

Housekeeping

- This presentation and the handout were emailed to you
- Please have your handout ready
- We will be asking questions – unmute to answer. No wrong answers!
- Please write your questions in chat. We will address questions at the end

A tall, dark-colored apartment building at night. The building has many windows, some of which are brightly lit from within, showing interior lights and furniture. The lit windows are scattered across the facade, creating a pattern of light against the dark exterior. The building appears to be a multi-story residential structure.

Reasonable Accommodations & Modifications in Housing

procedural understanding and practical tips



Massachusetts Office on Disability

Massachusetts Office on Disability (MOD) serves as a resource to state agencies, municipalities, and members of the general public by providing information, guidance, and training on matters concerning disability-related civil rights, architectural access, and equal access & opportunity.

MOD Disability Rights Unit (DRU)

Provides information, technical guidance, and training on disability rights and physical access, including:

- Explaining how disability rights laws apply to a situation
- Offering guidance in navigating reasonable accommodation/modification requests
- Providing practical suggestions for addressing an issue as well as directing to formal recourse options

Workshop Purpose

To understand:

- Housing providers' obligations to provide Reasonable Accommodations (RA) & Modifications (RM), including when they are allowed to deny a request
- The process & evaluation criteria for RA/RM requests
- How to submit a good quality RA/RM request
- Recourse options when RA/RM needs are not met

Accommodation vs Modification

Reasonable Accommodation

a change, exception, or adjustment to
a rule, policy, practice, or service
that will allow a person with a disability to have
an equal opportunity to use and enjoy a
dwelling

Reasonable Modification

a structural change that is made to an
existing premises
that will allow a person with a disability equal
access and full enjoyment of the dwelling

Examples of RA/RM

- Installing a grab bar in a shower (RM)
- Assigning a parking space in first come first serve parking lot (RA)
- Widening doorway (RM)
- Implementing fragrance-free policy in common areas (RA)
- Service Animals & Emotional Support Animals (RA)
 - Slightly different process
 - Read our guidance: [Disability rights for users of assistance animals](#)

Who Can Make an RA/RM Request?

- A person with a disability
 - An individual with a physical or mental impairment that substantially limits one or more major life activity
 - Or a third-party on their behalf
- With a disability-related need for the accommodation
- In housing covered by Fair Housing laws

Fair Housing Laws

[Link to Laws](#)

-
- Federal Fair Housing Act
 - State MGL c. 151B §§4(6-7)
 - Section 504 Rehabilitation Act
-
- Landlord-Tenant Protections
 - Access Codes
 - Fire Codes
 - Health Codes



Housing Provider Obligations

- Note that housing providers include:
 - Privately-owned companies
 - Small landlords (except two-family, owner-occupied)
 - Condo associations and homeowner's associations
 - Public – Housing Authorities
- Housing providers CANNOT:
 - Deny a prospective tenant for requesting an RA/RM
 - Refuse to consider an RA request
 - Pass the costs of providing an RA on to the resident (sometimes can with RM)
 - Deny an RA request that is reasonable
 - Treat a resident differently because they made an RA/RM request
 - Evict or otherwise penalize a resident for requesting an RA/RM

Housing Provider's Obligations

- To consider each RA/RM request on a case-by-case basis
 - NO BLANKET RULES
- To provide RA/RMs when they are "reasonable"
 - Situations a request is NOT reasonable/NOT required to provide a requested RA/RM
 - Undue financial or administrative burden
 - Technically infeasible
 - Fundamental alteration to the business
 - Direct threat to the health or safety of others
 - Didn't provide enough information to show RA/RM is needed
- Note that the housing provider is NOT required to give you the exact solution you asked for if there is another effective option they prefer

Steps of the RA/RM Request Process

- 1: Define the Problem
- 2: Navigate
- 3: Consider Solutions
- 4: Draft Request
- 5: Letter from Medical Provider
- 6: Submit Request
- 7: Interactive Process
- 8: Decision & Recourse

Steps of the RA/RM Request Process

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Step 1: Define the Problem

Obstacle: The specific challenge of the way the housing is currently set up.

Limitations: List functional limitations/related symptoms that explain your disability-related need for an accommodation.

Link: The connection between the obstacle and the limitations. This is your disability-related need for the accommodation.

Example: I have difficulty using the front door because I have muscle atrophy in my arms, which causes muscle weakness and pain. The door is too heavy for me to pull open.

