



Success story highlight

REASONABLE ACCOMMODATION:

TRANSFER UNIT TO THE GROUND FLOOR

A resident with disabilities was granted a reasonable accommodation to transfer to an ADA unit on the ground floor. The resident was referred to NWFHA by the Spokane Fire Department. The resident was living on the second floor in a non-elevator building and due to disabilities could no longer navigate stairs. For years the client had to call the Fire Department whenever she needed to leave her unit to assist her down the stairs. She often missed doctor appointments because the Fire Department was responding to emergency issues.

NWFHA requested a reasonable accommodation on her behalf to transfer units to the ground floor. The property manager said they had an ADA unit available but they could not approve the transfer until the Public Housing Authority authorized it. The resident contacted the PHA many times but they did not respond. NWFHA assisted with contacting the PHA and they eventually authorized the transfer.

The Client told our assisting staff member, crying with happiness,

"Thank you so much from the bottom of my heart for all you did to make this happen to us. It wouldn't happen without the help of the Spokane Fire Department and you that pushed through all the obstacles and helped us." She added, "Now we can enjoy our life and go out and not be isolated and imprisoned in our own home."



The federal **Fair Housing Act** protects rental housing applicants, tenants, homeowners, prospective homebuyers, and mortgage borrowers from discrimination based on:

***race, color,
religion, sex,
national origin,
familial status and
disability***



To file a fair housing complaint call:

**Northwest Fair
Housing Alliance**
35 W Main, Suite 250
Spokane, WA 99201
(509) 325-2665