PHRAC either:
 - (1) Approves the request and creates and approves an SR in Siebel.
 - (2) Disapproves the request.
- d. Siebel generates a mailing of *NYCHA Form 040.797C, PHRAC Reasonable Accommodation: Review and Determination Informal Conference (Applicant)* to the requesting party advising them of the determination.

NYCHA STANDARD PROCEDURE MANUAL

K. Public Housing – Annual Communications with Mobility-Impaired Residents on Waiting List

NYCHA staff must communicate with Public Housing Residents and Section 8 Voucher Holders from LLC developments who were approved for Transfers due to mobility impairments and are on the waiting list by the following means:

1. Annual Letter

NYCHA must provide an annual letter to Public Housing Residents and Section 8 Voucher Holders from LLC developments certified for a Transfer as a Reasonable Accommodation due to a mobility impairment that:

- a. Confirms they are on a specified waiting list.
- b. Informs them they may update their selection and corresponding waiting list by changing the type of apartment (504 or non-504 in an Accessible Building) and/or their selected borough or development.
- c. States their Certification Date will not be affected by any of the changes described in sub-paragraph b of this paragraph.
- d. Informs them they may make any of the changes described in sub-paragraph b of this paragraph through the NYCHA Self Service Portal, by visiting their property management office, or by contacting an office or employee NYCHA designates in the letter; and
- e. Includes a translation/large font box stating, in English, Spanish, Chinese, and Russian, and in larger font “This letter will be made available upon request to Public Housing Residents and Section 8 Voucher Holders from LLC developments in different languages and in larger font.”

2. Annual Phone Call

- a. NYCHA must contact Public Housing Residents and Section 8 Voucher Holders from LLC developments who are certified for a Transfer as a Reasonable Accommodation due to a mobility impairment by telephone on an annual basis to provide the same information required in the annual letter in Section VII.K.1 above.
- b. NYCHA shall make a minimum of two attempts on two different days, at least 7 calendar days apart, to try to contact each of the Public Housing Residents and/or Section 8 Voucher Holders by telephone.
 - (1) If neither the Public Housing Resident/Section 8 Voucher Holder from an LLC development nor anyone else in the apartment answers the telephone, NYCHA will leave a voicemail.

NYCHA STANDARD PROCEDURE MANUAL

(2) If the Public Housing Resident/Section 8 Voucher Holder from an LLC development does not answer the telephone, but someone else in the apartment does, NYCHA will leave a message with the person who answers.

- c. NYCHA staff must document all attempts to contact Public Housing Residents and Section 8 Voucher Holders from LLC developments by telephone under their record in Siebel.

NOTE:	See <i>NYCHA Management Manual, Chapter I, Occupancy</i> for further information on the administration of the waiting list used for developments with accessible apartments.
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L. Section 8 - Initiating Requests

1. Section 8 Applicants

- a. An applicant can request a Reasonable Accommodation during the eligibility interview and subsequently by visiting a CCC Walk-in Center or mailing the request form as instructed on the form.
- b. An applicant can obtain the forms listed in Section VII.M by visiting a CCC Walk-in Center or calling the CCC.

NOTE:	See Standard Procedure 040:09:6, Customer Contact Center for information on the CCC and Walk-in Centers, including hours of operation.
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- c. An applicant with disabilities can also contact the DEO Services for People with Disabilities Unit for assistance in requesting a Reasonable Accommodation during DEO's hours of operation, Monday through Friday from 8:30 a.m. to 5:00 p.m.

2. Section 8 Voucher Holders

- a. Section 8 Voucher Holders can request a Reasonable Accommodation by:

(1) Visiting a CCC Walk-In Center or mailing the request form as instructed on the form.

(2) Submitting the request online through NYCHA's Self Service Portal at the following link:

<https://selfserve.nycha.info>

(3) Making the request orally or in writing to an appropriate NYCHA employee.

(a) Appropriate NYCHA employees include, housing assistants, CCC representatives, the SERAC and DEO.

NYCHA STANDARD PROCEDURE MANUAL

- (b) If additional information is necessary to complete the request, NYCHA will provide the proper request form within a reasonable time.

NOTE:	Section 8 voucher holders who reside in private units (not NYCHA LLC developments) must contact their housing provider, landlord, or management company concerning any requests for physical modifications to their units.
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- b. A Section 8 Voucher Holder can request the forms listed in Section VII.M by visiting a CCC Walk-in Center or calling the CCC.
- c. A Section 8 Voucher Holder with disabilities can also contact the DEO Services for People with Disabilities Unit for assistance in requesting a Reasonable Accommodation during DEO's hours of operation, Monday through Friday from 8:30 a.m. to 5:00 p.m.

NOTE:	Section 8 Voucher Holders from LLC developments who have non-voucher related requests, such as a Physical Modification, submit these requests as described in Section VII.C, Public Housing Program – Initiating Requests
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M. Section 8 - Reasonable Accommodation Request and Disability Verification Forms

NOTE:	<ul style="list-style-type: none">• Samples of the below forms are available for employees on NYCHA's Forms and Reference Library (FRL) on NYCHA Connect/Resources.• To obtain individualized forms with barcodes, staff must generate the forms through Siebel.
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NYCHA staff provide the below forms to Requesting Parties in connection to Reasonable Accommodation requests, as needed:

1. Applicants for Section 8 Vouchers
 - a. *NYCHA Form 059.109, Disability Status Notice and Reasonable Accommodation Request*
 - b. *NYCHA Form 059.109A, Disability Status Notice and Reasonable Accommodation Request: Medical Verification*
2. Section 8 Voucher Holders
 - a. *NYCHA Form 059.109, Disability Status Notice and Reasonable Accommodation Request*
 - b. *NYCHA Form 059.109A, Disability Status Notice and Reasonable Accommodation Request: Medical Verification*
 - c. *NYCHA Form 059.004, Voucher Holder Request for Transfer*

NYCHA STANDARD PROCEDURE MANUAL

d. NYCHA Form 059.723, Voucher Holder Request for Portability

NOTE:	<ul style="list-style-type: none">• Section 8 Voucher Holders can also request a Reasonable Accommodation when submitting the Transfer or Portability Request forms.• Requests submitted online generate <i>NYCHA Form 059.109B, Disability Status Notice and Reasonable Accommodation Request: Medical Verification (Online Request)</i>
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N. Section 8 – Processing Requests (Applicants and Voucher Holders)

See *Attachment B* for examples of the types of requests that apply.

