

# Section 504 Fundamentals: Reasonable Accommodations and General Fair Housing Guidelines

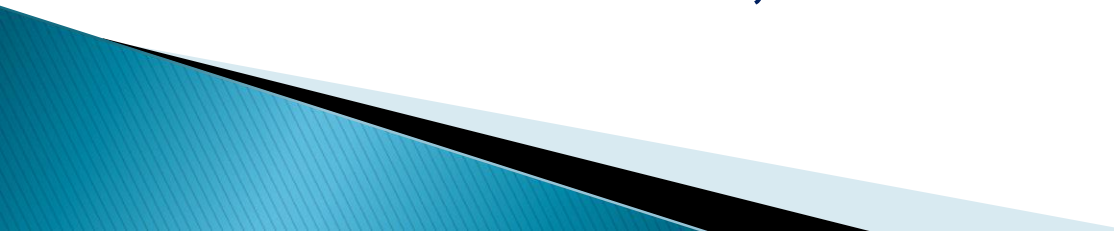
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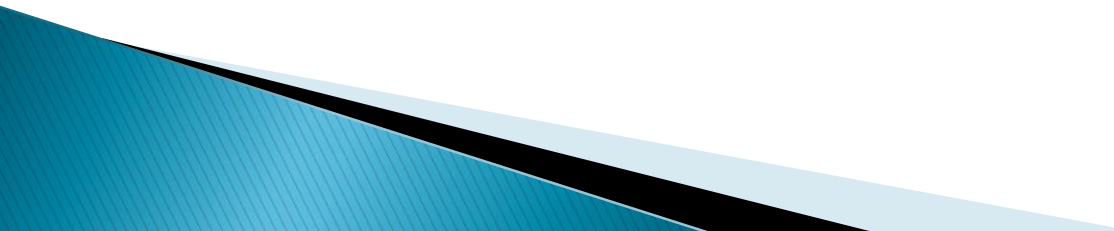
14th Annual AHMA-PSW AZ Conference & Expo  
July 26, 2023



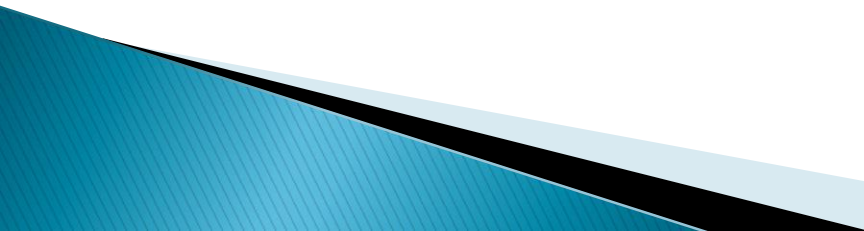
# Fair Housing is Everyone's Responsibility!

- ▶ Any person involved in a housing transaction is responsible for following and upholding fair housing laws.
  - ▶ Owners of property, property managers, rental agents, mortgage lenders, real estate brokers and leasing agents, service coordinators, maintenance technicians, etc.
- 

# Fair Housing is Everyone's Responsibility!

- ▶ Be aware of which fair housing laws apply to your property or properties, especially the Federal Fair Housing Act.
  - ▶ Be aware of your local ordinances with additional protected classes that apply to your property based upon its location.
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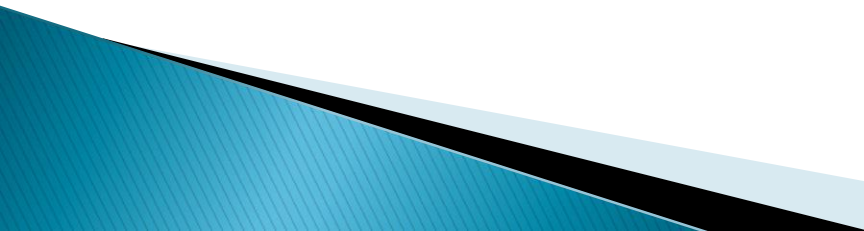
# Fair Housing is Everyone's Responsibility!

- ▶ Provide fair housing training for all team members, including maintenance technicians is a good risk management strategy.
  - ▶ Develop reasonable accommodations policies & procedures that reinforce your commitment to fair housing.
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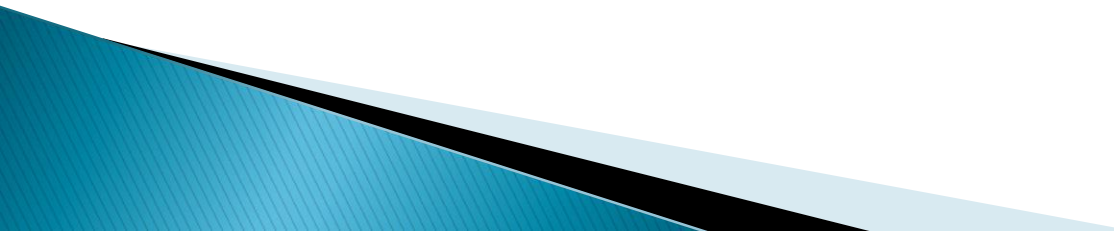
# Fair Housing is Everyone's Responsibility!

- ▶ While your residents are not your friends, having a congenial business relationship with them is an integral part to successful property management.
- ▶ One of property management's most difficult roles is in being "friendly to all but friend to no one." It is very difficult, if not impossible, to fire, evict, or reprimand a 'friend.'

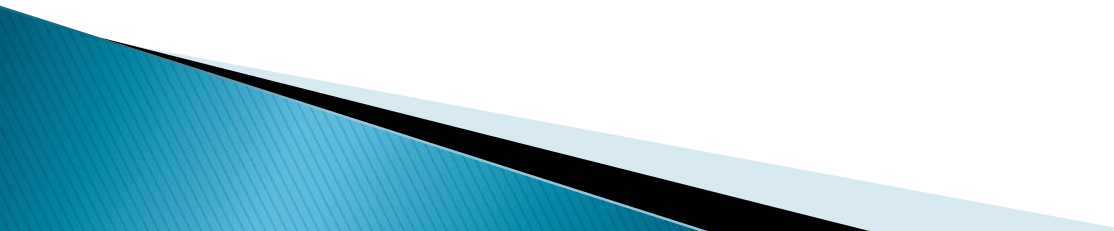
# Fair Housing is Everyone's Responsibility!

- ▶ Treat ALL resident fairly, always.
  - ▶ It's important to be honest and transparent in all personal and business interactions.
  - ▶ Be firm and fair and don't compromise on your responsibilities for the sake of avoiding unpleasantness or conflict.
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# Federal Fair Housing Laws

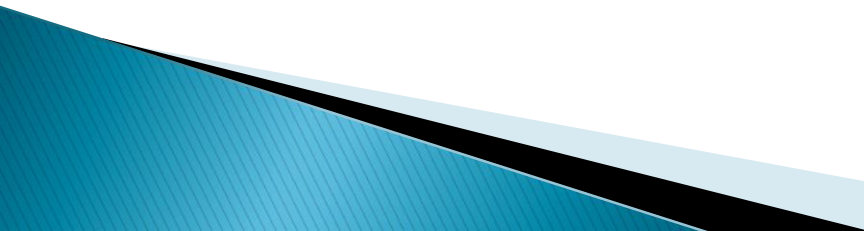
- ▶ The Civil Rights Act of 1866
  - ▶ Title VI of the Civil Rights Act of 1964
  - ▶ Title VIII of the Civil Rights Act of 1968 (Fair Housing Act)
  - ▶ **Section 504 of the Rehabilitation Act of 1973**
- 

# Federal Fair Housing Laws

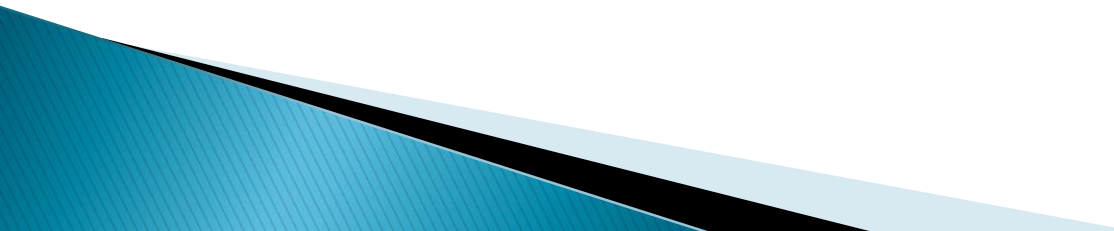
- ▶ Fair Housing Amendments Act of 1988 (FHAA)
  - ▶ Americans with Disabilities Act of 1990
  - ▶ Housing for Older Persons Act of 1995 (HOPA)
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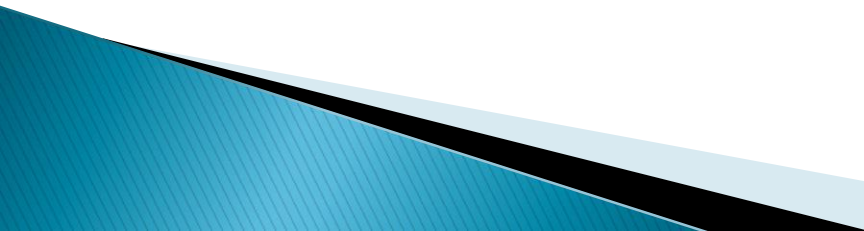
# The Civil Rights Act of 1866

