

Craig Tolbert

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Craig Tolbert Fair Housing Policy

Fair Housing Overview

It is Craig Tolbert's policy to prohibit discrimination of any kind in its leasing and management practices as well as in its other business practices. We encourage and support an advertising and marketing program in which there are no barriers to obtaining housing at any community owned or managed by Craig Tolbert on the basis of: race, color, religion, national origin, gender, disability, sex, sexual orientation, height/weight, gender identification, source of income, or familial status (individuals under 18 years of age in the household, pregnant women or individuals in the process of adoption) and any other state and local protected classes..

- It is against our policy to request or consider information about an applicant's race, religion, color, national origin, gender, disability, familial status or state or local protected class unless specifically required by federal or state law or policy for the purposes of qualifying an applicant or resident for their eligibility for benefits or acceptance into a federal or state program.
- Craig Tolbert Associates must not discriminate on the basis of race, color, religion, national origin, gender, disability, familial status or any other state or local protected class against any person who is applying for rental housing or any resident requesting maintenance assistance. Any associate who discriminates against any applicant for any of these reasons may be subject to immediate dismissal and/or penalties and fines imposed by the U.S. Department of Housing and Urban Development (HUD) and or the judicial system

Every leasing office is required to have a Fair Housing poster and Equal Housing Opportunity logo plaque or sign displayed in a prominent location.

In some locations, state and/or municipal laws may be more stringent than the federal guidelines. Each associate is responsible for complying with all Fair Housing regulations and guidelines as well as specific local guidelines addressing additionally protected classes and the number of residents.

If you are notified of a charge being filed against Craig Tolbert, the community or any community associate, immediately contact your Supervisor and document the day, date, time and details of the notification.

It is very important to be consistent in your interactions with prospects, residents or guests of residents. Associates must keep these important guidelines in mind:

- Treat all prospective residents, current residents and guests of residents equally! In general, treat everyone as though they are the most important person that you will interact with that day.



- In your presentations, avoid encouraging any prospective resident to live in a particular area, section or floor of the community. Doing so may be perceived as “steering”, which is prohibited.
- Craig Tolbert will accept all requests for accommodations or modifications and will approve reasonable accommodations or modifications in the physical buildings, rules, policies, practices or services when necessary to provide disabled persons with equal opportunity in the use and enjoyment of an apartment. Craig Tolbert will evaluate all requests for accommodations and modifications in accordance with the requirements set forth in the Fair Housing Amendments Act of 1988.

Policy Regarding Providing Housing and Services to People with Disabilities

A person with a disability (PWD) is defined as a person with a physical or mental impairment that substantially limits one or more major life activities, a person having a record of such impairment or a person who is regarded as having such impairment. This includes but is not limited to recovering alcoholics, mental illnesses and people who are HIV positive.

Our policy is to follow the requirements of the Fair Housing Amendments Act of 1988 and any other federal, state and local laws regarding the rights of persons with disabilities. Federal Fair Housing Laws require housing professionals to consider requests for reasonable accommodations or modifications by persons requesting such a change. You should never ask an applicant or resident, or assume an applicant or resident has a disability. You should never offer to make an accommodation or modification for an applicant or resident.

- It is the responsibility of the PWD to make a request for an accommodation or modification. It is our policy that all requests must be made in writing, using our Accommodation and Modification Request Form. If the PWD cannot or will not complete the form, you must complete the form for them.
- Accommodations and modifications may be made for people with a disability when there is a direct link between the limitation made by the disability and the change that is requested. There must be a nexus between the disability and the need for a change.
- Some disabled individuals rely on “assistive animals” to assist them. Examples include a dog trained to assist a visually impaired person, or an animal trained to pull a wheelchair or carry items. In addition assistive animals can provide the function of companionship. Assistive animals are not pets and should not be referred to as pets or treated as pets as it relates to policy.
- No pet deposit or additional rent / fees will be charged for assistive animals
- Assistive animals will be permitted to accompany the PWD anywhere on the community, including in the pool area

Accommodations and Modifications:

A PWD may need either an accommodation or a modification, or both, in order to have an equal opportunity to use and enjoy a dwelling (including public and common use spaces) or housing services.

An accommodation is a change, exception, or adjustment to a rule, policy, practice, or service that allows a person with a disability to use and enjoy a dwelling, including public and common use areas. For example:

- Providing rental forms in large print
- Providing a reserved accessible parking space near a resident's rental
- Allowing a resident to have a service animal in a "no pets" building
- Permitting a resident who has developed mobility limitations to move to the ground floor.