1. When a Section 8 Voucher Holder or applicant submits one of the request forms listed in Section VII.M directly above, an SR is created in Siebel.

NOTE:	<ul style="list-style-type: none">• When a Requesting Party chooses not to submit, or is unable to submit, a NYCHA request form, CCC Walk-in Center or LHD staff must create the SR.• SRs are initially routed to LHD housing managers who may then assign the SRs to assistant housing managers or housing assistants.
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2. LHD housing managers, assistant housing managers, and housing assistants must check Siebel daily for Reasonable Accommodation SRs and review each assigned Reasonable Accommodation request:
 - a. Within the required timeframe:
 - (1) **2 business days** for Transfer Requests.
 - (2) **30 calendar days** for restoration of Section 8 subsidy requests from applicants who are former Section 8 Voucher Holders.
 - (3) **5 calendar days** for all other requests.
 - b. To determine if the request is:
 - (1) Clear and complete.
 - (2) Sufficiently supported by the medical verification submitted or on file in Siebel, unless a CCC Walk-in Center or LHD staff person created the service request and indicated that the disability is apparent.
 - (3) Reasonable, as defined.
3. If the LHD housing manager, assistant housing manager, or housing assistant determines that additional information or documentation is needed to make a determination:

NYCHA STANDARD PROCEDURE MANUAL

- a. The housing manager, assistant housing manager, or housing assistant:
 - (1) Updates the SR notes in Siebel.
 - (2) Creates an additional information request in Siebel for the document(s) and/or information needed.
 - (3) Indicates which NYCHA forms from Section VII.M, if any, to include in the information request.
- b. Siebel generates a mailing to the Requesting Party to include:
 - (1) *NYCHA Form 059.669, Additional Information Request*.
 - (2) Any other forms selected from Section VII.M.
- c. If the Requesting Party submits the document(s) or information within 20 calendar days, the LHD housing manager, assistant housing manager, or housing assistant assigned to the request reviews the request within the review timeframes above.
- d. If the Requesting Party **does not** submit the requested documents and/or request a time extension within 20 days, LHD staff escalates the SR to the SERAC.

NOTE:	LHD staff may cancel an SR in Siebel if the Requesting Party withdraws the request or indicates that the request was submitted in error, or if the request was created in error. Siebel automatically generates a mailing of <i>NYCHA Form 059.725, Reasonable Accommodation Request – Cancellation Notice</i> to the Requesting Party.
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4. If the LHD housing manager, assistant housing manager, or housing assistant determines that the request is complete they must take one of the following actions:
 - a. Approve the SR in Siebel and make the appropriate updates in Siebel to implement the request. (i.e. updating the case in Siebel to reflect a new voucher size.)

NOTE:	Housing assistants may only approve SRs for Transfers. They must route all other SRs to the manager or assistant manager for approval.
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Siebel automatically generates a mailing of one of the following forms to the Requesting Party indicating that the request was approved:

- (1) Section 8 Voucher Holders receive *NYCHA Form 059.664, Reasonable Accommodation – Review and Determination*
- (2) Section 8 applicants receive one of the following forms depending on their applicant status:

NYCHA STANDARD PROCEDURE MANUAL

- (a) *NYCHA Form 059.664A, Reasonable Accommodation – Review and Determination (Portability Transfer Applicant)*
- (b) *NYCHA Form 059.664B, Reasonable Accommodation – Review and Determination (Former Section 8 Tenant)*
- (c) *NYCHA Form 059.664C, Reasonable Accommodation – Review and Determination (Section 8 Applicant)*

b. Escalate the SR as follows:

(1) Housing Assistant

- (a) The housing assistant escalates the SR to either the LHD housing manager or assistant housing manager if the housing assistant cannot approve the request.
- (b) The LHD housing manager or assistant housing manager reviews the escalated SR in Siebel and either approves it or escalates it to the SERAC.

(2) Manager or Assistant Manager

The LHD housing manager or assistant housing manager escalates the SR to the SERAC if they cannot approve the request.

O. Section 8 Reasonable Accommodation Coordinator (SERAC) Review

- 1. Upon receipt of an escalated Reasonable Accommodation SR in Siebel, the SERAC has **30 calendar days** to:
 - a. Review the SR and all supporting documentation.
 - b. Request additional information from the Requesting Party if needed in order to make a determination.
 - (1) To request additional information the SERAC:
 - (a) Updates the SR notes in Siebel.
 - (b) Creates an additional information request in Siebel for the document(s) and/or information needed.
 - (c) Indicates which NYCHA forms from Section VII.M, if any, to include in the information request.
 - (2) Siebel generates a mailing to the Requesting Party to include:

NYCHA STANDARD PROCEDURE MANUAL

- (a) *NYCHA Form 059.669, Additional Information Request*
- (b) Any other forms selected.
- (3) If the Requesting Party submits the requested documents and/or information within 20 calendar days, the SERAC reviews the request within the 30-day timeframe.
- (4) If the Requesting Party **does not** submit the requested documents/information or request a time extension within 20 calendar days, the SERAC makes a determination in Siebel to disapprove the request. Siebel generates a mailing to the Requesting Party of one of the following forms disapproving the request.
- (a) Section 8 Voucher Holders receive *NYCHA Form 059.664, Reasonable Accommodation – Review and Determination*.
- (b) Section 8 applicants receive one of the following forms depending on their applicant status:
- i. *NYCHA Form 059.664A, Reasonable Accommodation – Review and Determination (Portability Transfer Applicant)*
 - ii. *NYCHA Form 059.664B, Reasonable Accommodation – Review and Determination (Former Section 8 Tenant)*
 - iii. *NYCHA Form 059.664C, Reasonable Accommodation – Review and Determination (Section 8 Applicant)*