Steps of the RA/RM Request Process

1: Define the Problem

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8: Decision & Recourse

Step 2: Navigate

- Is my housing covered?
- Am I eligible to make an RA request?
- RA/RM or something else?
- Find related policy – lease, condo doc, etc.
 - If no policy, what seems to be the practice?
- If an RM, who pays?

Step 2: Navigate

- Is my housing covered?
 - Not 2 family, owner-occupied – yes
- Am I eligible to make an RA request?
 - Have a disability and a disability-related need – or on behalf of someone who does – yes
- RA/RM or something else?
- Find related policy – lease, condo doc, etc.
 - If no policy, what seems to be the practice?
- If an RM, who pays?

Step 2: Navigate

- Is my housing covered?
 - Not 2 family, owner-occupied
- Am I eligible to make an RA request?
 - Have a disability and a disability-related need – or on behalf of someone who does
- RA/RM or something else?
- Find related policy – lease, condo doc, etc.
 - If no policy, what seems to be the practice?
- If an RM, who pays?

Let's Practice: RA/RM or Something Else?

- What could it be?
 - RA/RM request
 - Physical access code violation
 - Lease/condo doc/home-owner's association violation (tenant's rights)
 - Otherwise illegal/Issue for law enforcement
 - Health & Sanitation (tenant's rights)
- Ask yourself, "would this be an issue even if the individual didn't have a disability?"
 - If yes, probably not addressed with an RA/RM request.

Let's Practice: What's the Best Avenue: RA/RM or Something Else?

- Shreyas has a roach infestation that is aggravating his asthma symptoms
 - Tenant's rights – health & sanitation
- Micah has a sensory disorder and his neighbors are constantly making noise
 - Tenant's rights – lease violation
- Mya's neighbor is stealing her mail and it is impacting her anxiety
 - Otherwise illegal/Issue for law enforcement
- The ramp outside of Ramona's building is too steep
 - Physical access code violation
- Opal is a wheelchair user and needs a roll-in shower
 - RM request

Step 2: Navigate

- Is my housing covered?
 - Not 2 family, owner-occupied
- Am I eligible to make an RA request?
 - Have a disability and a disability-related need – or on behalf of someone who does
- RA/RM or something else?
- Find related policy – lease, condo doc, etc.
 - If no policy, what seems to be the practice?
- If an RM, who pays?

Step 2: Navigate

- Is my housing covered?
- Am I eligible to make an RA request?
- RA/RM or something else?
- Find related policy – lease, condo doc, etc.
 - If no policy, what seems to be the practice?
- If an RM, who pays?

If a Reasonable Modification Who Pays? Public

- If government-subsidized, project-based housing, housing provider pays
 - As long as it's otherwise reasonable/doesn't meet a denial reason
 - Note: mobile voucher counts as private housing provider

If a Reasonable Modification Who Pays? Private

- Federal law does not require private to pay for RM
- State law may require it if there are 10 or more units
- Factors to Consider
 - How expensive is the modification?
 - What is the housing provider's ability to pay?
 - Is it common area or an individual unit?
 - Other miscellaneous regulations

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Step 3: Consider Solutions

Note: You don't have to have a solution to make a request

But suggesting solutions can help:

- Make it easier for the housing provider and speed up the process
- Get a more effective solution
- Get a solution that works better long-term

Step 3: Consider Solutions

- Brainstorm & research
- Evaluate possible solutions
- Consider Housing Provider's concerns (optional)

Step 3: Consider Solutions

- Brainstorm & research
- Evaluate possible solutions
- Consider Housing Provider's concerns

Step 3: Brainstorm & Research Example

Obvious solution for difficulty with door: an automatic door opener

- Not required under code
- Expensive – can be \$1,000 or more

| Limitation | Obstacle | Potential solution |
|------------------------------|------------------------------|--------------------------------|
| Decreased arm strength | Door is too heavy | Decrease the door pressure |
| Use of mobility equipment | Door closes too quickly | Slow-close door hinge |
| Limited grip strength | Hard to grasp round doorknob | Change doorknob style to lever |
| Limited turn radius in wrist | Hard to turn key in lock | Change to key fob or card |

Step 4: Consider Solutions

- Brainstorm & research
- Evaluate possible solutions
 - Will this actually resolve my issue?
 - Is this reasonable? Is this possible?
- Consider Housing Provider's concerns

Evaluate Possible Solutions: Noisy Neighbors

Sam has lived in his apartment for 3 years. He has a sensory processing condition that makes him very sensitive to noise. Four months ago, new neighbors moved into the upstairs apartment. They have a colicky infant who cries at all hours of the night and two older children who like to run laps around the house. In addition, they have dance parties every weekend.