- ▶ Declared all people born in the U.S. are citizens and have the same rights regardless of race, color or previous condition of slavery or involuntary servitude.
  - ▶ Gives all U.S. citizens the same right to inherit, buy, lease or sell property regardless of race and color.
- 

# The Civil Rights Act of 1866

- ▶ Was followed by segregation laws (“separate but equal”).
  - ▶ Continues to be an active law today and is often cited in cases of intentional racial discrimination.
- 

# Title VI of the Civil Rights Act of 1964

- ▶ Protects individuals from discrimination based on their **race, color, religion or national origin** in programs or activities that receive federal financial assistance.
  - ▶ **Federally-subsidized and public housing** are covered by this law.
- 

# Laws & Regulations that Govern Fair Housing for Apartments

- ▶ Title VIII of the Civil Rights Act of 1968
  - ▶ FHAA of 1968
  - ▶ Section 504 Rehabilitation Act of 1973
  - ▶ Age Discrimination Act
  - ▶ State and Local Laws
- 

# Redlining

- ▶ Discriminatory practice by which banks, insurance companies, etc., refuse or limit loans, mortgages, insurance, etc., within specific geographic areas, especially inner-city neighborhoods.
- ▶ Although, **Redlining** was banned over 55 years ago. It's still hurting LGBTQ and BIPOC communities today.

# Blockbusting



Real estate agents used a business practice called "Blockbusting" in which they would buy a home in a white neighborhood, rent it to a black family, and buy the rest of the neighborhood at a discounted price after urging nervous white families to leave the neighborhood.

KickassFacts.com



## THE FAIR HOUSING ACT (1)

- The 1968 Fair Housing Act (Title VIII of the 1968 Civil Rights Act)
  - Bars discrimination in the private sector housing market (based on race, color, national origin, religion, sex, family status or disability)
    - In the sale and rental of housing
    - In mortgage lending
    - Illegal to coerce, intimidate or interfere with someone's fair housing rights
    - Illegal to advertise limitations housing availability based on race, color, national origin, religion, sex, family status or disability
  - Some exemptions (owners with four units or less; private clubs, single family homes sold without a broker)
- Also contains provision that the U.S. Department of Housing and Urban Development has a duty to affirmatively further fair housing
  - *“administer the programs and activities relating to housing and urban development in a manner affirmatively to further the policies of this subchapter”*

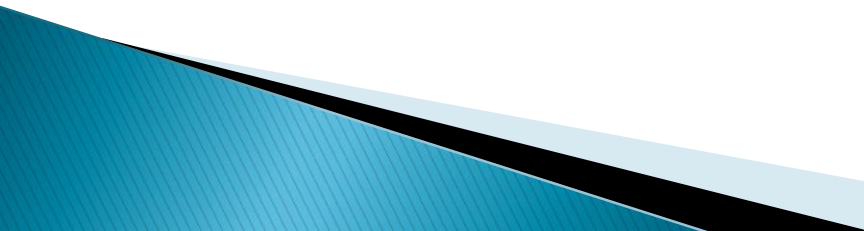
# Title VIII of the Civil Rights Act of 1968 (Fair Housing Act)

This law, and its subsequent amendment in 1974 makes it illegal to:

- Refuse to sell, rent to, or discriminate against a person in terms, conditions, privileges or advertising.



# Title VIII of the Civil Rights Act of 1968 (Fair Housing Act)

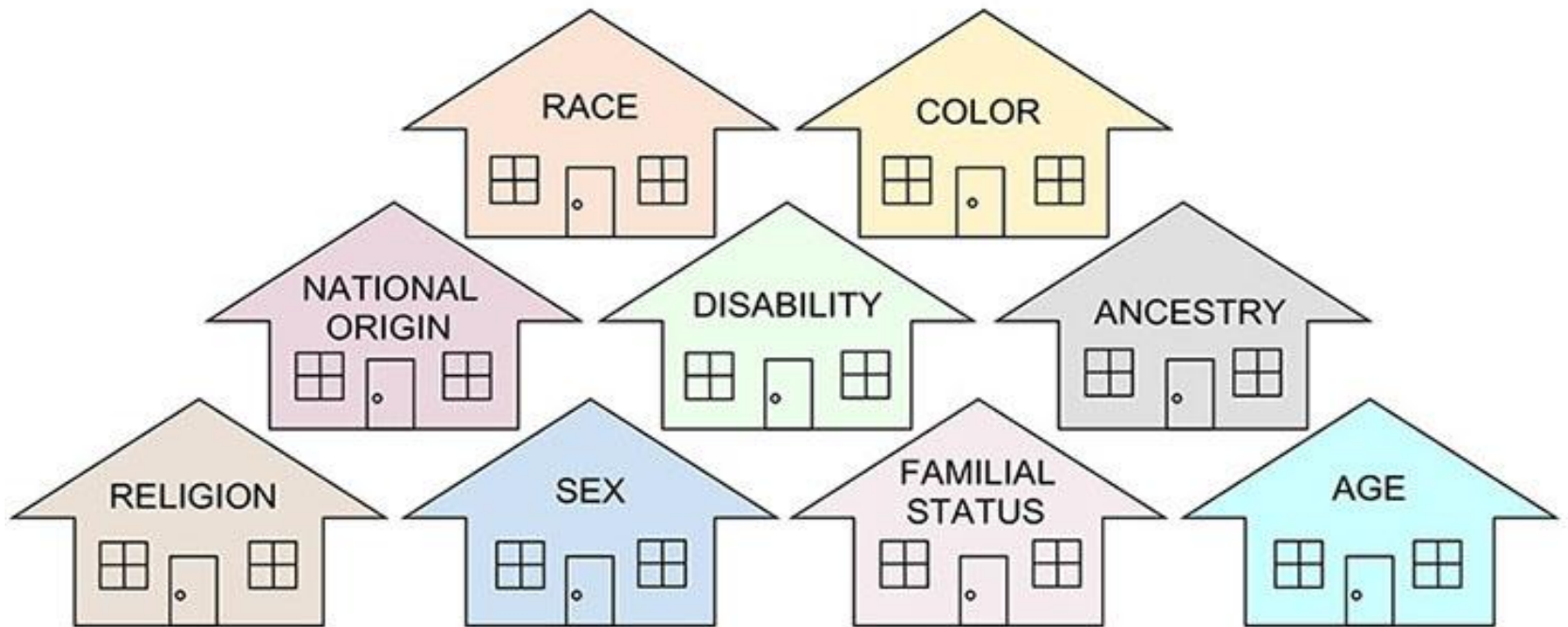
- It is illegal to threaten, coerce, intimidate or interfere with anyone exercising a fair housing right or assisting others who exercise that right.
  - It is illegal to indicate any limitation or preference based on race, color, religion, national origin or sex (added in 1974).
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# History of the Fair Housing Act

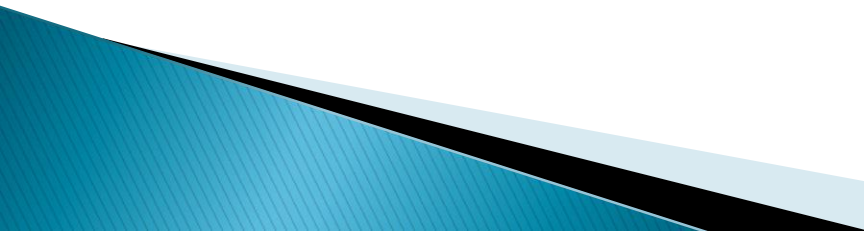
- The Fair Housing Act was passed in 1968
  - Prohibits discrimination based on race, color, religion and national origin – Sex was added in 1974
- Fair Housing Amendments Act was enacted in 1988 to include protection for people with disabilities and familial status
- It is enforced by:
  - The Department of Housing and Urban Development (HUD)
  - The Department of Justice
  - State and local fair housing enforcement agencies
  - Private lawsuits in federal and state courts

# Federal Fair Housing

## PROTECTED CLASSES



# Understanding Fair Housing Rules

- ▶ Fair housing laws specify clearly illegal reasons to refuse to rent to a resident.
  - ▶ The Federal Fair Housing Acts (42 U.S. Code § §3601-3619, 3631) prohibits discrimination based on **race, religion, national origin, gender, age, familial status, physical or mental disability** (including recovering alcoholics and people with a past drug addiction).
  - ▶ Many states and cities also prohibit discrimination based on marital status or sexual orientation.
- 

# Fair Housing Amendments Act of 1988 (FHAA)

Added two (2) additional protected classes:

- Familial status
- Individuals with disabilities

Added “teeth” to the enforcement of fair housing laws. (HUD, DOJ, Local Office of Civil Rights, etc.)