NOTE:	<ul style="list-style-type: none">• The SERAC may make, at their own discretion, additional attempts to contact the Requesting Party for the required information prior to disapproving a request.• The SERAC may cancel an SR in Siebel if the Requesting Party withdraws the request or indicates that the request was submitted in error, or if the request was created in error. Siebel automatically generates a mailing of <i>NYCHA Form 059.725, Reasonable Accommodation Request – Cancellation Notice</i> to the Requesting Party.
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- c. Consult with personnel from appropriate departments, as necessary, in order to make the Reasonable Accommodation determination.
- d. Make a determination on the SR in Siebel by either:
- (1) Approving the request;
 - (2) Proposing an alternative Reasonable Accommodation; or
 - (3) Disapproving the request.

NYCHA STANDARD PROCEDURE MANUAL

See Section VII.A.14 of the General Requirements for guidelines on disapproving a Reasonable Accommodation request.

2. Time Extension Notifications

If the SERAC is unable to render a decision within **30 calendar days**:

- a. The SERAC creates a time extension request in Siebel.
- b. Siebel generates a mailing to the Requesting Party of *NYCHA Form 059.755, Reasonable Accommodation Request Status Notice*.

Time extension notifications must be sent before the 30-day review period expires.

3. Once the SERAC completes their review and makes a determination in Siebel, Siebel automatically generates the mailing to the Requesting Party of one of the following forms:

- a. Section 8 Voucher Holders receive *NYCHA Form 059.664, Reasonable Accommodation – Review and Determination*.
- b. Section 8 applicants receive one of the following forms depending on their applicant status:
 - (1) *NYCHA Form 059.664A, Reasonable Accommodation – Review and Determination (Portability Transfer Applicant)*
 - (2) *NYCHA Form 059.664B, Reasonable Accommodation – Review and Determination (Former Section 8 Tenant)*
 - (3) *NYCHA Form 059.664C, Reasonable Accommodation – Review and Determination (Section 8 Applicant)*

P. Section 8 Voucher Holders – Impartial Hearing

1. Section 8 Voucher Holders may request an impartial hearing before an impartial hearing officer by:
 - a. Checking the appropriate box on *NYCHA Form 059.664, Reasonable Accommodation: Review and Determination*.
 - b. Mailing the signed and dated form as instructed on the form within 30 calendar days from the date of the SERAC's determination.

NYCHA STANDARD PROCEDURE MANUAL

2. The General Services Department scans received forms into Siebel, automatically creating Appeal-Impartial Hearing Service Requests.
3. The SERAC manually assigns Appeal-Impartial Hearing Service Requests to the Law Department for the scheduling of impartial hearings.

NOTE:	Section 8 applicants can contact the Customer Contact Center if they have a question about their determination but are not offered an impartial hearing.
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Q. ADA/Section 504 Grievance Procedure

NYCHA has adopted an internal grievance procedure providing for prompt and equitable resolution of grievances alleging any action prohibited by the Americans with Disabilities Act of 1990 (as amended by the ADA Amendment Act of 2008) or of Section 504 of the Rehabilitation Act of 1973. Although NYCHA encourages Requesting Parties to follow the established Reasonable Accommodation request process, a Requesting Party may file a complaint orally or in writing regarding an alleged ADA/Section 504 violation with the ADA/504 grievance coordinator in DEO.

1. The Requesting Party must file the ADA/Section 504 violation complaint within three months from the date of the PHRAC's or SERAC's Reasonable Accommodation determination on the applicable Review and Determination Form. See *NYCHA Form 036.033, Fair Housing Discrimination Policy* for DEO contact information.
2. Once a complaint is filed:
 - a. The ADA/504 grievance coordinator attempts to negotiate a resolution of the complaint.
 - b. DEO investigates the complaint of disability discrimination for failure to provide a Reasonable Accommodation and provides its findings within 90 business days of the receipt of the complaint, unless circumstances warrant additional time. Parties to the complaint receive notice of the complaint and the findings.

NOTE:	The availability and use of the grievance procedure does not prevent a person from filing a complaint of discrimination on the basis of disability, race, color, national origin, age, or sex in a court or with the U.S. Department of Housing and Urban Development or with an appropriate state or local agency.
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NYCHA STANDARD PROCEDURE MANUAL

R. Tracking Reasonable Accommodation Requests

1. Originating departments must monitor Reasonable Accommodation service requests as follows:

a. Property Management

The property manager and assistant property manager must:

(1) Check Siebel daily for new Reasonable Accommodation SRs.

(2) Review Status Reports in Siebel to:

(a) Monitor SRs for Physical Modifications they approve, escalate to the PHRAC, or that are pending a capital work assessment by the Section 504 coordinator.

(b) Monitor other SRs they escalate to the PHRAC.

(c) Address pending SRs as needed.

b. Application and Tenancy Administration Department (ATAD)

(1) Housing assistants must check Siebel daily for new Reasonable Accommodation SRs in their queue.

(2) ATAD assistant directors and Field Liaison Division managers must review Status Reports in Siebel to monitor SRs they escalate to the PHRAC and address pending SRs as needed.

c. Leased Housing Department (LHD)

(1) Housing managers, assistant housing managers, and housing assistants must check Siebel daily for new Reasonable Accommodation SRs.

(2) Housing managers and assistant housing managers must review Status Reports in Siebel to monitor SRs escalated to the SERAC and address pending SRs as needed.