Brainstorm:

- Talk to neighbors/landlord about reducing noise
- Soundproofing/white noise
- Transfer to another unit

Evaluate:

- How effective are these ideas likely to be?
- Are there details that make them more likely to solve his problem long-term?

Step 3: Consider Solutions

- Brainstorm & research
- Evaluate possible solutions
 - Will this actually resolve my issue?
 - Is this reasonable?
 - Valid reasons for denial:
 - Technical infeasibility
 - Undue financial or administrative burden
 - Fundamental alteration of the business
 - Direct threat to the health or safety of others
 - Didn't provide enough information to show RA/RM is needed
 - Other Barriers
- Consider Housing Provider's concerns

Is This Reasonable? Definitions of Denial Terms

- Technical infeasibility
 - Ex: Elevators in existing buildings
- Undue financial or administrative burden
 - Ex: Auto-door opener in 3 unit building
 - Ex: Bring my mail to me daily
- Fundamental alteration of the business
 - Ex: Retirement community provides a bus for scheduled outings, want to take to medical appointments
- Direct threat to the health or safety of others
 - Ex: Want to leave out trash or store food in the hallway and it is attracting rats or roaches
- Not needed because of a disability
 - Ex: "You need to change your laundry shoot."

Note: should be given opportunity to provide more info before denied for lack of information

Is This Reasonable? Other potential barriers:

- Fire code
 - Ex: Want to leave electric scooter in the hallway; it blocks the path of egress
- Health and safety codes
- Zoning laws
- Access Codes

Let's Practice! Is it Reasonable?

Communication Requests:

1. Benjamina has PTSD. She has asked for maintenance to give notice 24 hours in advance of coming, to knock and announce, and, if no one answers, not to enter.

probably reasonable, except in emergencies

2. "I get a lot of anxiety when I have to wait for a call back. I want you to always answer the phone when I call."

unreasonable, not a feasible ask

3. Angela is deaf. She can read written English and is fluent in ASL. She got a lease violation notice for which she is being reprimanded and will have to meet with the property manager. She has requested an ASL interpreter for this meeting.

generally reasonable for important meetings

4. "The property manager has a vendetta against me, so I always want to speak to someone else."

probably unreasonable – haven't shown disability-related, may be the only person to speak to

5. "I don't understand my recertification documents because of my learning disability. Can I meet with someone to discuss the terms before I sign them?"

probably reasonable for important documents

Step 3: Consider Solutions

- Research & Brainstorm Ideas
- Evaluate possible solutions
 - Will this actually resolve my issue?
 - Is this reasonable?
- **Consider Housing Provider's Concerns**
 - Expensive or time-consuming (but not undue burden)
 - Personal space v common space
 - Fear of health & sanitation, noise, safety issue (not direct threat)
 - Other tenants' reactions/setting precedent
 - Complying with other laws and codes (not violating any other code)

<<<Note that these concerns are not reasons an RA/RM can be denied if they don't reach the level of a valid denial reason, these are just considerations to think about to make the process smoother

5 Minute Break

Steps of the RA/RM Request Process

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Step 4: Draft Request: Background

- Usually very simple!
- In Writing – letter or email
- Forms vs Letters/Emails

Step 4: Draft Request: Suggested Language

- Identify as person with a disability
 - Does NOT mean you have to disclose specific medical diagnoses
- Functional Limitations/Symptoms
- Current Obstacles/Challenges
- Link Between Limitations and Obstacle/Your Disability-Related Need
- What Accommodation are you asking for?
- Requesting RA/RM under Fair Housing laws
 - “will help me equally use & enjoy my housing”
- Timeframe for response
 - Specific date

Let's Practice!

How would you make this a stronger email?

Landlord,

I have a disability. I need a new stove cause mine doesn't work for me. I can't cook for myself and I am losing weight and that is bad for my health. How quickly can you do this?

Jane

Let's Practice!

How would you make this a stronger email?

Landlord,

I have a disability. My condition causes stiffness in my hands, muscle spasms in my hands, I have trouble grasping, and can't turn my wrist well. I need a new stove cause mine doesn't work for me. I can't cook for myself and I am losing weight and that is bad for my health. How quickly can you do this?

Jane

***The functional limitations

Let's Practice!

How would you make this a stronger email?

Landlord,

I have a disability. My condition causes stiffness in my hands, muscle spasms in my hands, I have trouble grasping, and can't turn my wrist well. I need a new stove **because I cannot turn the knobs on my stove. I currently can't use the stove at all.** How quickly can you do this?