**EQUAL HOUSING  
OPPORTUNITY**

**We Do Business in Accordance With the Federal Fair  
Housing Law**

*(The Fair Housing Amendments Act of 1988)*

**It is illegal to Discriminate Against Any Person  
Because of Race, Color, Religion, Sex,  
Handicap, Familial Status, or National Origin**

- In the sale or rental of housing or residential lots
- In the provision of real estate brokerage services
- In advertising the sale or rental of housing
- In the appraisal of housing
- In the financing of housing
- Blockbusting is also illegal

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Anyone who feels he or she has been discriminated against may file a complaint of housing discrimination:

1-800-669-9777 (Toll Free)  
1-800-927-9275 (TTY)

U.S. Department of Housing and  
Urban Development  
Assistant Secretary for Fair Housing and  
Equal Opportunity  
Washington, D.C. 20410

# Americans with Disabilities Act of 1990

- Prohibits discrimination against qualified individuals with disabilities
- Hiring, advancement, compensation
- Reasonable accommodations



# FHAA Definition of a Person with a Disability

- **Sec. 802. [42 U.S.C. 3602] Definitions**

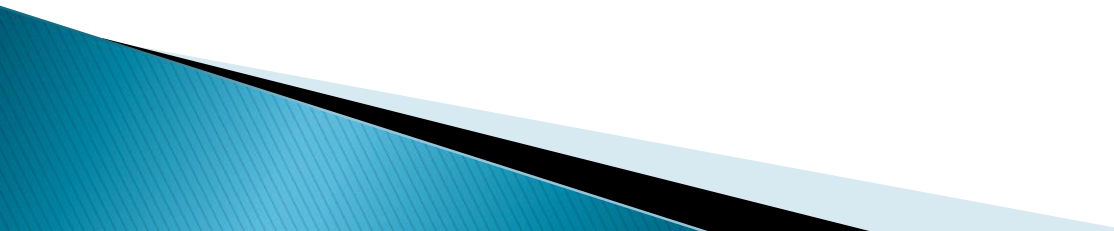
(h) "Handicap" means, with respect to a person--

- (1) a physical or mental impairment which substantially limits one or more of such person's major life activities, (2) a record of having such an impairment, or
- (3) being regarded as having such an impairment, but such term does not include current, illegal use of or addiction to a controlled substance (as defined in section 102 of the Controlled Substances Act (21 U.S.C. 802)).



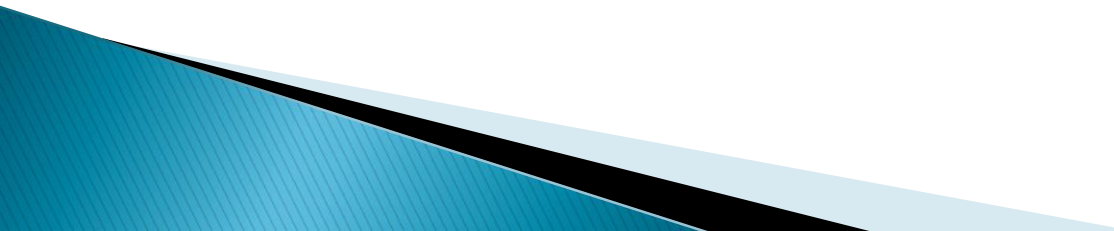
# Americans With Disabilities Act (ADA) of 1990

Deals with public accommodations and services operated by private entities and requires that facilities that are open to the public be accessible to persons with disabilities, including the leasing office of the apartment community.



# Americans With Disabilities Act (ADA) of 1990

People with disabilities who visit the public areas of the property must have access to all services and amenities, such as parking, curbs, ramps, stairs, elevators, public drinking fountains, restrooms and public telephones.



## HOUSING FOR OLDER PERSONS ACT OF 1995

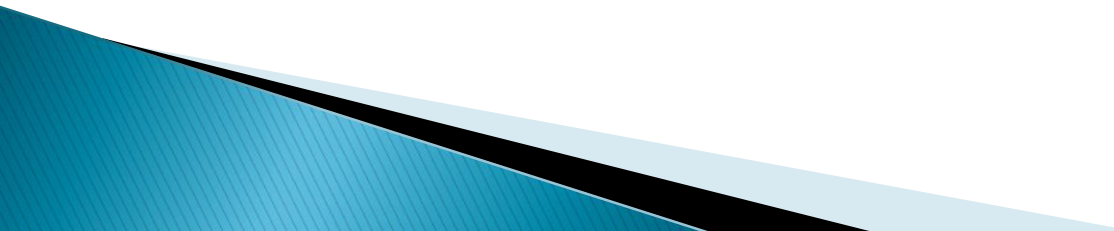
This amendment is an exemption to the Fair Housing Act allowing communities to restrict based on age “55+” or “age restricted,” provided certain requirements are followed

Requires a “55+” community to:

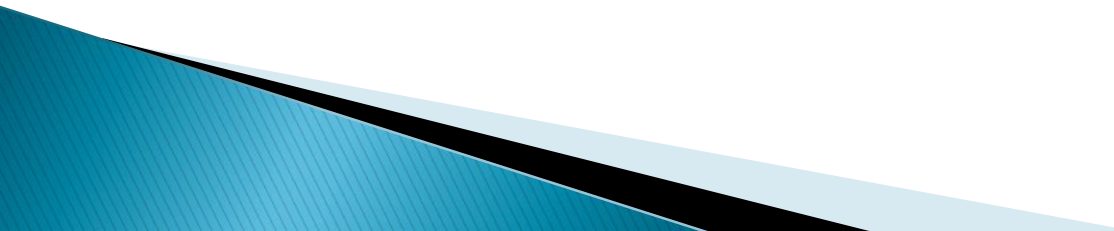
- Maintain at least 80% of the occupied units with at least one person who is 55 years of age or older living in that unit
- Publicize and adhere to policies that demonstrate intent to be housing for older persons
- Comply with the rules for verification of occupancy

# Reasonable Accommodations Defined

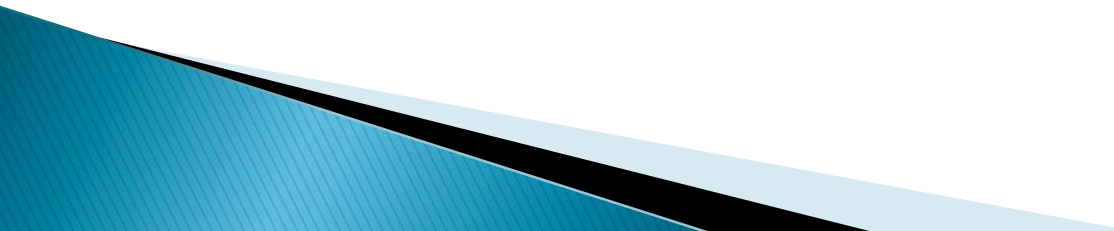
A change, exception, or adjustment to a rule, policy, practice or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling, including public and common use spaces.



# Intent

- ▶ Provides that no otherwise qualified individual with handicaps in the U.S. shall, solely by reason of his or her handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.
  - ▶ Prohibits discrimination against persons with disabilities in any program or service receiving federal financial assistance.
- 

# Who is Covered?

- ✓ Public Housing Agencies (PHAs)
  - ✓ Cities and towns that receive funds such as CDBG
  - ✓ Section 8 and other PHA programs and services
  - ✓ Private, HUD-assisted housing providers
- 

# Who is Covered?

- ✓ Student housing
- ✓ Military housing
- ✓ Non-profits developing housing activities with: Section 811, HOME, CDBG, HOPWA, HOPE, Homeless Programs, Emergency Shelter Grants, Supportive Housing Program, Shelter Plus Care And SRO Moderate Rehab Program
- ✓ Any other organization receiving funds from HUD or other Federal agencies

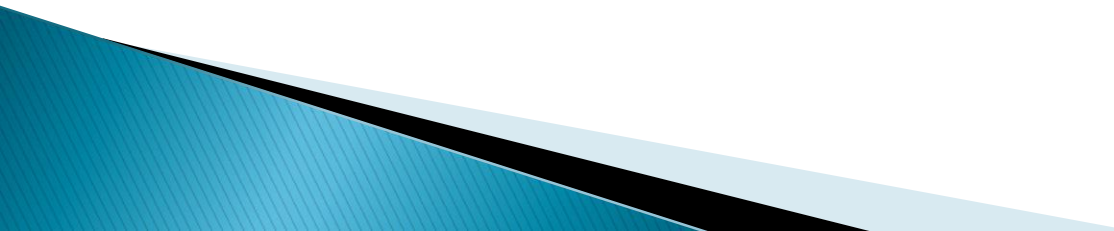
# Reasonable Accommodations

- Must be requested.
- May be requested at any time, by the person with disability, family member, or by someone else acting on their behalf.
- Request may be made to any of the housing provider's team member.

