



CITY OF TORRANCE

HOUSING ASSISTANCE
COMMUNITY
DEVELOPMENT
DEPARTMENT

3031 Torrance Blvd · Torrance, California 90503 · Telephone (310) 618-5840 · Fax (310) 618-2429

THE CITY OF TORRANCE HOUSING PROCESS TO REQUEST A REASONABLE ACCOMMODATION

The City of Torrance Housing strives to provide equal opportunity for all individuals to participate in and benefit from its programs in compliance with state and federal fair housing laws. An individual with a physical or mental disability may request a change, exception, or adjustment to a City of Torrance Housing rule, policy, service, or modification to a dwelling unit or common space also known as a Reasonable Accommodation to obtain equal access to City of Torrance Housing programs.

A reasonable accommodation can only be granted if there is a verified disability-related need for the accommodation. City of Torrance Housing may require verification as to the disability and/or the relationship to the accommodation requested if the disability and/or accommodation request is not apparent or otherwise known to the City of Torrance Housing. The City of Torrance Housing will not inquire about diagnosis or other medical details. You are only required to disclose a disability to the City of Torrance Housing if your request an accommodation or claim a deduction or eligibility preference for admission to a program based on disability.

Verifications may be provided by any individual who is in position to know of the disability and the need requested such as (but not limited to): a licensed physician, physical therapist, psychiatrist, social worker, caseworker, or counselor.

If you or a member of your household believe you have a disability and think you might need or want a reasonable accommodation, you may request it at any time during your participation in any City of Torrance Housing programs. You can obtain a Request for Reasonable Accommodation forms from City of Torrance housing staff person handling your initial application. You can obtain assistance filling the forms from City of Torrance staff person. Once the forms are completed, please return them to the City of Torrance Housing. Once submitted, the request will be forward for consideration to the City of Torrance Housing ADA Coordinator.

Decision and Right to Grievance

The City of Torrance Housing ADA Coordinator will send you a written decision concerning the request for accommodation or medication within 30 days of receiving the request. If you disagree with the decision of the City of Torrance Housing ADA Coordinator concerning the request for accommodation or modification, you may request a grievance hearing by responding within 10 calendar days of the decision. You must describe in detail why you believe the decision regarding your request for accommodation or modification is not correct. If no response received, the City of Torrance Housing will presume that you are in agreement with the decision.

I, _____ ACKNOWLEDGE THE RECEIPT OF THIS NOTICE
(Print Head of Household Name)

SIGNATURE: _____ DATE: _____
(Head of Household Signature)

REASONABLE ACCOMMODATION INFORMATION

Do I Qualify for a Reasonable Accommodation?

Reasonable accommodations are only granted to individuals with a disability to remove disability-related barriers to housing. For purposes of reasonable accommodation, you are considered disabled if you are:

- (1) An individual with a mental or physical impairment that limits one or more major life activities, or
- (2) An individual who is regarded as having such an impairment; or
- (3) An individual who has a record of such impairment.

How Do I Ask for a Reasonable Accommodation?

If you require a reasonable accommodation, please contact your case worker to request a reasonable accommodation form. You must fill in all information on the form as City of Torrance Housing may have to verify that you have a disability and that the request is necessary to remove any potential barriers to your housing.

Can Someone Ask for a Reasonable Accommodation on My Behalf?

Yes, with your permission, someone else (such as, your family or caretaker) may request a reasonable accommodation on your behalf.

How Long Do I Have to Wait for An Answer?

Once you submit a request for reasonable accommodation, City of Torrance Housing will issue a decision within 30 calendar days.

Do I Have to Accept an Alternative Accommodation?

If you request a reasonable accommodation, City of Torrance Housing has the right to recommend alternatives to your request that would just as effectively remove the barrier to your housing. You are not required to accept the alternative accommodation if you feel it would not remove any barriers to your housing.

Can My Request for a Reasonable Accommodation Be Denied By the City of Torrance Housing?

Yes, your request may be denied if the request:

- (1) Fundamentally alters the nature of the program, or
- (2) Would create an undue administrative or financial burden, or
- (3) You did not provide sufficient information to determine if the requested accommodation is necessary or disability related.

What Do I Do If My Request Is Denied?

If your request for a reasonable accommodation is denied for any reason, you may submit a written appeal within 10 days of the denial to:

City of Torrance Housing
Attn: ADA Coordinator
3031 Torrance Boulevard
Torrance, CA, 90503

What Do I Want to Make a Complaint?

Under Title II of the ADA, the City is required to provide appropriate aids and services to individuals with disabilities to participate equally in the City's programs, services, and activities. The City is also required to make reasonable modifications to policies and programs to ensure people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. The City takes all ADA complaints and requests seriously and investigates based on established protocols.

If we misinterpreted information in your communication to us or if you need assistance with alternative means of communication, please contact us via email or phone: ADA@TorranceCA.Gov or 310-618-5816.