Jane

*****The obstacle and link between limitations & obstacle**

Let's Practice!

How would you make this a stronger email?

Landlord,

I have a disability. My condition causes stiffness in my hands, muscle spasms in my hands, I have trouble grasping, and can't turn my wrist well. I need a new stove because I cannot turn the knobs on my stove. I currently can't use the stove at all. **I am requesting a stove with press buttons.** How quickly can you do this?

Jane

*****What are you requesting specifically**

Let's Practice!

How would you make this a stronger email?

Landlord,

I am making a reasonable modification request under Fair Housing Laws. I have a disability. My condition causes stiffness in my hands, muscle spasms in my hands, I have trouble grasping, and can't turn my wrist well. I need a new stove because I cannot turn the knobs on my stove. I currently can't use the stove at all. I am requesting a stove with press buttons. How quickly can you do this?

Jane

***That this is an RA/RM request under Fair Housing laws

Let's Practice!

How would you make this a stronger email?

Landlord,

I am making a reasonable modification request under Fair Housing Laws. I have a disability. My condition causes stiffness in my hands, muscle spasms in my hands, I have trouble grasping, and can't turn my wrist well. I need a new stove because I cannot turn the knobs on my stove. I currently can't use the stove at all. I am requesting a stove with press buttons. **If you have any questions, let me know. Otherwise, I will expect a response by May 4th.**

Jane

*****Timeline for response**

Let's Practice!

How would you make this a stronger email?

Today's date

Landlord,

I am making a reasonable modification request under Fair Housing Laws. I have a disability. My condition causes stiffness in my hands, muscle spasms in my hands, I have trouble grasping, and can't turn my wrist well. I need a new stove because I cannot turn the knobs on my stove. I currently can't use the stove at all. I am requesting a stove with press buttons. If you have any questions, let me know. Otherwise, I will expect a response by May 4th.

Jane

Unit 54B, 100 Honey Lane

Let's Practice Drafting a Request!

Fact Pattern:

Tia is a 57-year-old living in Cape Cod. She has COPD, asthma, and depression. COPD is a lung condition that causes shortness of breath and fluid build-up in her legs and ankles, both of which making walking more challenging and uncomfortable. Tia's condo association has first come, first served parking. Tia works 9-5pm and, when she comes home, she generally ends up with a parking space all the way on the left side of the parking lot, when her unit is all the way on the right end. She wants an assigned parking space.

How should she draft her request?

Let's Review Your Draft:

- Did you include that she meets definition of having a disability?
- How did you describe her conditions?
 - Did you exclude depression, since it wasn't relevant to this request?
- Did you explain what is challenging about the current parking policy?
- Did you explain that she is asking for an assigned parking space as close as possible to her unit?
- Did you include what laws requesting under?
- Did you include a date for expected response?

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Step 5: Letter from Medical Provider Guiding Questions

1. When do you need verification by medical provider?
2. Who should write the supporting letter?
3. What should the supporting letter include?
4. Tips for asking your medical provider

Step 5: Letter from Medical Provider Guiding Questions

1. When do you need verification by medical provider?
2. Who should write the supporting letter?
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Step 5: When Do You Need Verification by Medical Provider?

- Housing provider can ask for supporting medical letter if the disability and disability-related need are not obvious
 - Ex: Morgan is requesting a close parking space due to their lung condition.

Step 5: When You Do NOT Need Verification by Medical Provider?

Situations where medical letter of support is NOT needed:

- The disability-related need is obvious
 - Ex: A resident who is deaf is asking for a visual fire alarm
 - If you have other official verification of your need
 - Hp/disabled plate or placard to substantiate you can't walk far
 - MCB Certificate of Legal Blindness substantiates your vision disability
- **Note SSA benefits does NOT speak to limitations and need**
- Have already provided medical letter of support recently
 - That speaks to the same disability and functional limitations

Step 5: Letter from Medical Provider Guiding Questions

1. When do you need verification by medical provider?
2. Who should write the supporting letter?
3. What should the supporting letter include?
4. Tips for asking your new medical provider

Step 5: Who Should Write the Supporting Letter?

- Medical Provider–Patient Relationship
 - Note doesn't have to be dr. – can be NP, even clinical social worker
- Involved in Individual's Continuing Care
- Preference – Works with the conditions related to the RA requested
- Only need one medical provider letter

Step 5: Letter from Medical Provider Guiding Questions

1. When do you need verification by medical provider?
2. Who should write the supporting letter?
3. What should the supporting letter include?
4. Tips for asking your medical provider

Step 5: What Should Provider Letter Include?