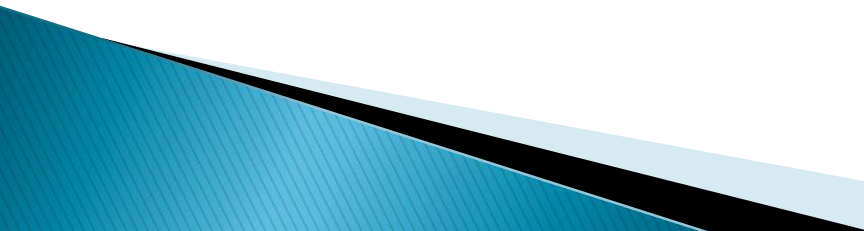
<https://www.kcha.org/documents/2.pdf>




# Reasonable Accommodations Guidelines

- Request do not have to be in writing; can be oral; or by any other effective method.
  - It is recommended that all requests be documented in writing; records maintained; and outcomes tracked.
- 

# Reasonableness Defined

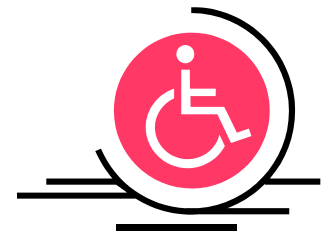
1. Does not impose an undue financial and administrative burden. (elevator)
  2. Does not fundamentally alter the nature of the Housing Provider's operation. (chore services)
  3. Decisions must be made on a case-by-case basis.  
(No need for precedent)
- 

# Reasonableness Defined

- There must be an identifiable relationship or nexus between the requested accommodation and the individual's disability.
  - The requested accommodation must remedy the disabled individual's inability to use and enjoy their dwelling or public and common areas.
- 

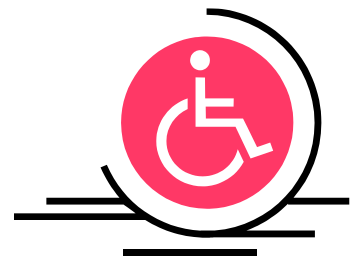
# Disability Defined

- A physical impairment that includes but is not limited to a physiological disorder, contagious disease, cosmetic disfigurement or anatomical loss in one or more systems.
- Includes: neurological, musculoskeletal, respiratory, cardiovascular, digestive, reproductive, genito-urinary, hemic, lymphatic, skin or endocrine conditions.



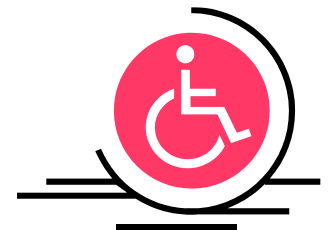
# Disability Defined

- Mental impairment or psychological disorder.
- Includes, but is not limited to, mental retardation, organic brain syndrome, emotional or mental illness, or specific learning disorders.
- Hoarding disorder.

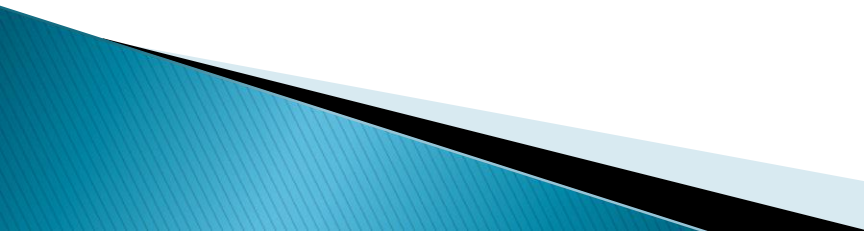


# Disability Defined

- Disability impedes with major life activities such as: caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.
- This is not an exhaustive list; other life activities may also be considered major.



# Verification of Disability

- Housing provider may request documentation of the need only to extent necessary to verify a disability and determine if the requested reasonable accommodation is needed.
  - Housing provider may not request or acquire confidential medical records or inquire into the nature or severity of individual's disability.
- 

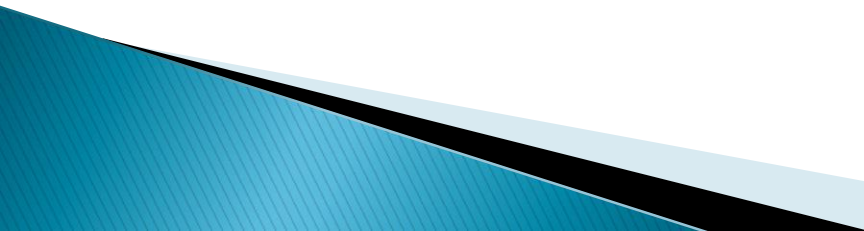
# Verification of Disability

- Resident is not required to provide medical records as proof of disability.
- Letter from the resident's primary care physician or any other qualified professional stating that they have a disability satisfies the eligibility requirement and would be considered sufficient documentation.



# Qualified Service Professionals

Include, but are not limited to the following:

- ✓ Rehabilitation center personnel
  - ✓ MH provider
  - ✓ Social worker
  - ✓ Disability agency
  - ✓ Resident Services Coordinator
  - ✓ Any other qualified service professional that can verify the disability
- 

# General Reasonable Accommodations Policy Guidelines

1. Resident may request a structural change or modification to their dwelling unit.



# General Reasonable Accommodations Policy Guidelines

- The housing provider retains the right to investigate any alternative methods of providing the requested accommodation.
- The most appropriate accommodation must be accepted by the resident.



# General Reasonable Accommodations Policy Guidelines

2. Resident may request structural change or modification in the public and common areas of a housing development community.



# General Reasonable Accommodations Policy Guidelines

If several potential accommodations satisfy the needs and are equally effective, the housing provider retains the right to select the accommodation that is most convenient and cost-effective.

## Transfer Bench



## Tub Cut-Out

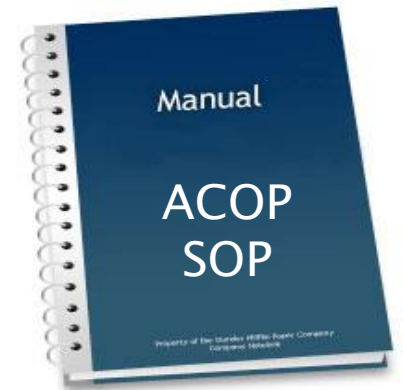


## Roll-in-Shower



# General Reasonable Accommodations Policy Guidelines

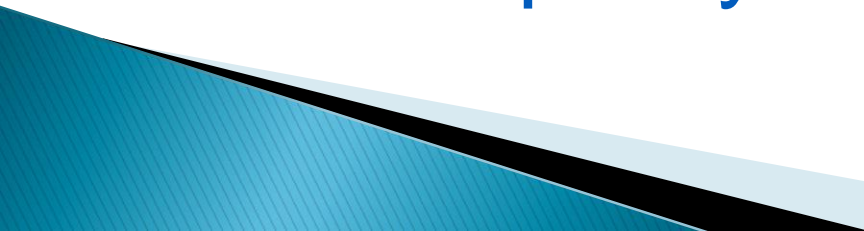
A change in the housing provider's rules, policies or procedures, including, how the housing provider communicates with residents.



# General Reasonable Accommodations Policy Guidelines

The housing provider may select a change in procedure or policy, rather than to make a structural change, when the procedure changes would be equally effective.

(Example: making a change to the transfer policy vs. unit modification)



# General Reasonable

## Accommodations Policy Guidelines

- If the requested accommodation constitutes a fundamental alteration in the nature of the operation or program, the request may be denied.
- Examples: request to provide case management, transportation, chore services, food preparation, or any other service that alters the fundamental mission, nature or operations of the housing provider.



# General Reasonable Accommodations Policy Guidelines

If the requested accommodation creates an undue financial and/or administrative burden for the housing provider, the request may be denied.

