

Reasonable Accommodations and Service Animals

A reasonable accommodation is an exception to a policy, rule or practice that is done to help an individual mitigate the symptoms of their disability and enjoy the unit and amenities the same as non-disabled individuals. Examples include but are not limited to:

- Allowing a tenant with a learning disability extra time to review documents and notices.
- Allowing a tenant to have more than one animal to help with their disability symptoms.
- Requesting an exception if a municipality or insurance company denies a specific breed.

Pro Tip: Have a protocol in place for processing RA requests in general, with requests for assistance animals following the same procedure.

All requests should be answered in a timely manner, regardless of when they were requested and whether they will be granted.



For assistance animals it is unlawful to:

- Charge pre-emptive fees or deposits for assistance animals
- Have added layers of scrutiny as a result of requesting an assistance animal
- Have additional rules or restrictions for a person needing an assistance animal.
- Ban assistance animals from common areas normally open to residents
- Request additional documents aside from the Third Party Verification letter.



When can you deny an assistance animal?

Is it ever ok?

Assistance animals can be denied if the person is not disabled or the animal poses a threat to property or persons. When a threat is apparent, the housing provider can require the tenant to obtain a different assistance animal without denying their ability to have one.



Don't let housing discrimination go unchecked. To discuss your situation or file a complaint contact us at 253-274-9523