- In their professional opinion, individual meets definition of having a disability
 - Also do NOT have to disclose your specific diagnoses
- Relationship with the individual
 - How long been individual's provider
 - Involved in Individual's continuing care
- Explain individual's functional limitations
- Speak to the type of accommodation requested
 - NOT Prescribing, NOT determining RA/RM is reasonable
 - Examples:
 - This type of RA generally supports these types of limitations
 - I have seen improvement in individual's condition with use of this RA/RM

Step 5: Letter from Medical Provider Guiding Questions

1. When do you need verification by medical provider?
2. Who should write the supporting letter?
3. What should the supporting letter include?
4. Tips for asking your medical provider

Step 5: Tips for Asking Your Medical Provider

- Bring your letter to your medical provider
- Explain purpose of the medical provider's letter in this process
- Talk with your medical provider about what language you are comfortable using to describe your disability
- Note housing provider most often is concerned about is this request reasonable/is it going to work in this housing setting
 - so don't need to send multiple medical support letters
 - If housing provider says medical letter is the problem, ask what is missing and tell that to medical provider to get an effective second letter

Example Case for Supporting Medical Letter – Remember Tia?

Tia is a 57-year-old living in Cape Cod. She has COPD, asthma, and depression. COPD is a lung condition that causes shortness of breath and fluid build-up in her legs and ankles, both of which making walking more challenging and uncomfortable. Tia's condo association has first come, first served parking. Tia works 9-5pm and, when she comes home, generally ends up with a parking space all the way on the left side of the parking lot, when her unit is all the way on the right end. She wants an assigned parking space.

Note: Tia does not have an disabled plate or placard



Sherice Morris, MD

Massachusetts Hospital, Dept. of Pulmonology
1234 Sea Breeze Ave. – Suite 100 – Cape Cod, MA 01234

To Whom it May Concern,

August 21, 2022

I am writing on behalf of my patient, Tia Mann. Tia meets the definition of a person with a disability. I have been Tia's Pulmonologist for four years and I continue to be a part of her care team. I am writing in support of Tia's reasonable accommodation request for access to a closer parking space. Tia has a lung condition that decreases the amount of oxygen she is able to take in. This causes her shortness of breath, difficulty breathing, and increased fatigue. Paired with her joint conditions, which especially impact the joints in her knees and cause limited mobility of her knees and shooting pains in her legs, she cannot walk more than about 50 feet without stopping to rest. Tia had an assigned parking space close to her unit at her last apartment and I saw improvement in her conditions when she was given that closer space. So, in my professional opinion, a closer parking space would prevent flare-ups in her conditions.

Best,

Dr. Sherice Morris

Dr. Sherice Morris



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Step 6: Submit Request

- To your housing provider:
 - Landlord
 - Property Manager
 - Condo Board
 - Resident Services Coordinator
 - You can ask who is best to submit it to
- Date you're expecting a reply
- Keep a copy and put a note in your calendar to follow-up

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Step 7: The Interactive Process

- Housing Provider can ask some follow-up/clarification on your needs
- You may choose to show your housing provider the issue in-person
- Housing Provider doesn't necessarily have to give you exactly the accommodation you asked for, they can offer other options. It needs to be effective
- Be open to trying something before you say it won't work – can do trial period
- Provide a disability-related reason why the accommodation suggested doesn't work
- Housing Provider must respond in reasonable amount of time – no set definition
- Remember that RM might take time to evaluate and/or put in place:
 - Bids from contractors
 - Winter weather

Step 7: Interactive Process Example 1

We sent an RM request, imagine the housing provider never responds.

What might be some things we could do next?

- Follow-up!
 - “I sent you a RM request on Jan 4th and haven’t heard back. I wanted to check whether you have questions or whether there is a problem. I’m happy to meet and discuss it if that would be helpful.”

Step 7: Interactive Process Example 2

We sent an RA/RM request, imagine the housing provider responds:

“No.”

What might be some things we could do next?

- Review your request
 - Make sure the connection between your disability-related need and the accommodation you are asking for is clear
- Ask why in writing
- Talk the situation over with a neutral 3rd party, like MOD

Step 7: Interactive Process Example 3

We sent an RA request, imagine the housing provider responds:

“I need your doctor’s phone number so I can ask them some questions”

What might be some things we could do next?