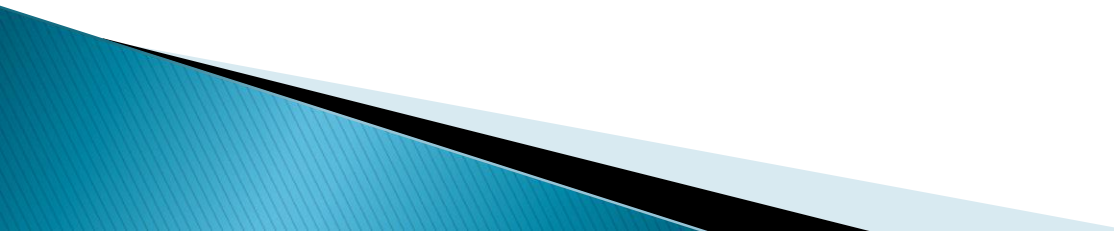


# Reasonable Modification

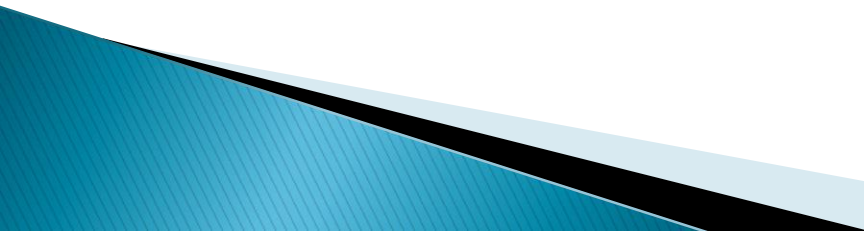
- ▶ Should not be confused with a reasonable accommodation.
- ▶ Private landlords may require a resident to pay for modifications to the property and require that those modifications be removed when the resident vacates the property.  
(Not if landlord receives Federal funding)

# Reasonable Modification

In addition, this law requires housing providers to take additional steps to accommodate people with disabilities, such as paying for certain structural changes to increase the accessibility of housing and common areas.



# Reasonable Modification

- ▶ If the modification were for something that federal law already requires a landlord to have in place, then the landlord would be responsible for the cost of the modifications.
  - ▶ Landlords should check to determine where financial responsibility for common-area modifications lay, and whether the resident would be responsible for both the installation and removal of the modifications.
  - ▶ As with accommodations, the modifications must be reasonable.
- 

## Reasonable Accommodations: Common Examples

- Parking
- Assistive Animals
- Rent payment plans
- Early termination of lease
- Relocation to a more accessible unit
- Extension of search time for relocation



# Residents

## RESIDENTS

You are here: Home > Residents > Reasonable Accommodations

- Section 8 Voucher Holders
- Subsidized Housing Residents
- Resident Services
- Reasonable Accommodations >**
- Family Self-Sufficiency
- School Success for Kids
- Resident Advisory Committee
- Emergency Preparedness
- Fraud & Crime Reporting

## Reasonable Accommodations



**Main Office**  
 600 Andover Park W.  
 Tukwila, WA 98188  
 Tel: (206) 574-1100  
 Fax: (206) 574-1104  
 TDD: (800) 833-6388  
[Directions](#)

**Section 8 Office**  
 700 Andover Park W.  
 Tukwila, WA 98188  
 Tel: (206) 214-1300  
 Fax: (206) 243-5927  
[Directions](#)

<https://www.kcha.org/residents/accommodations>

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hud.gov/program\_offices/fair\_housing\_equal\_opp/reasonable\_accommodations\_and\_modifications

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**Reasonable Accommodations and Modifications**

Information for Individuals with Disabilities

Information for Housing Providers, Landlords & Property Managers

Frequently Asked Questions (FAQs)

Where to Get Help



**Reasonable Accommodations and Modifications**

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HUD Reasonable Accommodation x Frequently Asked Questions (FAQ) x

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# Frequently Asked Questions (FAQs)

**Reasonable Accommodations and Modifications**

Information for Individuals with Disabilities

Information for Housing Providers, Landlords & Property Managers

**Frequently Asked Questions (FAQs)**

Where to Get Help

**💡** In order to provide technical assistance to individuals with disabilities, housing providers, and members of the public, HUD has compiled some of the most common questions about reasonable accommodations and reasonable modifications.

## On this page

- Reasonable Accommodations and Reasonable Modifications
- Making Requests for Reasonable Accommodations and Reasonable Modifications
- Processing Requests for Reasonable Accommodations and Reasonable Modifications

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# Housing and Urban Development



HUD defines assistive animals as animals that serve persons with disabilities by assisting those individuals in some identifiable way by making it possible for them to make more effective use of their housing.

[https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/assistance\\_animals](https://www.hud.gov/program_offices/fair_housing_equal_opp/assistance_animals)

# Service and Companion Animals

- Are NOT considered a pet.
- Most often are dogs and cats but may be other species including monkeys, snakes, ferrets, hamsters, birds, potbelly pigs, ducks, etc.

# Service and Companion Animals

Must be allowed to always accompany the resident in public and common areas, except where animals are prohibited for safety reasons: community room kitchen when food is present, swimming pool or sauna areas.



# Service and Companion Animals

- Housing providers cannot restrict the breed, size or weight, unless prohibited by local jurisdiction or municipality. (i.e.: Pit Bull or Rottweiler)
- May wear special collars or harnesses, but in some States including WA, may not be required to have special licenses, be certified, or have any visible identification.

# Assistance Animals

- Has a technical meaning under the ADA, and the distinction can matter in property management.
- Under the ADA, a person may be accompanied anywhere by his or her service animal (a dog or a miniature horse) without the grant of a reasonable accommodation.



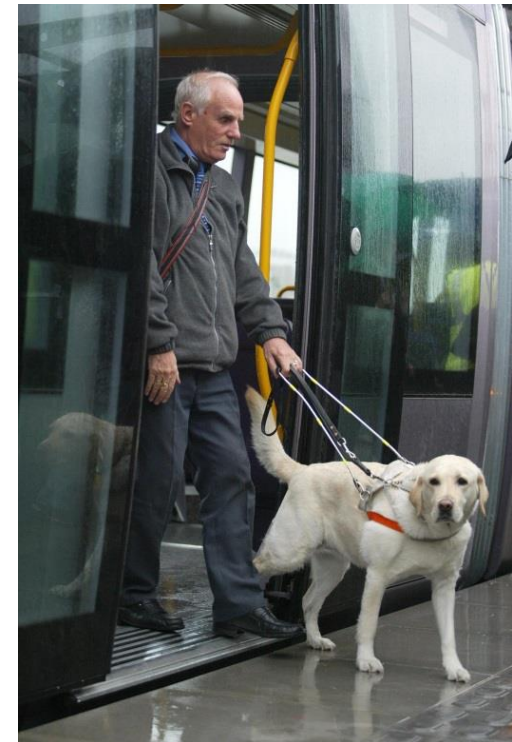


# Guide Animals

Serves as a travel aide for a person who is legally blind.



**Association  
for the Blind of WA  
Guide Dogs WA**



# Hearing or Signal Animals

Alerts a person with hearing loss or deafness when a sound occurs, such as an alarm, ringing telephone, or a knock on the door.



# Mobility Assistance Animals

Helps a person who has a mobility or health disability. Examples: fetch/carry items, open doors, ring doorbells, activate elevator buttons, pull wheelchairs, steady a person while walking, and help someone get up after a fall, etc.







# Seizure Response Animals

Warns a person of an impending seizure, or provides aid during a seizure, such as going for help or standing guard over the person.



# Therapeutic Assistance Animals

- Assists people with cognitive or psychological disabilities.
- Brings a phone during a crisis, calls 911 or the suicide hotline, turns on the lights in a dark room, brings medications, barks for help in an emergency, assists a person with panic disorder in coping with crowds, etc.



# Therapeutic Benefits of Animals

- ✓ Growing evidence suggests that contact with animals speeds recovery times, combats depression and lowers blood pressure and cholesterol levels.
- ✓ Over 50% of all nursing homes, clinics and hospitals use animals in a therapeutic capacity.



# Hospital and Clinic Waiting Room



# Companion Animals

## Provide emotional support and companionship



# Companion Animals

- Provides support and assistance to individuals with psychological disabilities.
- Alleviates symptoms associated with depression, anxiety, stress, PTSD, social phobias, panic attacks, and difficulties with social interactions.



# Pet Policy

- Housing provider may charge residents a pet deposit. However, companion/service animal can not be charged a pet deposit.
- Damage, cleaning fees allowed if all residents are charged.
- Housing provider may require that all animals have current inoculations; distemper, rabies.
- Housing provider may require that all animals have current license and/or wear ID tag.



Type here... 🔍

📞 (520) 327-6088

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- Hours & Contact Us
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<https://hssaz.org/>





I Want To...

Services

Departments

Search input field with magnifying glass icon

Home > Departments > Animal Care and Control > Services & Resources > Dog License

# LICENSING YOUR DOG

Adopt a Shelter Pet

Select Language dropdown menu

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System tray icons: network, volume, battery, time: 2:03 PM 7/3/2023

https://www.maricopa.gov/226/Dog-License



Ozone High Pollution Advisory - July 5, 2023  
View AQ Forecast



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OUR COUNTY

Animal Protection Services

Early Disposition Class

Kennel Permits

Licensing

Surrendering a Pet

Home | Our County | Departments | Animal Care & Control | Services | Licensing

# LICENSING

State law requires all dogs over the age of three months to be vaccinated against rabies. The license requirement is to allow city or county agencies to ensure that the dog has a current rabies vaccination. It also gives animal control agencies a way to identify the owner of an impounded animal so they can get the animal back home.

