



Baltimore County Office of Housing

Instructions for Requesting Reasonable Accommodation

The Baltimore County Office of Housing is dedicated to ensuring our rental assistance programs are readily accessible to and usable by individuals with disabilities. You may request an assistance aid, service, or accommodation if you or a family member has a disability that limits one or more major life activities.

Requests for application assistance: Requests for assistance to complete Housing related paperwork (intake packets, recertification packets, interim change form, etc.) only require a verbal request for an appointment. Please call the Reasonable Accommodation Phone Line at 410-887-3435 or send an email to the Housing Reasonable Accommodation account at rar@baltimorecountymd.gov to schedule an appointment.

Appointments are strongly encouraged and walk-ins will be seen based on staff availability.

Here are the steps for all other Reasonable Accommodation requests:

Step 1- Submit the request form specific to the accommodation or modification needed.

Please refer to the attached table for which request form(s) will be needed.

Forms can be completed with you by phone or in person. The forms must be completed in full and will require your signature.

- ❖ If you need assistance with completing a request form or if you have questions about reasonable accommodation, please call the Reasonable Accommodation Line at 410-887-3435 or send an email to the Housing Reasonable Accommodation account at rar@baltimorecountymd.gov

It is important that the request form states the specific accommodation or modification being requested, the name of the disabled household member for which the accommodation is needed, how the requested accommodation is related to the disability, and how the requested accommodation will benefit the disabled household member.

Step 2- Obtain and provide the required additional forms and information.

Based on the accommodation requested, additional forms and information may be required.

Please refer to the attached table for which verifications will be needed.

- ❖ Please note: If you are requesting more than one accommodation, all verifications for each requested accommodation must be submitted.

Step 3- Submit the required forms, verification, and/or information.

Mail, email, fax or drop off your completed forms and information to the Baltimore County Office of Housing. Please do not send photographs of the forms.

Step 4- Additional instructions and information will be provided.

Upon receipt of the forms and verifications that are required for your specific request, your assigned Reasonable Accommodations Coordinator can explain the next steps and the remaining process for reviewing and processing your request, as well as an estimated timeline.

- ❖ For requests that are approved or denied by the Baltimore County Office of Housing, a determination notice will be issued.
- ❖ For unit modifications, the paperwork will be forwarded to the DHCD Housing Opportunities and Finance Division to begin the CHAMP grant approval process if needed.

Requested Accommodation	Required Forms and Information
<p>-Additional bedroom -Colored paper for documents -Large print for documents -Interpreter</p>	<ol style="list-style-type: none"> 1. Completed, signed, and dated <u>Reasonable Accommodation Request Form</u>. This form must state which accommodation(s) is/are being requested. 2. Completed, signed, and dated <u>Reasonable Accommodation Verification Form</u> <ul style="list-style-type: none"> • <u>Part A</u> completed and signed by the participant. *The accommodations requested on the <u>Reasonable Accommodation Request Form</u> should match what is written here. • <u>Part B</u> completed and signed by the person verifying the disability and the need for the identified reasonable accommodation(s) listed in Part A. The evaluator/diagnostician must explain how the requested accommodation(s) in Part A will allow the individual to have the opportunity to access housing, maintain housing, or fully use/enjoy housing.
<p>Live-In Aide</p>	<ol style="list-style-type: none"> 1. Completed, signed, and dated <u>Reasonable Accommodation Request Form</u>. 2. Completed, signed, and dated <u>Reasonable Accommodations Verification Form</u> <ul style="list-style-type: none"> • <u>Part A</u>- To be completed and signed by the participant. *The accommodations requested on the <u>Reasonable Accommodation Request Form</u> should match what is written here. • <u>Part B</u>- To be completed and signed by the person verifying the disability and the need for the identified reasonable accommodation(s) listed in Part A. The evaluator/diagnostician must explain how the requested accommodation(s) in Part A will allow the individual to have the opportunity to access housing, maintain housing, or fully use/enjoy housing. 3. Completed, signed, and dated <u>Request for Approval of Specific Live-In Aide form</u>. This form must be completed by the Head of Household and also signed by the designated live-in aide. 4. Completed, signed, and dated <u>Certification of Live-In Aide form</u>. This form must be completed by your designated Live-In Aide. 5. Valid Photo ID/Driver's License, Social Security card, and birth certificate or valid passport for the Live-In Aide. The Live-In Aide must also sign a Declaration of Citizenship form and the HUD 52675-Debts Owed Form.
<p>Unit Modifications including but not limited to: accessible doorways, parking, showerhead, sink, stove/range; ADA toilet; chairlift; doorbell light; fence; flooring replacement; grab bars; lever handles on doors or faucets; railings; ramp; shower chair; walk-in shower; walkway.</p>	<ol style="list-style-type: none"> 1. Completed, signed, and dated <u>Unit Modification Request Form and CHAMP Application</u>. This form must state which modification(s) is/are being requested. 2. If the disability of the household member for which the modification is requested has not been previously documented, a completed, signed, and dated <u>Reasonable Accommodation Verification Form</u> will be required with Parts A and B completed as outlined above. 3. Completed and signed Landlord Unit Modification Request Form or written approval with the same information as the form from the landlord. At the request of the participant, the Reasonable Accommodation Coordinator can initiate this discussion with the landlord to notify them of the request. Some landlords/ management companies will have their own paperwork and process for approving reasonable accommodation requests and the participant must provide the information requested to the landlord to obtain their approval.
<p>Rental Payment Standard exception</p>	<ol style="list-style-type: none"> 1. Completed, signed, and dated <u>Reasonable Accommodation Request Form</u>. The form must include an explanation of the features of a <u>specific unit</u> that meets the needs of the family member with disabilities. For example, a unit may be suitable because of its physical features (one level, no steps, close to parking area, bedroom and bathroom on the first floor) or for other reasons, such as having the requisite number of bedrooms, location on an accessible transit route, or proximity to accessible employment, education, services, recreation, support system/family and/or healthcare. 2. RAC will coordinate this request with the eligibility worker if the <u>specific unit</u> is determined to be unaffordable and the landlord will not accept a rent reduction. 3. If the participant for whom the rental payment standard exception does not have a disability known to the PHA, a BCOH Verification of Disability of Handicap form completed by a professional with knowledge of the participant's condition(s) would be required.