A modification is a structural change made to a PWD 's living space or to the common areas of a community, which is necessary to enable a PWD to have full use of and enjoyment of the housing. Modifications can include structural changes to interiors and exteriors of dwellings and to common and public use areas. For example:

- Widening a doorway for a wheelchair user
- Installing grab bars in a bathroom
- Lowering kitchen cabinets to a height suitable for a wheelchair user
- Adding a ramp and handrails to make a primary entrance accessible
- Altering a walkway to provide access to a public or common use area.

Request Must Meet Definition of “Reasonable”:

The Fair Housing Amendments Act of 1988 states that we must approve any request for an accommodation or modification that meets the definition of “reasonable”, which is that a request does not create an “undue administrative or financial burden”, does not “fundamentally alter the nature of our business” and is not a “direct threat”. If the request is deemed not reasonable, we are required to offer any alternative accommodation or modification that is available.

What is “Undue Financial and Administrative Burden”?

A request is generally not reasonable if the accommodation would impose an undue financial and administrative burden on us. We will determine on a case by case basis whether a request would impose an undue burden, considering these relevant factors:

- The administrative cost or burden of the requested accommodation in comparison with the administrative cost of regular operation
- Limits availability of our overall resources

- The benefits that the accommodation would provide to the requester
- The availability of other, less expensive alternative accommodations that would effectively meet the requester’s disability-related needs.

Note: If granting the request would interfere with our compliance with historical preservation requirements or other regulatory restrictions, this may be considered in analyzing undue burden.

What is a “Fundamental Alteration in the Nature of our Business Operations?”

A request is generally not reasonable if the accommodation would fundamentally alter the nature of our business operations. If the requested accommodation or modification is not reasonable, we can use the interactive process to explore other alternatives that would address the person’s need and that would be reasonable. [Example: A PWD requests housekeeping assistance. Such a request is not reasonable because housekeeping is outside our normal business services.]

What is a “Direct Threat”?

A request is generally not reasonable if the accommodation or modification would constitute a direct threat to the health or safety of others, or would result in substantial physical damage to the property of others, unless the threat can be eliminated or significantly reduced by reasonable accommodation.

To establish direct threat, we need recent, objective evidence of behavior that puts others at risk of harm. However, we will evaluate all requests for accommodation, even from someone who may be a direct threat or who has caused substantial property damage. In such a situation, the resident would need to present information that steps have been taken to prevent future harm. [Example: A resident with a disability who is considered a direct threat may request a reasonable accommodation during the eviction process by presenting information that s/he has taken steps to prevent future harm. We have a duty to consider the reasonable accommodation request before taking action.]

Who Pays for Accommodations and Modifications?

Accommodations – Fair housing laws require that we absorb accommodation costs that do not amount to an undue financial and administrative burden. Most accommodations are no or low cost. We may not require people with disabilities to pay extra fees or deposits as a condition of receiving a reasonable accommodation.

Modifications – Generally, the PWD will bear the expense of making reasonable structural modifications to a property. However, if the property receives federal funds, the housing provider usually pays, unless there is financial and administrative hardship.

Buildings subject to Fair Housing Act design and construction requirements – the housing provider may be responsible for making modifications that correct accessibility-related deficiencies. (applies only to housing with four or more units, constructed for first occupancy on or after March 13, 1991)

Federally Funded Housing – If housing is federally funded, the housing provider is likely responsible for the costs of modifications as specified in Section 504 of the Rehabilitation Act of 1973.

Restoration to Original Condition:

We may choose to keep modifications in place at the end of the tenancy, and in many cases, these changes enhance the general accessibility of the unit or common area.

At the end of tenancy, the resident is obligated, at the resident's expense, to restore interior dwelling areas to their previous condition only where it is reasonable to do so and where we request the restoration. In general, if the modifications would not affect a subsequent resident's use or enjoyment of the premises, we will not require the outgoing resident to restore the premises to its prior state. We usually will not require that the resident restore modifications made to the exterior of a dwelling, such as ramps to the front door of the dwelling, or modifications made to laundry rooms or building entrances.