- Offer to be the conduit – say you are happy to ask your medical provider for more information, but you would like the questions to go through you
- Ask what the questions are and see if they are things you can speak to yourself

Step 7: Interactive Process Example 4

We sent an RA request, imagine the housing provider responds:

“I’ve never gotten a request like this before. I don’t think I have to do this.”

What might be some things we could do next?

- Provide them with link to MOD’s guidance webpages and/or phone number

MOD is a neutral, confidential resource to housing providers and residents

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Step 8: Decision

- Approval
- Approval of a different accommodation
- Denial
 - Undue financial or administrative burden
 - Fundamental alteration of the business
 - Direct threat to the health or safety of others
 - Technical infeasibility
 - Didn't provide enough information to show RA/RM is needed

Step 8: Denial: What to Do If Denied

1. Evaluate:

- Review your initial request letters and the housing provider's response
- Is the housing provider confused about the facts or do they just seem to be denying for an invalid reason?
- Is there an area of disagreement or misunderstanding that you can clarify?
- Does the reason for denial seem supported?

2. Decide your Action:

- Nothing
- Pursue it
 - Informal
 - Formal

Step 8: Informal Resolution

(aka reaching out to the housing provider one last time)

Why not just file a complaint immediately?

- Complaint is a long process & won't resolve your issue in real time
- You don't lose much trying to see if there is anything informal
- Complaint agencies aren't advocating for you, they are performing a neutral investigation
- Provides you with better evidence for a formal complaint

Is there still anything left on the table for you to do to resolve it?

- Clarify points from the initial request or the decision
- Respond to questions from the housing provider
- Recommend doing this in writing, dated, ask for response by a particular date

Step 8: Formal Resolution: Disability Discrimination Complaint

Massachusetts Commission
Against Discrimination
(MCAD)

[Complaint](#) (300 days from the
last alleged discriminatory act)

[Guide to the Complaint Process](#)

(617) 994-6000

Office of Fair Housing at
U.S. Department of Housing
& Urban Development (HUD)

[Complaint](#) (within 1 year of last
alleged discriminatory act)

[Overview of Complaint Process](#)

1-800-669-9777

Step 8: The Administrative Complaint Process

- Agency performs a neutral investigation
 - NOT an advocate on your behalf
 - Gathers information from both sides
 - Expect 3-4 months for housing investigation, longer for full process
- Decision – whether there is enough evidence of discrimination to move to the next step
 - Settlement conference, public hearing, or trial in court

Step 8: Suggestions if filing a Complaint

- Consult MCAD and HUD's Office of Fair Housing's Webpages to:
 - Understand what materials are needed and how the process works
 - Decide which to file at – can file at either, but not both
 - Note sometimes HUD will refer cases back to MCAD
- Prepare your timeline & explanation of events before you start your complaint or make a call
- Collect your records

Step 8: Note situations you CANNOT choose HUD

- Note you would NOT file at HUD if:
 - RM request, private landlord/company
 - Federal Fair Housing Act does NOT require private entities to cover the cost of reasonable modification requests
 - State law does if more than 10 units and reasonable, so could file at MCAD if so
 - You made RA or RM request in 3-unit or 4-unit, owner occupied
 - Federal Fair Housing Act does NOT cover
 - State law does if anything other than 2-unit, owner occupied, so can file at MCAD in this example of 3 or 4-unit, owner occupied

Step 8: Recourse & Information Links: Non-RA/RM Issues

Tenant's Rights

- Office of Consumer Affairs & Business Regulations
Consumer Hotline
- City/Town's Board of Health
- Legal Aid, Volunteer Lawyers
- Attorney General Office (AGO)
 - Consumer Rights Line
 - Civil Rights Line

Access Issues

- Local Building Inspector
- Massachusetts Architectural Access Board (MAAB)
- MOD

How Can MOD Help?

- NOT caseworkers – MOD provides information and technical guidance
 - Normally only one phone call
 - Assist with understanding the RA process, drafting & reviewing RA/RM request
 - Practical suggestions before reaching a complaint stage
- NOT an enforcement agency
 - MOD doesn't have the authority to call a housing provider and tell them to take/stop an action
 - MOD will talk to any caller – we can explain housing provider rights and obligations too

MOD Resources & Contact

- [MOD's Website](#) has helpful pages on disability rights
 - See our [RA/RM in housing webpage](#)
- [Submit a question online](#)
- Give us a call -- **(617) 727-7440**
 - Note we have an answering system – we will get back to you!