NOTE:	SRs are initially routed to LHD housing managers who may then assign the SRs to assistant housing managers or housing assistants.
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2. The Section 504 coordinator monitors requests for capital work assessments for public housing and tracks approved requests through design and construction.

3. The PHRAC and SERAC track Reasonable Accommodation SRs they approve by regularly reviewing the Status Report in Siebel and following up with the supervisor in

NYCHA STANDARD PROCEDURE MANUAL

the originating department (i.e. development property management, ATAD, LHD) on pending SRs, as needed.

VIII. OUTPUTS, REPORTS, AND RECORDKEEPING

A. Outputs

Reasonable Accommodation in housing requests submitted by applicants, Public Housing Residents, and Section 8 Voucher Holders are considered and acted upon by NYCHA.

B. Reports

1. Property Management, ATAD, PHMSD, and LHD

The Status Report is available on the Data Warehouse on NYCHA Connect for all users with access and includes the following information:

- a. Number of SRs received, approved, pending review on reviewer's queue, escalated to PHRAC or SERAC.
- b. Number of mold-related SRs received, approved, pending review on reviewer's queue, escalated to PHRAC.
- c. The disposition of SRs reviewed by the PHRAC or SERAC.

2. Design Department

The Section 504 coordinator prepares the NYCHA HUD Quarterly Progress Report of Accessible Units which includes the following information:

- a. A listing of Reasonable Accommodation requests for capital work for the quarter.
- b. A listing of completed capital work requests for the quarter.

This report is available on the Data Warehouse on NYCHA Connect for all users with access.

C. Recordkeeping

The IT Business Solutions Siebel Team retains electronically created and stored Siebel service requests according to the document retention requirements for applicants, Public Housing Residents (*GM-3718, Tenant Folder Documents Retention Schedule*), and Section 8 Voucher Holders.

NYCHA STANDARD PROCEDURE MANUAL

IX. TRAINING REQUIREMENTS

A. Property Management/Applications and Tenancy Administration Department

PHMSD in coordination with Human Resources Department's Learning and Development Unit provides annual training to property managers, assistant property managers, other property management staff, and ATAD assistant directors, managers, and housing assistants in the Reasonable Accommodation in housing requirements and how to process Reasonable Accommodations requests in Siebel.

B. Leased Housing Department

The SERAC provides annual training to LHD housing managers, assistant housing managers, and housing assistants in the Reasonable Accommodation in housing requirements and how to process Reasonable Accommodation requests in Siebel.

X. PERFORMANCE METRICS

A. Property Management

1. The number of Reasonable Accommodation requests submitted by Public Housing Residents and Section 8 Voucher Holders from LLC Developments.
2. The number of requests approved by property management; and the number of requests escalated to the PHRAC.
3. The number of capital work assessments requested by property management; the number of requests for capital work approved by the Design Department of the Capital Projects Division; the number of requests for capital work escalated to the PHRAC.

B. Applications and Tenancy Administration Department

1. The number of Reasonable Accommodation requests submitted by public housing applicants, Public Housing Residents, and Section 8 Voucher Holders from LLC Developments.
2. The number of requests approved by ATAD; and the number of requests escalated to the PHRAC.

C. Public Housing Management Services Department

1. The number of requests approved or disapproved by the PHRAC or withdrawn by the Requesting Party.

NYCHA STANDARD PROCEDURE MANUAL

D. Leased Housing Department

1. The number of Reasonable Accommodation requests submitted by Section 8 applicants and Voucher Holders.
2. The number of requests approved.
3. The number of requests disapproved.
4. The number of requests canceled.

XI. NON-COMPLIANCE

- A. NYCHA staff involved in the processing of Reasonable Accommodation requests from applicants, Public Housing Residents, and Section 8 Voucher Holders are required to comply with this procedure and any federal, state, or city regulations pertaining to the work tasks described in it.
- B. Departments are required to take corrective action to bring NYCHA into compliance. Supervisory staff must take one or more of the following actions when they identify instances of non-compliance:
1. Identify areas for follow up training for the employee and ensure training is scheduled and provided.
 2. Reinforce with the employee(s) the job expectations, accountabilities, and the importance of compliance.
- C. Failure to comply with the requirements of this Standard Procedure may result in disciplinary actions.

XII. FORMS

- A. NYCHA Form 036.020, Request for Sign Language Interpreter Services
- B. NYCHA Form 036.033, NYCHA's Fair Housing Non-Discrimination Policy
- C. NYCHA Form 040.297, Public Housing Annual Affidavit of Income
- D. NYCHA Form 040.050, Tenant Request for Transfer
- E. NYCHA Form 040.050A, Transfer: Additional Information Request
- F. NYCHA Form, 040.050B, Transfer Request Determination
- G. NYCHA Form 040.425, Reasonable Accommodation - Modification Request

NYCHA STANDARD PROCEDURE MANUAL

- H. NYCHA Form 040.426, Reasonable Accommodation: Medical Verification
- I. NYCHA Form 040.505, Dog and Cat, Assistance Animal, and Service Animal Registration
- J. NYCHA Form 040.566, Community Service Exemption Verification – Disability
- K. NYCHA Form 040.797, PHRAC Reasonable Accommodation: Review and Determination (Tenant)
- L. NYCHA Form 040.797A, PHRAC Reasonable Accommodation: Review and Determination Informal Conference (Tenant)
- M. NYCHA Form 040.797B, PHRAC Reasonable Accommodation: Review and Determination (Applicant)
- N. NYCHA Form 040.797C, PHRAC Reasonable Accommodation: Review and Determination Informal Conference (Applicant)
- O. NYCHA Form 040.886, PHRAC Reasonable Accommodation Request: Time Extension Notice
- P. NYCHA Form 040.914, Response to Addition/Extension Request to Household
- Q. NYCHA Form 040.940, Reasonable Accommodation Request - Modification - Determination Letter
- R. NYCHA Form 040.940A, PM Reasonable Accommodation Request - Additional Information Letter
- S. NYCHA Form 040.940B, PHRAC Reasonable Accommodation Request: Additional Information Letter
- T. NYCHA Form 059.004, Voucher Holder Request for Transfer
- U. NYCHA Form 059.109, Disability Status Notice and Reasonable Accommodation Request
- V. NYCHA Form 059.109A, Disability Status Notice and Reasonable Accommodation Request: Medical Verification
- W. NYCHA Form 059.109B, Disability Status Notice and Reasonable Accommodation Request: Medical Verification (Online Request)
- X. NYCHA Form 059.664, Reasonable Accommodation – Review and Determination
- Y. NYCHA Form 059.664A, Reasonable Accommodation – Review and Determination (Portability Transfer Applicant)

