



Success story highlight

IN-PERSON COMMUNICATION

For more than 11 years, Jared proudly called his apartment home. During that time, he enjoyed stability, familiarity, and a strong sense of independence in his daily life. However, recent changes at the property created new barriers for him as a legally blind tenant. Management moved tenant communication to an online portal and upgraded the laundry facilities to a mobile app payment system, making everyday tasks such as receiving notices, communicating with staff, and doing laundry difficult and frustrating.

Jared reached out to Northwest Fair Housing Alliance (NWFHA) and scheduled an in-person appointment. During the meeting, staff listened to his concerns, discussed his rights as a tenant with a disability, and explored possible reasonable accommodations.

With Jared's permission, the Northwest Fair Housing Alliance requested a reasonable accommodation on his behalf, including alternative communication methods and accessible laundry options. As a result, property management became more aware of the accessibility barriers created by the digital-only systems and began working toward more inclusive solutions.

Today, Jared feels more confident advocating for himself and better able to maintain his independence in the home he has cherished for more than a decade.



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 contact:

Northwest Fair Housing Alliance
35 W Main, Suite 250
Spokane, WA 99201
(509) 325-2665
www.nwfairhouse.org