

**COMMUNICATIONS IN ALTERNATIVE FORMATS FOR
SECTION 8 APPLICANTS AND PARTICIPANTS
WHO ARE BLIND OR HAVE A VISUAL IMPAIRMENT**

NYCHA provides equal housing opportunities for all qualified residents and participants. Upon request, NYCHA will provide reasonable aids and services for effective communication to qualified applicants and participants with disabilities in NYCHA programs, services, or activities.

Section 8 applicants (including voucher holders who have not yet rented units) and participants who are blind or have a visual impairment may request that notices be sent to them in an alternative format. Those formats include:

- Audio compact disc;
- Data disc in a locked pdf format;
- A follow-up telephone call to read a notice within five (5) business days from the date of the notice;
- Braille;
- Large print notice; or
- Notification to an alternative representative.

NYCHA will consider requests for communications in an alternative format that is not listed above on a case-by-case basis.

A Section 8 applicant or participant or their authorized representative may request notices in an alternative format or change a preferred alternative format by:

- Making the request on the Section 8 application;
- Making the request on the Disability Status and Notice of Reasonable Accommodation form (059.109);
- Calling the Customer Contact Center at (718) 707-7771 or the Department of Equal Opportunity's TTY at (212) 306-4845; or
- Visiting a Customer Contact Center (CCC), Monday - Friday 8 a.m. – 5 p.m. at:
 - 478 East Fordham Road (1 Fordham Plaza), 2nd Floor, Bronx, NY
 - 787 Atlantic Avenue, 2nd Floor, Brooklyn, NY
 - 90-27 Sutphin Boulevard, 4th Floor, Jamaica, NY

The requesting individual may be asked to complete a Disability Status and Notice of Reasonable Accommodation form and will be provided assistance as requested to complete the form. The individual will be contacted by a representative from the Leased Housing Department to confirm the request and obtain any necessary information. If an individual requests an alternative format, NYCHA will send that individual all necessary NYCHA program information, documents, and publications in that format.