NYCHA STANDARD PROCEDURE MANUAL

- Z. NYCHA Form 059.664B, Reasonable Accommodation – Review and Determination (Former Section 8 Tenant)
- AA. NYCHA Form 059.664C, Reasonable Accommodation – Review and Determination (Section 8 Applicant)
- BB. NYCHA Form 059.669, Additional Information Request
- CC. NYCHA Form 059.723, Voucher Holder Request for Portability
- DD. NYCHA Form 059.725, Reasonable Accommodation Request - Cancellation Notice
- EE. NYCHA Form 059.755, Reasonable Accommodation Request Status Notice
- FF. NYCHA Form 070.171, Reasonable Accommodation Verification Letter
- GG. NYCHA Form 070.184 Guide to Vacancies – Accessible Apartments
- HH. NYCHA Form 070.737, Development Guide to Accessible Entrances
- II. NYCHA Form 088.185, Inactive Reasonable Accommodation Request Letter
- JJ. NYCHA Form 129.007, Parking Permit Application

XIII. WORKFLOW

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NYCHA STANDARD PROCEDURE MANUAL

XIV. REVIEW/REVISION HISTORY PAGE

REASONABLE ACCOMMODATIONS IN HOUSING FOR APPLICANTS, SECTION 8 VOUCHER HOLDERS, AND PUBLIC HOUSING RESIDENTS

040:12:1

Review/ Revision	Review/ Revision Date	Sections Amended
1.	6/1/14	Added Table of Contents
2.	6/1/14	Banner
3.	6/1/14	Section I, Purpose
4.	6/1/14	Added Section III, Applicability
5.	6/1/14	Section IV, Reasonable Accommodation Coordinators
6.	6/1/14	Section V, Key Terms
7.	6/1/14	Section VI, Processing Reasonable Accommodation Requests
8.	6/1/14	Added Section VII, Tracking Reasonable Accommodation Requests
9.	6/1/14	Section VIII, Forms
10.	6/1/14	Added Revision History Page
11.	6/1/14	Attachment A
12.	2/16/16	Banner
13.	2/16/16	Section VI, Reasonable Accommodation Coordinators
14.	2/16/16	Section V, Key Terms
15.	2/16/16	Section VI, Processing Reasonable Accommodations
16.	2/16/16	Attachment A
17.	9/3/19	Procedure updated and organized into Standard Procedure format
18.	9/3/19	Section I, Purpose
19.	9/3/19	Section II, Policy
20.	9/3/19	Section III, Applicability
21.	9/3/19	Added Section IV, Definitions
22.	9/3/19	Added Section V, Review Cycle
23.	9/3/19	Added Section VI, Responsibilities
24.	9/3/19	Added Section VII, Procedure
25.	9/3/19	Added Section VIII, Outputs, Reports, and Recordkeeping
26.	9/3/19	Added Section IX, Training Requirements
27.	9/3/19	Added Section X, Performance Metrics
28.	9/3/19	Added Section XI, Non-Compliance
29.	9/3/19	Section XII, Forms
30.	9/3/19	Added Attachment A, Duty Statement
31.	9/3/19	Attachment B
32.	9/3/19	Added Attachment C and D
33.	1/14/21	Banner
34.	1/14/21	Section IV, Definitions

NYCHA STANDARD PROCEDURE MANUAL

35.	1/14/21	Section VI, Responsibilities
36.	1/14/21	Section VII, Procedure
37.	1/14/21	Section XII, Forms
38.	1/14/21	Attachment A, Duty Statement
39.	1/14/21	Attachment B, Examples of Reasonable Accommodations by the Type of Requesting Party
40.	6/3/21	Section VII, Procedure
41.		

NYCHA STANDARD PROCEDURE MANUAL

XV. APPENDICES

ATTACHMENT A – Duty Statement

The below statements are intended to describe the general nature of work being performed. They are not intended to be an exhaustive list of all responsibilities and duties required of each role.

A. Public Housing Management Services Department (PHMSD)

1. Public Housing Reasonable Accommodation Coordinator (PHRAC)

- Review Reasonable Accommodation requests escalated to the PHRAC in Siebel and make determinations regarding those requests within 30 calendar days of receiving them, unless the PHRAC notifies the Requesting Party that a time extension is needed.
- Consult as needed with the Requesting Party, the medical provider, and/or personnel from other NYCHA departments in order to make Reasonable Accommodation determinations.
- Monitor the implementation of approved Reasonable Accommodation requests in Siebel.
- Conduct informal conferences with Public Housing Residents and applicants who request an informal conference.

2. PHMSD Staff

- Assign SRs to the Law Department to schedule grievance hearings for Public Housing Residents.
- Provide annual training to applicable property management and ATAD staff in the Reasonable Accommodation requirements and how to process SRs in Siebel.

B. Property Management Department

1. Property Manager and Assistant Property Manager

- Ensure that property management office staff follow the general requirements in Section VII.A for responding to Reasonable Accommodation requests.
- Must check the mold/mildew box on the SR if the request is being made due to a mold condition in the apartment.
- Review and take action on Reasonable Accommodation SRs for Physical Modifications within 5 business days of receipt in Siebel.
- Review other Reasonable Accommodation requests including, but not limited to, those listed in *Attachment D, Other Reasonable Accommodation Requests to Property Management* and ensure that Siebel is updated as indicated in *Attachment D* depending on the type of request.
- Monitor in Siebel the status of approved Physical Modification requests and requests escalated to the PHRAC.