In certain limited and narrow circumstances, we may require that the resident deposit money into an interest bearing account to ensure that funds are available to restore the interior of a dwelling to its previous state. The resident is not responsible for expenses associated with reasonable wear and tear

Denying a Request for an Accommodation or Modification

If unsure about the reasonableness of the request, we will consult upper management before denying the request or conditioning approval on an alternative. If honoring the request appears very difficult, time-consuming or expensive, we will inform the requester of the concern and discuss how to identify easier, quicker or less expensive alternate accommodations that may work. In such situations, we will offer the requester the opportunity to amend the initial request. We may consult a local fair housing agency or other expert for technical assistance, accommodation ideas, funding resources, etc.

We will not deny a request for fear that an approval would encourage other people to request similar accommodation. Instead, we will assess each request individually.

The reasonableness of a particular accommodation or modification depends on various factors, including undue financial and administrative burden, fundamental alteration, or direct threat.

Procedure for Processing Requests for Accommodations and Modifications:

We will consider all requests, whenever applicants or residents make them.

Management will consider requests for accommodation or modification made by a person with a disability or by a representative making the request on behalf of and with the approval of the person with a disability.

We encourage written requests for an accommodation or modification, but we accept verbal requests. If the person with a disability does not, or cannot use our request form, management staff should document the request on one of the forms, and give a copy to the person making



the request. We will make sure that the form accurately reflects the person's intended request. We will consider a request even if it was not submitted on our form.

The accommodation or modification must be for a person with a disability.

If management staff knows that someone who makes a request is disabled or if the disability is readily apparent, we will not request written verification of the disability. (see "Verification and Approval" section below)

We do not need to know the details of someone's disability. We do not require the authorization for release of confidential medical records in order to verify a disability.

The need for accommodation or modification must be related to the person's disability.

The PWD's request should describe the accommodation or modification, and explain how it is related to the disability. [Example: a PWD has a mobility limitation and cannot walk long distances, especially when carrying groceries.]

The PWD's requested accommodation or modification must be necessary to meet the disability-related needs of the individual. [Example: the PWD's limitation needs a parking spot close to his apartment.]

The requested accommodation or modification must be reasonable. Before denying any disability accommodation request, obtain approval from management.

When to Request Written Verification Documentation:

The need to obtain verification documentation depends on the obviousness of the person's disability, as well as the connection between the disability and the requested accommodation or modification.

The disability is obvious and the requested accommodation is clearly related to the disability, no verification is necessary. Such requests should be promptly documented and approved. [Example: a blind resident asks for permission for a leader dog.]

The disability is known, but the requested accommodation does not appear related to the disability, we will request only information necessary to evaluate the disability-related need for the accommodation. [Example: a resident known to have a heart condition requests to live with a service animal.]

Neither the disability nor the relationship between the disability and accommodation is clear, we will ask for proof of both. [Example: Someone with no obvious disability asks for an accessible parking space – request that he document both that he has a disability and his disability-related need for the parking.]

We will accept verification from a doctor or other medical professional, or other qualified third party who, in their professional capacity, has knowledge about the person's disability and need for the requested accommodation or modification.

When additional information is necessary, we will notify the person seeking the accommodation what information is needed and offer a reasonable time to provide the

information. If, after a reasonable period of time, the requester fails to provide the necessary information, we will base the decision about the request on the available information.

If we have insufficient information, we may deny the request and inform the requester of the opportunity to submit another request later with more information.

Alternative Accommodations and Modifications:

If the accommodation/modification initially requested is determined not to be feasible or if more than one reasonable accommodation would fulfill the needs of the person with the disability, we will engage in a dialogue with the requester to identify alternatives that may be less costly or administratively burdensome.

- We can offer to move a resident to a different unit in lieu of allowing the resident to make a modification, but we cannot insist on the move.
- We can require that the modification be done according to our design if it is to a common area or an aspect of the interior of the unit that needs no restoration, if our proposed design imposes no additional costs and still meets the resident's needs.
- If we wish the resident to make a modification with more costly materials, in order to satisfy our aesthetic or unique design standards, the resident must agree only if we pay those additional costs. Consult upper management before offering or agreeing to a more costly alternative.

If the initial accommodation/modification proposed by the tenant is determined to be unreasonable and more than one alternative is available, we will offer the change that is less burdensome or expensive and meets the resident's needs. For more information, see the Disability Access Resources booklet available from the Fair Housing Partners of Washington State.

