

Fair Housing & Reasonable Accommodation

FAIR HOUSING AND ANTI-DISCRIMINATION POLICY

It is the policy of Mainlander Property Management not to discriminate against any person because of that person's race, color, religious creed, sex (gender), sexual orientation, marital status, national origin, ancestry, familial status (households with children under the age of 18), source of income, disability, medical condition or age. Color or "ethnic group identification" means the possession of the racial, cultural or linguistic characteristics common to a racial, cultural or ethnic group, or the country or ethnic group from which a person or his or her forebears originated.

As required by law, we agree to take the affirmative steps needed to further fair housing.

Mainlander Property Management will consider any and all requests for reasonable accommodation in the application of its rules, policies, practices, and services, and in the use of its physical structures, in accordance with the requirements of state and federal laws.

You can ask Mainlander Property Management to consider any reasonable accommodation you may have. Please consult with your Property Manager to request this accommodation.



- I. General Principles
 - A. Mainlander Property Management will assume as an initial matter that the person requesting a reasonable accommodation is an expert with respect to his/her own disability and the accommodation that may be appropriate in relation to it. Mainlander Property Management will also assume as an initial matter that the information the person provides regarding his/her own needs is accurate and the method proposed for accommodating those needs is the most appropriate one to pursue. Mainlander Property Management may seek from the person documentation and/or other verification of the effect of the disability on the person and the method(s) proposed to accommodate it. Mainlander Property Management may also seek expert advice from medical or other professionals as to the needs of the person in question and alternative methods of accommodating those needs.
 - B. Procedures for evaluating requests for reasonable accommodation and responding to those requests should take place in the context of a cooperative relationship between Mainlander Property Management and the applicant. The process is not an adversarial one.
 - C. Reasonable accommodation shall be focused on the individual and designed to address each person's situation.
 - D. In some cases, non-disabled residents may (incorrectly) perceive reasonable accommodations as conferring a special advantage on persons with disabilities. However Mainlander Property Management will not base its decisions on how those decisions will be perceived, but rather on whether the requested accommodation will be effective in removing barriers that interfere with a person with a disability's access to and use of the housing.
- II. Procedures

- A. Mainlander Property Management, if necessary, will provide a form to individuals that they may request a reasonable accommodation. All communications that are a part of the process will be in a plain language that the individual applicant can understand; in a format this is appropriate to meet the needs of the person with disabilities. If necessary, a format other than written documents will be made available.
- B. Mainlander Property Management will make available to all persons applying for residency or persons that are currently residents of Mainlander Property Management, notice of the option to request a reasonable accommodation and a form for requesting a reasonable accommodation.
- C. Any meetings that must be held concerning an applicant's request for a reasonable accommodation will be held in a location accessible to the applicant.
- D. Decisions on requests for reasonable accommodation will be made within thirty (30) days after the date on which the application is complete. If Mainlander Property Management requests that an applicant supply additional information that is reasonably necessary for Mainlander Property Management to make a decision on the applicant's request for an accommodation, the applicant should provide the requested information, or otherwise respond to Mainlander Property Management request, within a reasonable time period.
- E. If Mainlander Property Management denies a request for a reasonable accommodation, it will explain to the applicant in writing the basis for its decision and reason why the request was denied.
- F. If a staff member of Mainlander Property Management decides to deny a request for reasonable accommodation, this decision will be reviewed by at least one (1) supervisory official, who shall

document, in writing, his or her approval or disapproval of the decision to deny the request.

- G. Mainlander Property Management will keep written records in resident or applicant files of its decisions to grant or deny any request for reasonable accommodation for a period of no less than three (3) years from the date of the request.
- H. Mainlander Property Management shall keep all information supplied by the applicant related to the nature or effects of the applicant's disability confidential and available only to persons within Mainlander Property Management who are directly involved in decisions regarding the request of reasonable accommodation.

III. Assessment of Requests

- A. Unless Mainlander Property Management can identify specific reasons for doing otherwise, Mainlander Property Management will accept the judgment of an individual that an accommodation is needed, and that the requested accommodation is reasonable. In determining whether reasons for denial exist, Mainlander Property Management may obtain verification of the reasons advanced for an accommodation.
- B. Unless Mainlander Property Management can identify specific reasons for doing otherwise, Mainlander Property Management will accept the individual's judgment that the accommodation is related to disability.
- C. In assessing requests for reasonable accommodation, Mainlander Property Management will consider the factors set forth below, in making its determination of whether or not to grant the request. If at any stage in the assessment process Mainlander Property Management determines that it requires additional information from the applicant to make its determination, Mainlander Property Management shall so inform the applicant in writing. In appropriate

situations, Mainlander Property Management may request that an applicant provide documentation from a medical professional concerning the applicant's disability and the relationship of the requested accommodation to that disability. Mainlander Property Management may include in its written communication to the applicant notice of a reasonable deadline for submission of the information to Mainlander Property Management. Under no circumstances shall Mainlander Property Management deny a request for a reasonable accommodation based on a lack of sufficient information without first informing the applicant of its need for additional information and affording the applicant a reasonable opportunity to provide it.

Determinative Factors:

1. Whether the applicant is a qualified "individual with [a] disability".
2. Whether the requested accommodation is related to the disability.
3. Whether the requested accommodation is "reasonable". A request for an accommodation shall be considered to be "reasonable" as long as it does not create an undue financial hardship and administrative burden or constitute a fundamental alteration to Mainlander Property Management housing policy.
 - a. The determination of whether an accommodation constitutes an undue financial and administrative burden shall be made on a case by case basis, taking into account the circumstances and resources available at the time of the decision.
 - b. If granting the requested accommodation would create an undue financial and administrative burden,

Mainlander Property Management shall comply with the request to the extent it can do so without undergoing undue burden(s) as described above.

- c. If granting the requested accommodation would constitute a fundamental alteration in the housing policy, Mainlander Property Management may deny the request.
- d. Each request for an accommodation will be considered as an individual request and will be granted if the particular accommodation requests meets the criteria outlined above and will not constitute a fundamental alteration in itself. The fact that granting an accommodation for one person could set a precedent, and that granting requests by a substantial number of other persons for the same accommodation could have a significant impact on housing policy will not constitute a sufficient basis for a finding that a particular accommodation constitutes a fundamental alteration.

D. If there are number of different accommodations that would satisfy the needs of the person with the disability, Mainlander Property Management may select the option which is most convenient and cost effective, assuming there is no significant detrimental impact on the person requesting the accommodation that directly relates to his/her disability should Mainlander Property Management select the alternative accommodation.