NYCHA STANDARD PROCEDURE MANUAL

2. Property Management Office Staff

- Create SRs or DTRs in Siebel for Reasonable Accommodation requests for Physical Modifications or Transfers made at the property management office on the same day that the requests are made.
- Must check the mold/mildew box on the SR if the request is being made due to a mold condition in the apartment.
- Review and process other Reasonable Accommodation requests, as applicable, including, but not limited to, those listed in *Attachment D, Other Reasonable Accommodation Requests to Property Management*, create SRs, and update Siebel as indicated in *Attachment D*, depending on the type of request.
- Escalate to the property manager or assistant property manager any other Reasonable Accommodation SR request in *Attachment D* property management office staff cannot approve.

C. Leased Housing Department (LHD)

1. Section 8 Reasonable Accommodation Coordinator (SERAC)

- Review Reasonable Accommodation requests escalated to them in Siebel and make determinations within 30 calendar days, unless they notify the Requesting Party that a time extension is needed.
- Consult as needed with the Requesting Party and/or personnel from other NYCHA departments in order to make Reasonable Accommodation determinations.
- Monitor the implementation of approved Reasonable Accommodation requests in Siebel.
- Assign Appeals-Impartial Hearing Service Requests to the Law Department for the scheduling of impartial hearings.

2. LHD Housing Manager and Assistant Housing Manager

- Ensure that LHD staff follow the general requirements in Section VII.A for responding to Reasonable Accommodation requests from Section 8 applicants and Voucher Holders.
- Review Reasonable Accommodation requests in Siebel and take action on the SR within the applicable review timeframe.
- Check Siebel on a daily basis to ensure adherence to the request review timeframes.
- Monitor in Siebel the status of requests escalated to the SERAC.

NYCHA STANDARD PROCEDURE MANUAL

3. Housing Assistant

- Review Reasonable Accommodation requests in Siebel and take action on the SR within the applicable review timeframe.
- Check Siebel on a daily basis to ensure adherence to the request review timeframes.
- Escalate SRs they cannot approve to the LHD housing manager or assistant housing manager.

D. Applications and Tenancy Administration Department (ATAD)

1. ATAD Assistant Directors and Field Liaison Division Managers

- Ensure that ATAD staff follow the general requirements in Section VII.A for responding to Reasonable Accommodation requests.
- Supervise housing assistants and advise them on Reasonable Accommodation matters.
- Review SRs in Siebel that are escalated by housing assistants and either approve the requests or escalate them to the PHRAC.
- Monitor in Siebel the status of requests escalated to the PHRAC.

2. Housing Assistants

- Review Reasonable Accommodation requests in Siebel and take action on the SR within the applicable review timeframe.

E. Customer Contact Center (CCC)

1. CCC Walk-in Center

- Provide Reasonable Accommodation request forms to applicants and Section 8 Voucher Holders.
- Create SRs in Siebel for applicants and Section 8 voucher holders requesting reasonable accommodations.

2. CCC Call Center

- Provide Reasonable Accommodation requests forms to applicants, Public Housing Residents, and Section 8 Voucher Holders who call and request a Reasonable Accommodation.

NYCHA STANDARD PROCEDURE MANUAL

F. Department of Equal Opportunity (DEO)

1. Services for People with Disabilities Unit

- Provide assistance, as needed, to applicants, Public Housing Residents, and Section 8 Voucher Holders with disabilities requesting Reasonable Accommodations.
- Provide Reasonable Accommodation request forms to applicants and Public Housing Residents who call and request a Reasonable Accommodation.

2. ADA/504 Grievance Coordinator

- Attempt to negotiate grievance complaints made by Requesting Parties.

3. DEO Investigators

- Investigate all complaints of disability discrimination.

NOTE:	See Standard Procedure 007:67:1, Equal Opportunity for details on the roles and responsibilities of the Department of Equal Opportunity in ensuring NYCHA's compliance with fair housing regulations.
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G. Design Department of the Capital Projects Division

1. Section 504 Coordinator

- Conduct capital work assessments of Physical Modification requests referred by the property manager or assistant property manager.
- Complete assessments within 30 calendar days and either approve the request or escalate the request to the PHRAC.
- Track approved Reasonable Accommodation requests for capital work and coordinate the completion of the work from design through construction.
- Provide work progress updates to the property manager and assistant property manager.

H. Law Department

- Schedule impartial hearings for Public Housing Residents and Section 8 Voucher Holders who disagree with the PHRAC or SERAC's Reasonable Accommodation determination. The impartial hearings are scheduled based on requests from PHMSD or LHD.

NYCHA STANDARD PROCEDURE MANUAL

ATTACHMENT B – Examples of Reasonable Accommodations by the Type of Requesting Party

Some examples of Reasonable Accommodations, which are addressed by existing NYCHA policies and procedures, include, but are not limited to, the following:

A. Applicable to All Requesting Parties

1. Preparing and Submitting Documents

- a. Making home visits, or other arrangements, for individuals who are home bound and cannot come to a NYCHA office to be served.
- b. Assisting with the completion of public housing and Section 8 documents (e.g., Affidavit of Income, Reasonable Accommodation requests, other NYCHA forms, and rental and Transfer packages).
- c. Allowing an authorized third party to submit or sign documents, make tenancy-related requests (e.g., adding or removing a household member, submitting Transfer Requests, requesting a special inspection), and completing the Affidavit of Income on behalf of a participant who lacks mental competence. See *Attachment C* for guidelines on the use of authorized third parties.
- d. Allowing an authorized third party to submit documents (e.g., the Affidavit of Income or a rental or Transfer package) on behalf of a participant who is physically unable to visit a NYCHA office.
- e. Allowing the extension of the time allotted to submit public housing and Section 8 documents.