## HOW TO GET A LICENSE

You must have a copy of a current rabies vaccination certificate from a licensed veterinarian that is good for at least one year.

Select Language



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2:04 PM 7/3/2023

https://www.pinal.gov/482/Licensing



Department Government Service Explore How Do I ... ? How can we help?



- Licensing Your Pet
- Lost Pet
- Nuisance Animal / Barking Dog

Home > Departments > Neighborhood Services > Animal Services > Licensing Your Pet

# Licensing Your Pet

Dogs are the only pets requiring licenses in the Town of Prescott Valley. A current rabies vaccine is needed to license your dog, and only a licensed veterinarian can administer the vaccine. Once the dog has been vaccinated you will need the Rabies Vaccine Certification.

## Contact Us

### Animal Services

#### Physical Address

[View Map](#)

7601 E Skoog Boulevard  
Prescott Valley, AZ 86314

Enable Google Tr Show desktop

https://www.prescottvalley-az.gov/323/Licensing-Your-Pet

# Pet Policy

- Housing providers may require that pets not exceed a certain height and weight.
- Housing providers are not allowed to restrict breed type, weight, height or size of companion/service animals in WA State. (Waiver)

# The 20th State To Ban Discrimination Against Pit Bulls

Written by: Arin Greenwood

May 23, 2016

Arizona has just become the 20th state to completely do away with breed-specific legislation – laws that ban or otherwise regulate dogs by breed.



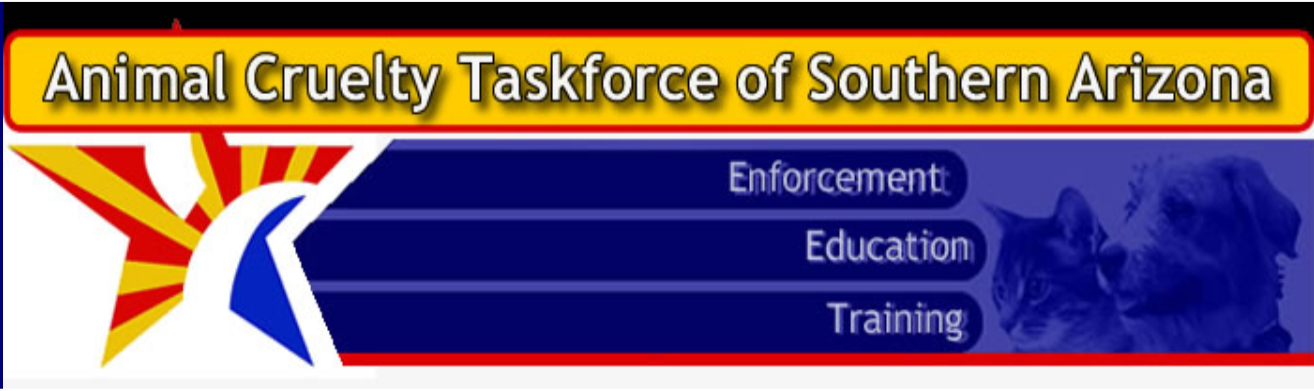
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7/3/2023

<https://post.bark.co/fun/arizona-bans-breed-specific-legislation-pit-bulls/>



[What Is Animal Cruelty?](#)

[In The News...](#)

[Link Between Human Violence and Animal Abuse](#)

# Breed Specific Legislation

TUCSON, ARIZ—Arizona has become the 20th state to ban breed-specific legislation — laws that ban or otherwise regulate dogs by breed.

Arizona's Gov. Doug Ducey signed [Senate Bill 1248](#) into law last week. The law, which takes effect in August, forbids Arizona's cities and counties from enacting or enforcing breed-based dog regulations.

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<http://www.act-az.org/new-legislation-helps-animals/breed-specific-legislation/>



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Home / Legislative Alerts / Arizona Update: Bill Prohibiting Insurance Breed Discrimination Passes the House

# Arizona Update: Bill Prohibiting Insurance Breed Discrimination Passes the House

Feedback

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https://www.akc.org/legislative-alerts/arizona-update-bill-prohibiting-insurance-breed-discrimination-passes-house/

# Pet Policy

- Housing providers may require that all residents be liable for damages caused by their animal including the cost of cleaning of carpets and/or fumigation of units.
- Housing providers may require that all residents retain control of their animal while their animal is in common area(s).



# Pet Policy

- Housing providers may require that all animals be kept on a leash, in a carrier, or otherwise in direct control of owner or handler.
- Housing providers may require that all dogs and cats must be spayed or neutered.



# Public Health and Safety Concerns

- Fear of, or minor allergies to animals is not considered a disability.
- Housing providers are not obligated to accommodate residents with minor allergies under the reasonable accommodations process.



# Public Health and Safety Concerns

Residents who suffer severe allergic reactions that cause respiratory distress may request a RA to be moved to another unit within their building or transferred to another building.

Refer to: your Organization's Reasonable Accommodation and Transfer Policy



# Public Health and Safety Concerns

- Residents are responsible for the safe removal of their animal's waste products.
- Residents should carry equipment to clean up after their animal's feces.







# Public Health and Safety Concerns

- When a resident is not able to pick up after their animal, assistance with cleanup should be arranged with family, friends or animal welfare advocates. (PAWS)
- Housing providers may designate certain areas off limits to pets and service and companion animals but cannot infringe upon the right of a person with disabilities to full enjoyment of the amenities of the community.



# Saving Paws Rescue Arizona

- Home
- About
- Adopt
- Donate
- Foster
- How I Can Help
- Love For Life Program
- Volunteer



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<http://www.savingpawsrescueaz.org/>



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# Best Friends Found Here **ADOPT TODAY!**

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<https://aawl.org/>





## The Arizona Pet Project

# Donate Today to Support Families and Save Pets!

Your gift today provides critical support to families and pets who are in a crisis.

You make a difference by helping our community's most vulnerable residents—including the elderly, veterans, domestic violence survivors, and people experiencing homelessness—with basic care for them and their beloved pets. Our revolutionary programs have impacted over 150,000 pets and the people who need them most since 2005. With your help, together, we can save even more!

\*The Arizona Pet Project is a 501c3 nonprofit (Tax ID #86-1008549) which makes your gift tax-deductible to the extent allowed under IRS regulations.



# Public Health and Safety Concerns

- All animals must be on a leash, in a carrier, or otherwise in direct control of owner or handler always.
- When around people or other animals, all animals must be well behaved, no jumping, snarling, growling, nipping, excessive barking, etc.



# Public Health and Safety Concerns

- Housing provider may ask the resident to remove any animal that is unruly or disruptive i.e.: aggressively jumping, growling, snarling, nipping, and barking from common areas or building.
- If animal's behavior creates a lease violation, resident may be given verbal and/or written warnings, notices, etc.



# Public Health and Safety Concerns

If unruly, disruptive, aggressive behavior occurs repeatedly, the housing provider may request that the resident not bring the animal into common areas until steps have been taken to mitigate the behavior or ask that the animal be removed from the premises. (eviction violation notices)



Arizona animal control

www.mesaaz.gov > residents > animal-control

### Animal Control | City of Mesa

Mar 31, 2023 · **Animal Control.** P.O. Box 1466 Mesa, AZ 85211. Phone: 480-644-2268. If phone goes to voicemail, please leave your name, phone #, type of incident, and location. We will contact you if...

www.maricopa.gov > 405

### Report An Animal Issue | Maricopa County, AZ

Animal Abuse. Report animal cruelty in unincorporated areas of Maricopa County to the Sheriff's Office (MCSO). Animal Altercation on Human. Use this form to report an animal altercation (with or...

www.yumaaz.gov > animal-control-services

### Animal Control Services | City Of Yuma, AZ

The **Animal Control** Services Unit is located at 6390 E. 26th Street. For EMERGENCIES involving

The screenshot shows a web browser window displaying the HUD website page for Assistance Animals. The browser's address bar shows the URL: [https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opportunity/assistance\\_animals](https://www.hud.gov/program_offices/fair_housing_equal_opportunity/assistance_animals). The page header includes the U.S. Department of Housing and Urban Development logo and navigation links such as "About Us" and "What We Do". A search bar is also present. The main content area features a breadcrumb trail: "Home / Program Offices / FHEO Home / Assistance Animals". The title "ASSISTANCE ANIMALS" is prominently displayed. Below the title, a light blue box contains the text: "For some persons with disabilities, an assistance animal may be necessary to afford them equal housing opportunity." A list of links follows: "What Is an Assistance Animal?", "Obligations of Housing Providers", "Examples", "Filing a Complaint", and "Additional Resources". The section "What Is an Assistance Animal?" is expanded, showing a definition: "An assistance animal is an animal that works, provides assistance, or performs tasks for the benefit of a person with a disability, or that provides emotional support that alleviates one or more identified effects of a person's disability. An assistance animal is not a pet." A green "Provide Feedback" button is located at the bottom right of the content area. The Windows taskbar at the bottom shows the time as 3:08 PM on 6/20/2023.

