

MODEL FORM

Respond Promptly and in Writing to Requests for Accommodations

Part of your internal policy for handling requests for accommodations should include a formal response to every request. Failing to respond in a timely manner may cause a resident to file a complaint or seek legal counsel. Using a form, such as the one below, which is based on

one developed by the Corporation for Supportive Housing (www.csh.org), can help your site staff to respond quickly and consistently to each request. Show this form to your attorney before using it at your site.

RESPONSE TO REQUEST FOR REASONABLE ACCOMMODATION

Dear _____:

You requested the following change or reasonable accommodation(s): _____

We have granted your request and we expect to complete the modification by this date: _____

We have denied your request because:

- You have not established that you meet the definition of a person with a disability, and we are not required to provide a reasonable accommodation.
- We think the accommodation you requested is not reasonable because:
 - You do not need this accommodation in order to enjoy or participate equally in our program.
 - It will cost too much money and/or is more work than our staff can do (an undue financial and/or administrative burden).
 - It will change the fundamental nature of our program.
- Based on the documentation you provided, we do not believe the accommodation you requested is likely to enable you to participate in or complete our program.

REASONS FOR DENIAL:

We decided this because: _____

We used these facts to deny your request: _____

To make this decision, we reviewed the following documents or records, spoke with the following people, and/or took the following actions during the investigative process:

If you have questions, please feel free to contact the site manager at the following tel. #: _____

NEXT STEPS:

If you disagree with this decision, you may appeal to: _____

If you are still unhappy with the results, you may appeal to [*insert name of executive staff or committee able to consider such appeals. In some cases, this may be a governmental body*]: _____

SITE MANAGER'S SIGNATURE: _____ DATE: _____