



Success story highlight

REASONABLE ACCOMMODATION: TRANSFER UNIT AND BREAKING BARRIERS

Before signing a lease at a LIHTC property, Jessica (name changed) requested a reasonable accommodation to be on the ground floor, due to disability needs. Unfortunately the property manager didn't have any ground floor apartments available and Jessica was told that she would be placed on a waiting list. Jessica took an apartment on the second floor to remain housed. During the first 3 months she fell on the stairs due to seizures and had to go to the hospital several times. Finally, an apartment became available on the ground floor, so Jessica again requested (in-person and by email) a reasonable accommodation to transfer units. She was told that because she was in a 1 year lease she would have to wait. Jessica was hopeless and didn't know what to do.

Jessica contacted NWFHA because she needed help advocating for her housing situation. On Jessica's behalf, NWFHA requested a reasonable accommodation to transfer to the available the ground floor unit.

Communication with the management company was difficult and the process of moving was challenging, as Jessica needed to update her required eligibility documentation and needed financial assistance to cover move in costs. NWFHA's staff supported Jessica to overcome these barriers, and eventually, she was able to move to the ground floor unit and signed a new lease.

Client: *"I never was the one to STAND UP for myself. If I was rejected, then so be it. Before I met Glenda. I figured everyone was against me, that I wasn't worth helping yet alone help myself. But ever since I called fair housing alliance, thanks to Glenda's help and persuasion I gained confidence and esteem. She did everything in small steps so I could accomplish it and if I were wrong, we'd just move on to the next part until it was done. I couldn't have done it without her! I feel like I have a valuable friend now. And I know I can call her if I need to thank a bunch. Thank you so much for your expertise in housing laws. Please keep helping others like you did to us, it's very much appreciated. This is the first time I didn't back down, and you helped show me I am worth it, and I can do it".*



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