Washington Fair Housing Partners x Assistance Animals | HUD.gov / U x

hud.gov/program\_offices/fair\_housing\_equal\_opportunity/assistance\_animals

U.S. Department of Housing and Urban Development

Spanish

About Us What We Do Search

FHEO Home Fair Housing Month About FHEO Report Housing Discrimination Rights & Responsibilities Resources More

Home / Program Offices / FHEO Home / Assistance Animals

## ASSISTANCE ANIMALS

For some persons with disabilities, an assistance animal may be necessary to afford them equal housing opportunity.

- What Is an Assistance Animal?
- Obligations of Housing Providers
- Examples
- Filing a Complaint
- Additional Resources

### What Is an Assistance Animal?

An assistance animal is an animal that works, provides assistance, or performs tasks for the benefit of a person with a disability, or that provides emotional support that alleviates one or more identified effects of a person's disability. An assistance animal is not a pet.

Obligations of Housing Providers

Provide Feedback

Type here to search

3:08 PM 6/20/2023

[https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opportunity/assistance\\_animals](https://www.hud.gov/program_offices/fair_housing_equal_opportunity/assistance_animals)

HUD Pets companion animals - Y x | AsstAnimalsGuidFS1-24-20.pdf x | AsstAnimalsGuidFS1-24-20.pdf x +

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AsstAnimalsGuidFS1-24-20.pdf | 1 / 5 | 100% + | [Print] [Share]

### FACT SHEET ON HUD'S ASSISTANCE ANIMALS NOTICE

On January 28, 2020, the U.S. Department of Housing and Urban Development (HUD) Office of Fair Housing and Equal Opportunity (FHEO) released Notice FHEO-2020-01, sometimes referred to as the "Assistance Animals Notice." The Notice includes two sections. The first, "Assessing a Person's Request to Have an Animal as a Reasonable Accommodation Under the Fair Housing Act," recommends a set of best practices for complying with the Fair Housing Act (FHA) when assessing a person with a disability's accommodation requests involving animals in housing. This includes information regarding:

- The difference between assistance animals and pets;
- The types of accommodations that a housing provider may need to grant, such as exceptions to no-animal policies, deposits, or fees that are ordinarily charged for animals;
- Assessing whether an animal is a service animal or an assistance animal other than a service animal (sometimes referred to as a support animal);
- Permissible inquiries regarding assistance animals, particularly if the individual's disability or disability-related need for an animal is non-obvious or non-observable, or not otherwise known to the housing provider;
- The type of verification and documentation that a housing provider may request regarding an individual's disability and disability-related need for an assistance animal;
- Descriptions of the typical types of assistance animals, an example of a unique type of animal that provides disability-related assistance and guidance on handling requests involving more than one animal; and
- Other best practices regarding reasonable accommodations for assistance animals.


The second section is "Guidance on Documenting an Individual's Need for Assistance Animals in Housing." It provides guidance on information that an individual seeking a reasonable accommodation for an assistance animal may need to provide to a housing provider about his or her disability-related need for the requested accommodation, including supporting

Type here to search | [Taskbar icons: Chrome, Edge, Office, File Explorer, Settings, Word, Teams, PowerPoint] | 3:10 PM 6/20/2023

<file:///C:/Users/Ruben.RiveraJackman/OneDrive%20-%20HumanGood/Microsoft%20Teams%20Chat%20Files/Documents/AsstAnimalsGuidFS1-24-20.pdf>

common mistakes made violatio x Service Animal Misconceptions | x

adata.org/service-animal-resource-hub/misconceptions



**National Network**  
Information, Guidance, and Training on the  
Americans with Disabilities Act

Search adata.org

Recursos en español

Home THE ADA THE NATIONAL NETWORK RESOURCES EXPLORE BY EVENTS

## Service Animal Misconceptions

### What are some common misconceptions about service animals?

**A service animal must wear a vest.**

Some individuals with a disability with service animals may have their animals wear vests as a way of communication with the public, but it isn't required. In fact, there is no requirement for service animals to wear any form of identification or for the owner to carry any identification proving the animal is indeed a service animal. Watch the ["Do they need a vest?" video](#) which provides more information.

**A service animal will never bark.**

While service animals are quite often better trained than most dogs who are pets, some dogs are actually trained to bark. For example, a diabetic alert may be trained to bark if their handler's blood sugar levels are changing.

**An individual with a service animal can only have one animal at a time.**

Most individuals with disabilities have only one service animal, but it is not true that they are limited to only one animal. There are many reasons why individuals may have more than one animal. For example, an individual may have a mobility disability and uses a service animal to provide stability support. The same individual may also have a psychiatric service animal to provide reminders to take medications at a certain time.

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6/20/2023


<https://adata.org/service-animal-resource-hub/misconceptions>



common mistakes made violatio x Frequently Asked Questions abo x +

ada.gov/resources/service-animals-faqs/

An official website of the United States government [Here's how you know](#)



**ADA.gov**  
U.S. Department of Justice  
Civil Rights Division

**ADA Information Line**  
Talk to us at 800-514-0301 | 1-833-610-1264 (TTY)

- M, Tu, W, F: 9:30am - 12pm and 3pm - 5:30pm ET
- Th: 2:30pm - 5:30pm ET

Home Featured Topics Guidance & Resource Materials Laws, Regulations & Standards Enforcement File a Complaint  Search

**!** [Learn about the new ADA.gov](#)

← [Home](#) > [Guidance & Resource Ma...](#) > Frequently Asked Questions about Service Animals and the ADA

**Frequently Asked Questions about Service Animals and the ADA**

- Definition of a Service Animal
- General Rules
- Certification and Registration
- Breeds
- Exclusion of Service animals
- Miscellaneous

# Frequently Asked Questions about Service Animals and the ADA

Last updated: February 28, 2020

Many people with disabilities use a service animal in order to fully participate in everyday life. Dogs can be trained to perform many important tasks to assist people with disabilities, such as providing

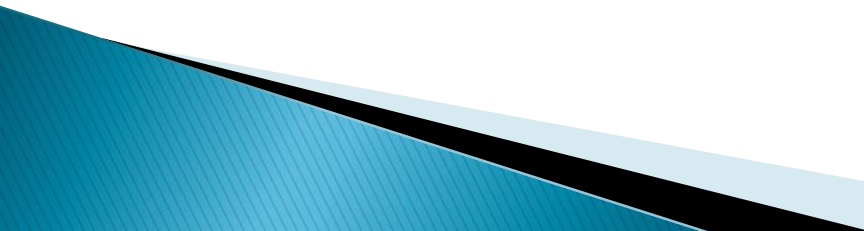
[Give Us Feedback](#)

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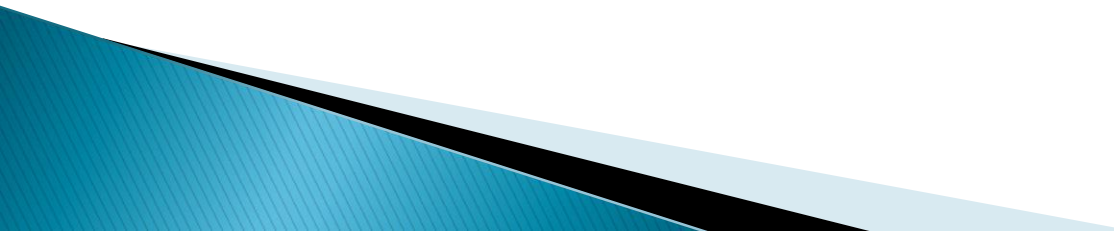
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<https://www.ada.gov/resources/service-animals-faqs/>

# Make Decisions Based on Business Reasons


- ▶ You are legally free to choose among prospective residents if your decisions are based on legitimate business criteria.
  - ▶ Don't make choices based on personal reasons.
- 

# Be Consistent

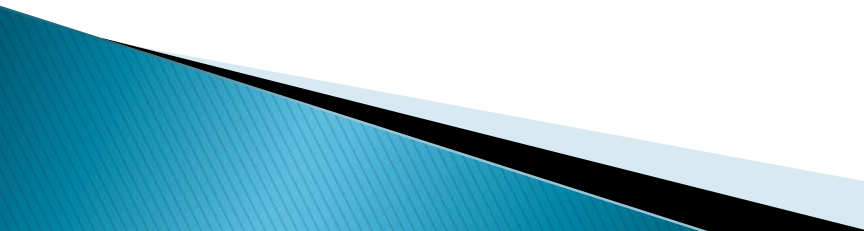
- ▶ Consistency is crucial when dealing with residents.
  - ▶ If you don't treat all residents equally.
  - ▶ What you do for one, you must be willing to do for all.
- 