NOTE:	LHD does not halt a termination based on the Reasonable Accommodation, but the tenant can apply for the restoration of the Section 8 subsidy, if necessary.
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2. Providing Alternative Forms of Communication

- a. Providing sign language or certified deaf interpreters
- b. Providing documents in large print, Braille, or as an audio recording

NYCHA STANDARD PROCEDURE MANUAL

- B. Applicable to Public Housing Residents and Section 8 Voucher Holders in LLC Developments
1. Physically modifying public housing apartments, buildings, grounds or common areas so that they are accessible to, and usable by, an individual with a disability. Possible Physical Modifications include, but are not limited to, the installation of:
 - a. Roll-in showers or hand-held showers
 - b. Grab bars
 - c. Ramps (building entrances or lobbies)
 - d. Flashing doorbells or smoke detectors with audio alarms
 - e. Lower cabinets, light sockets, faucets, and other fixtures
 - f. Accessible parking spaces
 2. Providing public housing or LLC development Transfers for reasons expressly provided for under the NYCHA Tenant Selection and Assignment Plan (TSAP), including, but not limited to, the following:
 - a. Need for a 504 Apartment or Non-504 Apartment in an Accessible Building (including a Non-504 Apartment with requested Physical Modifications)
 - b. Need for medical care not available near current development
 - c. Need for an extra bedroom to accommodate large medical equipment or a live-in aide
 - d. Need for elevator building or apartment on a low floor (even if currently in an elevator building)
 - e. Need for an apartment near a relative due to medical reasons
 3. For residents with breathing problems:
 - a. Providing permission to install and operate an additional air conditioner, if the electrical system permits.
 - b. Transferring the resident to a temporary housing location during mold and moisture abatement.
 - c. Permanently relocating residents to other NYCHA housing if the original apartment is uninhabitable and another apartment is available.
 - d. Using appropriate dust suppression methods during mold removal.
 4. Exempting assistance animals and service animals from the NYCHA Pet Policy weight limits and breed restrictions.
 5. Making referrals to NYCHA's Family Partnership Department in order to:
 - a. Assess the mental competence of residents who may be subject to termination of tenancy proceedings or remaining family member claimants who are entitled to administrative grievance hearings.
 - b. Appoint a Guardian Ad Litem.
 - c. Inform Housing Court judges of possible mental competence issues.

NYCHA STANDARD PROCEDURE MANUAL

6. Modifying a mandatory move from an extremely under-occupied apartment due to a disability.
7. Granting temporary residency permission to a live-in aide even if it extremely overcrowds an apartment as a Reasonable Accommodation to an authorized permanent household member.
8. Providing parking to NYCHA residents with disabilities who possess a valid New York City or New York State Parking Permit for Persons with Disabilities.
9. Temporarily or permanently relocating residents during elevator rehabilitation.

C. Applicable to Public Housing Applicants

Providing public housing applicant assignments for reasons expressly provided for under the NYCHA Tenant Selection and Assignment Plan (TSAP), including the following:

1. Need for an accessible (504) apartment
2. Need for an extra bedroom to accommodate large medical equipment or a live-in aide
3. Need for elevator building or apartment on a low floor

D. Applicable to Section 8 Voucher Holders in Privately-Owned Buildings, LLC Developments, and RAD/PACT Properties.

1. Increasing the Section 8 voucher size when an additional bedroom is needed for a family member with large medical equipment, a live-in aide, or a disability-related condition requiring separation from other family members (e.g., persons with compromised immune systems, persons with at-home hospice care, and persons who have an illness requiring privacy and solitude).
2. Approving Transfers to other privately-owned apartments within New York City for reasons including the following:
 - a. Need for an accessible (504) apartment
 - b. Need for medical care not available near current apartment
 - c. Need for an extra bedroom to accommodate large medical equipment and/or a live-in aide
 - d. Need for elevator building or apartment on a low floor (even if currently in an elevator building)
 - e. Need for an apartment near a relative due to medical reasons
3. Approving Portability Requests to relocate outside of New York City to a Section 8 apartment with another public housing authority that administers a Section 8 program.

NYCHA STANDARD PROCEDURE MANUAL

- E. Applicable to Section 8 Voucher Holders Residing in or Transferring to Privately-Owned Buildings
1. Increasing a U.S. Department of Housing and Urban Development (HUD) payment standard when a family requires additional assistance to find a suitable apartment located in a privately-owned building as the result of a disability.
 2. Increasing the utility allowance for Section 8 Voucher Holders who are renting an apartment in a privately-owned building and paying higher energy costs associated with the use of medical equipment (e.g., air conditioners).
 3. Extending the duration of a Section 8 voucher in instances where a family requires additional time to locate a suitable apartment due to a family member's disability.
 4. Mailing a list of available apartments with information about accessibility.

NYCHA STANDARD PROCEDURE MANUAL

ATTACHMENT C – Guidelines for Authorized Third Parties

The following are guidelines of the level of authorization required for an authorized third party to sign documents or make tenancy related requests.

1. Levels of Authorization:

Level A

a. Legal Guardian

- (1) Article 81 Guardian (either a natural person or a guardianship agency);
- (2) Guardian Ad Litem (GAL) during the scope of the litigation for which the GAL is appointed; or
- (3) Special court-appointed guardian (such as from the Supreme Court or Family Court).

b. Power of Attorney

Person to whom the Requesting Party granted a durable power of attorney before the Requesting Party lost mental capacity.

Level B

a. Representative Payee

A relative, other person or the NYC Human Resources Administration (HRA)/Adult Protective Services (APS), acting as a representative payee, who receives social security payments or other government benefits on behalf of the Requesting Party.

b. Medical/Care Representative

A relative or other person who makes decisions concerning the Requesting Party's medical treatment or exercises other responsibility for the Requesting Party's affairs.

