

**NeighborWorks® Alaska**  
**Forest Park Voluntary Relocation Program**  
**REASONABLE ACCOMMODATION**  
**POLICY**

**Policy**

It is the policy of NeighborWorks® Alaska's (NWAK) Forest Park Voluntary Relocation Program to provide reasonable accommodations to applicants with disabilities upon request, with provision of appropriate documentation of the need for the accommodation when necessary.

**Procedure**

Fair housing laws require that the housing provider and the applicant enter into a dialogue about the applicant's or tenant's needs to reach a mutually acceptable reasonable accommodation.

An applicant with a disability must first make a request for an accommodation or modification. The request can be made to the Program Manager. The request must be in writing. Applicants will be given the Notice to Applicants with Disabilities Regarding Reasonable Accommodation and the Request for Reasonable Accommodation.

The Director of Supportive Housing at NWAK will review all requests for reasonable accommodations or modifications. Staff may request that the applicant provide written verification from the applicant's healthcare or mental health provider that the applicant has a disability and needs the accommodation. The provider needs not be a medical doctor but any professional qualified to verify the disability and need for the accommodation, such as, a nurse, physical therapist, social worker or counselor. Staff may require proof that the applicant is disabled but cannot require the applicant to provide specific information or records about the disability.

If the applicant's disability or need for the requested accommodation is not obvious, NWAK staff will mail or fax the Certification of Need for Reasonable Accommodation or Special Unit to the applicant's medical provider.

All requests for reasonable accommodations will be promptly reviewed by the Director of Supportive Housing and a written response will be sent to the applicant within twenty days of the request advising whether the requested accommodation will be provided and how.

If the applicant's request for an accommodation is unclear the Director of Supportive Housing may request a meeting with the applicant.

In most cases, the Director of Supportive Housing will provide reasonable accommodations promptly, at management's expense. The Director of Supportive Housing will provide a letter outlining the accommodations to be made and when the accommodation will be provided.

If the Director of Supportive Housing determines that the request for an accommodation is not reasonable, the Director of Supportive Housing will notify the applicant in writing. The applicant may request to meet with the Director of Supportive Housing to discuss the denial of the accommodation.

Should the Director of Supportive Housing deny a request for a reasonable accommodation, the applicant may request an information hearing by writing to the Director of Supportive Housing, 2515 A Street, Anchorage, Alaska, 99503, within 20 days from the date of the denial letter.

The applicant may also file a fair housing complaint with the: U.S. Department of Housing and Urban Development Northwest/Alaska Area Office of Fair Housing and Equal Opportunity Program Center, Enforcement/Intake Branch 909 First Avenue, Suite 205 Seattle, WA 98104-1000