ATLANTA HOUSING-Assisted Properties
REASONABLE ACCOMMODATION/MODIFICATION
GRIEVANCE/APPEAL PROCEDURES

I. Purpose

This *Reasonable Accommodation/Modification Grievance Policy* (Policy) allows tenants or applicants to Atlanta Housing's (AH) Housing Assistance Programs who have been denied a reasonable accommodation/modification the opportunity to request a meeting with the AH Section 504 Coordinator, or designee, to discuss the validity of the denial and potential solutions. In its ongoing commitment to providing Reasonable Accommodations (RA) and Reasonable Modifications (RM) to its residents and applicants, Atlanta Housing (AH) has developed and implemented grievance procedures relating to denied and/or delayed request for reasonable accommodations/modifications at the AH-Owned and AH-Assisted properties. AH and its management companies/owners (Housing Providers) will make RA in policies, procedures, rules, and services when such accommodations may be necessary to afford persons with disabilities an equal opportunity to participate in or benefit from its programs.

Reasonable Accommodation (RA): A reasonable accommodation is a change, adaptation, or modification to a usual policy, program, or service which would allow a person with a disability to fully participate in a program or take advantage of a service.

Reasonable Modification (RM): A reasonable modification is a structural change made to a unit or common areas, occupied or to be occupied by a person with a disability, to afford such person full enjoyment of the premises.

II. Scope

Residents and applicants of AH programs may request a grievance meeting with the Section 504 Coordinator if a RA is denied, delayed, or is not implemented in an effective or timely manner. The grievance process will initiate upon the filing of a written grievance with the AH Section 504 Coordinator, or designee, and will allow the tenant or applicant to discuss the validity of the denial and explore potential solution(s) or other amicable resolution.

Specifically, tenants and applicants may pursue a grievance related to the following:

- *A denied request for reasonable accommodation/modification*
- *A delayed request for reasonable accommodation/modification*
- *Refusal or failure to implement an approved accommodation/modification*

III. Submitting a Grievance

Residents or Applicants can request the grievance of a RA decision by submitting a request which shall be in writing, email, or other written means of communication accessible by the requester. The request should be made within sixty (60) calendar days of the date of the RA denial decision. A grievance filed within sixty (60) calendar days of the aggrieved RA decision will be considered timely. Nevertheless, AH, in its discretion, may extend the grievance filing timeframe for good cause.

The grievance request should:

- *Contain a clear and precise statement of the complaint.*

- *State how the action is discriminatory, or the decision is unreasonable if it is a denial of a requested accommodation/modification.*
- *State the requested remedy.*
- *Include evidence or supporting documentation/information.*
- *Name of the property.*

The Section 504 Coordinator, or designee, will schedule a meeting with the tenant/applicant to discuss the grievance and obtain additional details. The tenant/applicant may bring witnesses or any authorized representative of the tenant/applicant to this meeting to assist the resident/applicant.

For the speed of resolution, and at the option of AH, the grievance meeting will be conducted virtually, telephonically, or in-person. AH will make appropriate arrangements to assure that persons with stated disabilities are provided RAs, if needed, to participate in this Grievance Procedure. The Section 504 Coordinator, or designee, will be responsible for providing notice and making such arrangements.

IV. Dispute Process Timeline

Upon receipt of a request for a grievance, the Section 504 Coordinator, or designee, will provide guidance about proper processing of a particular complaint. The Section 504 Coordinator, or designee, will review the information and investigate the matter as needed. The resident/applicant may be asked to provide additional information or documentation as needed.

Within seven (7) business days of the receipt of a grievance request and subject to the availability of the tenant/applicant, the Section 504 Coordinator will meet either virtually, telephonically, or in-person with the tenant/applicant to discuss the RA denial and potential resolutions.

The Section 504 Coordinator, or designee, will collect information, interview the tenant/applicant and his or her authorized representative/witnesses, and consult with the decision maker(s)/ AH Partner/employee, and the third-party verifier if applicable. The section 504 Coordinator, or designee, will also document the meeting.

Once all necessary information is gathered and reviewed, the Section 504 Coordinator, or designee, will issue a written determination which will include a description of any resolution of the grievance, including a recommendation of any additional or alternative accommodation(s). A written decision/response should be provided to the resident/applicant within a reasonable time following the conclusion of the meeting The response will explain the position of AH.

Within thirty (30) calendar days of the grievance request, Section 504 Coordinator will respond in writing to the tenant/applicant and the property management staff. The Section 504 Coordinator's decision will be issued no later than thirty (30) calendar days following the meeting with the tenant/applicant and the provision of all relevant documents by the tenant/applicant. AH's written response will explain its position, notify all parties whether the request is granted or denied and offer additional recommendations for the resolution of the complaint if necessary

This period may be adjusted based on the complexity of the matter, the availability of involved parties, or intervening events or circumstances.

V. Where to file the grievance

Please send all written grievances to:

Attn: Accessibility Compliance Manager
230 John Wesley Dobbs Ave., NE
Atlanta, GA 30303
or email: Accessibility@atlantahousing.org

Should you have any questions or need assistance, please Phone: (404) 404-893-9944.

VI. No Retaliation
AH does not tolerate or condone any form of retaliation against a grievant for filing a RA complaint or a grievance.

VII. Confidentiality
AH will take reasonable steps to protect the confidentiality of the parties involved in a grievance. Persons involved will be advised of the necessity of keeping information related to a grievance confidential.

VII. Questions
If you have questions about this procedure or need help completing the grievance request, contact the Section 504 Coordinator, or designee, at accessibility@atlantahousing.org or by phone (404) 893-9944.