

**QUESTION #1****Correct answer: b**

When an applicant or resident asks for an exception to your rules or policies, your first impulse may be to just say no. But fair housing experts warn against rejecting requests from applicants or residents for disability-related accommodations simply because they want an exception to your policies. By definition, reasonable accommodations are exceptions, changes, or adjustments to community policies, rules, or services needed because of a disability.

QUESTION #2**Correct answer: b**

A requested accommodation isn't unreasonable simply because it requires the community to pay some costs, but communities may deny requests as unreasonable when providing the requested accommodation would be so costly that imposes an undue financial and administrative burden on the community.

**QUESTION #3****Correct answer: d**

This example, taken from the federal guidelines, shows what federal officials expect you to do when a requested accommodation may be unreasonable. They say that you should engage in an “interactive process” with the resident to discuss whether there’s a reasonable alternative accommodation that would effectively address the resident’s disability needs.

Wrong answers explained:

- a.** Whatever you think of the validity of the request, it’s important to take her request for a reasonable accommodation seriously. Follow standard procedures and get more information, if needed, to determine whether the resident has a disability and a disability-related need for the requested accommodation.
- b.** Listen carefully whenever anyone says they want or need something special because of a disability. Under the FHA, a resident makes a reasonable accommodation request whenever they make it clear to the housing provider that they’re requesting an exception, change, or adjustment to a rule, policy, practice, or service because of a disability. The resident doesn’t have to mention fair housing law or use the words “reasonable accommodation.”
- c.** If you have a limited budget and your maintenance staff is on site only a few days a week, then it may be an undue financial and administrative burden on the community to grant her request for daily trash pickup. The requested accommodation may be unreasonable, but the guidelines suggest discussing an alternative that would meet the resident’s disability-related needs without imposing an undue burden on the community. For example, you could place an open trash can in a location accessible to the resident so she can dispose of her own trash and your maintenance staff could empty it when onsite.