# Practices that are Legal

## Property Managers may

- Develop and implement reasonable accommodation guidelines and policies and procedures for their properties.
  - Set criteria for approving and denying reasonable accommodation requests.
  - Set rules for their properties. (Pet Policy)
  - Evict lease violators. (Document)
- 

# Be Detailed in Your Eviction Process

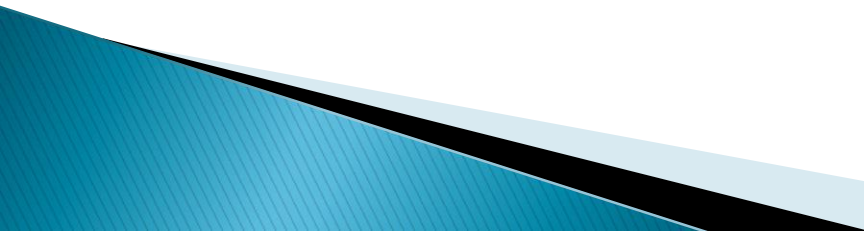
- ▶ Under fair housing laws, residents can be evicted for legitimate reasons such as non-payment of rent and other lease violations.
  - ▶ Address all lease violations and ensure you document eviction of other residents for similar lease violations.
- 

# Practices that are Illegal

It is against the law to do any of the following because of race, color, national origin, religion, sex, familial status or disability:

- Refusing to rent or sell housing.
- Refusing to negotiate for housing.
- Making housing unavailable or denying that housing is available.

# Practices that are Illegal

- Setting different terms, conditions or privileges for rental of housing.
  - Advertising in a discriminatory way.
  - Threatening, coercing or intimidating anyone exercising a fair housing right or assisting others in exercising those rights.
- 



**EQUAL HOUSING  
OPPORTUNITY**

**We Do Business in Accordance With the Federal Fair  
Housing Law**

(The Fair Housing Amendments Act of 1988)

**It is illegal to Discriminate Against Any Person  
Because of Race, Color, Religion, Sex,  
Handicap, Familial Status, or National Origin**

- In the sale or rental of housing or residential lots
- In the provision of real estate brokerage services
- In advertising the sale or rental of housing
- In the appraisal of housing
- In the financing of housing
- Blockbusting is also illegal

---

Anyone who feels he or she has been discriminated against may file a complaint of housing discrimination:

1-800-669-9777 (Toll Free)  
1-800-927-9275 (TTY)  
[www.hud.gov/fairhousing](http://www.hud.gov/fairhousing)

U.S. Department of Housing and  
Urban Development  
Assistant Secretary for Fair Housing and  
Equal Opportunity  
Washington, D.C. 20410





- FHEO Home
- Fair Housing Month
- About FHEO
- Report Housing Discrimination
- Rights & Responsibilities
- Resources
- More

Home / Program Offices / FHEO Home / Fair Housing: Rights and Obligations

# FAIR HOUSING RIGHTS AND OBLIGATIONS

Learn more about the many fair housing laws enforced by FHEO and how those laws can help you.

It is illegal to discriminate in the sale or rental of housing, including against individuals seeking a mortgage or in other housing-related activities. The Fair Housing Act prohibits this discrimination because of race, color, [Provide Feedback](#)

[https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/fair\\_housing\\_rights\\_and\\_obligations](https://www.hud.gov/program_offices/fair_housing_equal_opp/fair_housing_rights_and_obligations)



# THE ARIZONA FAIR HOUSING CENTER

602.548.1599

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For Deaf or Hard of hearing:

Dial 7-1-1

or <https://www.acdhh.org/telecommunications/relay-services/>

Let's Chat!

Monday, July 3, 2023

<https://https://www.azfhc.org/>



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# OUR MISSION

To provide comprehensive services to achieve and preserve equal access to housing for all people.

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<https://www.paypal.com/us/fundraiser/charity/1318837>

<https://www.swfhc.org>



# Arizona Attorney General Kris Mayes

 🔍

Español

- OFFICE
- COMPLAINTS
- OUTREACH
- SENIORS
- FRAUD AND SCAMS
- CRIMINAL
- CIVIL RIGHTS
- MEDIA
- SANDBOX

Civil Rights / Fair Housing (Housing Discrimination)

## Fair Housing (Housing Discrimination)

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# Arizona Department of Housing

Leading with Solutions

- ABOUT
- GENERAL PUBLIC
- MANUFACTURED HOUSING & BUILDING
- HOUSING PARTNERS
- DOCUMENTS & LINKS
- TRAINING & EVENTS
- ONLINE SERVICES
- PORTALS
- ESPAÑOL

## Arizona Housing Finance Authority



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https://housing.az.gov/general-public/arizona-housing-finance-authority



Directory of nonprofits / Locations / Arizona / Arizona civil rights and social justice organizations

Categories

- Arts, culture, and humanities nonprofits
- Educational institutions
- Environmental organizations
- Animal organizations

# Arizona civil rights and social justice organizations

There are 220 civil rights and advocacy organizations in Arizona. Combined, these Arizonan civil rights and social justice organizations employ 1,262 people, earn more than \$102 million in revenue each year and have assets of \$159 million.

https://www.causeiq.com/directory/civil-rights-and-social-justice-organizations-list/arizona-state/#search\_section

- o [History museums](#) (4,125)
- o [Natural history museums](#) (526)
- o [Science museums](#) (340)
- [Performing arts organizations](#) (33,195)
  - o [Performing arts centers](#) (1,417)
  - o [Dance organizations](#) (3,467)
  - o [Ballet companies](#) (801)
  - o [Theaters](#) (7,318)
  - o [Music festivals and events](#) (7,578)
  - o [Symphony orchestras](#) (1,897)
- [Organizations supporting a public safety organization](#) (668)
- [Organizations supporting multiple public safety organizations](#) (1,263)
- [Disaster relief organizations](#) (16,761)
  - o [Search and rescue organizations](#) (1,227)
  - o [Volunteer fire departments](#) (12,644)
- [Safety education programs](#) (2,393)
- [Recreation, sports, and social clubs](#) (136,804)**
- [Pine Bluff](#) (620)
- [Texarkana, TX](#) (211)
- [Arizona](#) (28,683)**
  - [Flagstaff](#) (834)
  - [Lake Havasu City](#) (757)
  - [Phoenix](#) (17,891)
  - [Prescott Valley](#) (1,553)
  - [Sierra Vista](#) (798)
  - [Tucson](#) (4,715)
  - [Yuma](#) (516)
- [California](#) (190,787)**
  - [Bakersfield](#) (2,925)
  - [Chico](#) (1,120)
- [Scranton, PA](#) (1)
- [Virginia Beach, VA](#) (360)
- [Washington DC](#) (1)
- [Wilmington](#) (1,688)
- [Winston-Salem](#) (3,342)
- [North Dakota](#) (6,221)**
  - [Bismarck](#) (1,116)
  - [Fargo](#) (1,189)
  - [Grand Forks](#) (511)
- [Nebraska](#) (14,583)**
  - [Grand Island](#) (735)
  - [Lincoln](#) (2,907)
  - [Omaha](#) (4,948)

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<https://www.causeiq.com/directory/>



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# 2023 National Conference

Learn more and register.

2023 NATIONAL CONFERENCE

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6/21/2023

<https://nationalfairhousing.org/>



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# 14th Annual Arizona Conference & Expo



Building Stronger Communities  
by Empowering Members



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# REASONABLE ACCOMMODATIONS AND MODIFICATIONS FOR PEOPLE WITH DISABILITIES




## Sample Policy & Disability Resource Information

 Fair Housing  
Partners of  
Washington State

Rev 7-

# SAMPLE POLICY: SERVICE ANIMALS

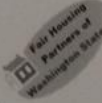


 Fair Housing  
Partners of  
Washington State

Version (December 2007)

Fair Housing  
Resources

Feb. 2012



CD Provided by  
King County Office of Civil Rights  
[www.kingcounty.gov/civilrights](http://www.kingcounty.gov/civilrights)  
206-296-7592



# SERVICE ANIMALS

## 10 Facts Rental Owners and Managers Need to Know



1. **Service animals are a type of “reasonable accommodation for residents with disabilities.** Follow your accommodation policy and request a verification letter if necessary.

2. **Service animals are NOT pets.** Service animals do work or perform tasks or otherwise provide a disability-related benefit for a person who has a disability.



3. **“Companion animals” are service animals.** Also called

# SAMPLE POLICY: SERVICE ANIMALS





# SAMPLE POLICY: DOMESTIC VIOLENCE & FAIR HOUSING



# Fair Housing for Real Estate Industry Professionals: 100 FAQs