Level C

c. Other

A responsible family member or friend who is acting in the Requesting Party's interests.

NYCHA STANDARD PROCEDURE MANUAL

2. Categories of Documents Signed or Actions Taken on Behalf of the Requesting Party

Documents Signed or Action Taken	Levels of Authorization Required
(1) Making rent payments	A, B or C
(2) Requesting repairs	A, B or C
(3) Requesting a major appliance (e.g., air conditioner)	A, B or C
(4) Reporting a tenant who moved out or died (staff must verify the move out or death)	A, B or C
(5) Signing Affidavits of Income, requesting interim rent changes and submitting related documents	A or B
(6) Requesting permission to add a household member	A or B
(7) Requesting a Transfer to another apartment	A or B
(8) Signing a Lease or surrendering an apartment	A

NOTE:	This list is not exhaustive. Staff requiring further guidance must contact the PHRAC or SERAC. If more than one person claims to represent the Requesting Party and the requests seem to be in conflict with each other, staff must contact the PHRAC or SERAC to determine who is appropriate to represent the Requesting Party.
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NYCHA STANDARD PROCEDURE MANUAL

ATTACHMENT D – Other Reasonable Accommodation Requests to Property Management

	Type of Accommodation	Submission Method	Action(s) in Siebel	Approver	Additional Instructions
1	Assisting with the completion of documents, both home visits and in office assistance	Request at property management office only	Staff creates SR and updates Notes in tenant's case	Property management office staff approves SR	
2	Allowing the extension of the time allotted to submit documents (e.g. Affidavit of Income)	Request at property management office only	Staff creates SR and updates Notes in tenant's case	Property manager approves SR	
3	Providing sign language or certified deaf interpreters	Request at property management office only	Staff creates SR and uploads into tenant's case the approved <i>NYCHA Form 036.020, Request for Sign Language Interpreter Services</i>	Property manager approves <i>Form 036.020</i> ; property management staff approves SR.	See <i>SP 007:09:1, Language Assistance Services</i>
4	Providing documents in large print	Request at property management office only	Staff creates SR, updates Notes in tenant's case and checks "Large Print" Flag	Property manager approves SR	
5	Providing alternative forms of communication such as documents in Braille or as audio recordings.	Request at property management office only	Staff creates SR and updates Notes in tenant's case	Property manager approves SR	
6	Providing permission to a resident with breathing problems to install and operate an additional air conditioner, if the electrical system permits.	This is an apartment Physical Modification request. Follow the applicable steps in this procedure.			
7	Permanently relocating residents with breathing problems to other NYCHA housing if the original apartment is uninhabitable and another apartment is available.	This is a Transfer Request. Follow the applicable steps in this procedure.			
8	Transferring residents with breathing problems to a temporary housing location during mold and moisture abatement.	Request at property management office only	Staff creates SR, updates Notes in tenant's case, and follows referenced procedure.	Property manager approves SR	See <i>Management Manual Chapter I, Section XXIV, Temporary Apartment Relocation</i>

NYCHA STANDARD PROCEDURE MANUAL

	Type of Accommodation	Submission Method	Action(s) in Siebel	Approver	Additional Instructions
9	Exempting assistance animals and service animals from the NYCHA Pet Policy weight limits and breed restrictions.	Request at property management office only	Staff creates SR and uploads into tenant's case approved <i>Form 040.505, Dog and Cat, Assistance Animal, and Service Animal Registration</i>	Property manager or designated staff person approves <i>Form 040.505</i> ; Property management office staff approves SR.	See <i>Management Manual Chapter I, Section XVI, Pets. Tenants use Form 040.505 to request a Reasonable Accommodation for pets.</i>
10	Modifying a mandatory move from an extremely under occupied apartment due to a disability	Request at property management office only	Staff creates SR and uploads into tenant's case <i>Form 040.425; Reasonable Accommodation - Modification Request</i> with "Modification to Policy" box checked.	Property manager approves SR.	See <i>Management Manual Chapter I, Section VI.A.6, Transfers – Non-Emergency Underoccupancy</i>
11	Even if it overcrowds an apartment, granting temporary residency permission to a live-in aide as a Reasonable Accommodation to an authorized household member	Request at property management office only	Staff creates SR and uploads in tenant's case approved <i>NYCHA Form 040.914, Response to Addition/ Extension Request to Household</i>	Property manager approves <i>Form 040.914</i> ; Property management office staff approves SR.	See <i>Management Manual Chapter I, Section XI.E, Temporary Residency Permission Requests</i>
12	Providing parking to NYCHA residents with disabilities who possess a valid New York City or New York State Parking Permit for Persons with Disabilities.	Requests for a parking permits are submitted to www.nychaparking.com or submit <i>NYCHA Form 129.007, Parking Permit Application</i> to the property management office	Staff creates SR and uploads in tenant's case a copy of a valid New York City or State Parking Permit for Persons With Disabilities	NYCHA's Parking Administrator approves requests in coordination with property manager and the Capital Projects Division; Property management office staff approves SR.	<ul style="list-style-type: none"> • See <i>Management Manual Chapter I, Section XVIII, Parking Permit Administration</i> • See <i>SP 100:16:1, NYCHA Parking Procedure</i>
13	Temporarily or permanently relocating residents during elevator rehabilitation.	See <i>Standard Procedure 040:00:9, Elevator Modernization – Reasonable Accommodations for Residents with Disabilities</i> for the proactive steps property management staff must follow to provide Reasonable Accommodations for residents with disabilities during elevator modernization or other long-term elevator outages.			
14	Exempting NYCHA residents with disabilities from the Community Service requirement	Request at property management office only	Staff creates an SR, uploads into tenant's case the <i>Form 040.566, Community Service Exemption Verification – Disability</i> , and flags the case in Siebel	Property manager approves the SR.	See <i>Management Manual Chapter I, Section XV, Community Service</i>