- We cannot require that the resident obtain additional insurance or increase the security deposit as a condition of allowing an accommodation or modification.
- For modifications, we can require that whoever does the work is reasonably able to do so in a professional manner and that all necessary building permits are obtained.
- We cannot insist that a particular contractor perform modifications, but we can require that the contractor be licensed, bonded, insured, etc. (if this is your normal business practice)
- In some situations, our on-site maintenance staff will perform the modifications.

The Interactive Process:

When we receive a request, we will initiate an interactive, good faith dialogue with the requester to assess it and to reach a mutually acceptable solution. If we are uncertain about how to provide a requested accommodation, we will ask the requester to help identify community resources to assist in granting the accommodation. In many cases, the person with a disability knows best what accommodation or modification will meet his or her needs.



We will give the requester the following:

- A letter confirming that we received the request.
- If needed, a letter asking for additional information (such as verification that the person has a disability, that the accommodation is disability-related, or both), with a suggested timeline for providing the information.
- A letter notifying that we have approved the request, that it is under consideration, denied, or granted in a form different from that requested by the person with a disability.

We will document the interactive process, noting those situations in which additional information is necessary.

Time is of the Essence:

We will evaluate each request on a case-by-case basis, in a timely and professional manner.

We have an obligation to provide prompt responses to requests. If we delay responding to an accommodation request, after a reasonable amount of time the delay may be construed as a failure to provide a reasonable accommodation. A resident or applicant may then choose to seek legal assistance or to file a complaint with a fair housing agency.

Confidentiality

Whether in casual conversation or during the interactive process, sometimes a person will reveal information about a disability, medical treatment, or details about tasks a service animal does. We must keep this information confidential and not share it, except:

1. With management employees who need information to make a decision to grant or deny a reasonable accommodation request, or
2. When disclosure required by law (for example, a court-issued subpoena).

It is not appropriate to discuss a resident's disability or accommodations with another resident. [Example: A resident in a "no pets" community who wants a dog asks why another resident has one. The manager should not disclose that the resident has a disability or that the dog is a service animal. Instead, the manager can say "Fair housing laws require us to make exceptions to the 'no pets' rule under certain circumstances" and offer to accept a request for an exception to the rule.]

People Who Are Hard of Hearing, Deaf or Have Speech Disabilities

People with limited hearing ability are "hard of hearing"; those who cannot hear are considered to be "deaf". Generally, those who describe themselves as "deaf" acquired their disability later in life, were mainstreamed in school, and associate with the hearing community. Those who are hard of hearing often communicate in English, and may rely on amplification or hearing devices.



The "deaf" community tends to include those who attended schools for the deaf and use sign language. The deaf community has its own rich culture, full of its own social structures, clubs and organizations, values, and cultural history. American Sign Language (ASL) is an entirely different language from English, with a syntax all its own. People who are deaf generally use ASL as their first language, and may have difficulty speech reading English. Below are some general guidelines when you find you need to communicate with someone that has a hearing disability:

- Get the person's attention before starting a conversation. Move into the person's field of vision or tap the person gently on the shoulder or arm.
- Introduce yourself or show your name badge or business card.
- For a simple interaction, writing notes back and forth is usually okay. Ask the person if it would be helpful to communicate by writing or by using a computer terminal.
- When the exchange of information is complex (medical or legal information, etc.), it may be most effective to communicate through a qualified sign language interpreter.
- Speak directly to the person, not to the interpreter.
- Look directly at the person – face the light; speak clearly and in a normal tone of voice; use short, simple sentences; and keep your hands away from your face.
- Speak slowly and clearly, but do not yell, exaggerate, or over pronounce. Exaggeration and overemphasis of words distorts lip movements, making speech reading more difficult. Try to enunciate each word, without force or tension. Short sentences are easier to understand than long ones.
- Use pantomime, body language, and facial expression to help supplement your communication. A lively speaker always is more interesting to watch.
- Rephrase, rather than repeat, when a person doesn't understand what you said.
- Let the phone ring longer if you telephone a person who is deaf or hard of hearing. Speak clearly and repeat information as needed.
- Use the Telecommunications Relay Service (711) to communicate by telephone.
- In the appendix of this document are more in depth instructions as it relates to utilizing the various services available.

People with Speech Disabilities:

It may be difficult to understand the speech of a person who has had a stroke, is severely hard of hearing, has cerebral palsy, uses voice prosthesis, or has a stammer or other type of speech disability. Below are some guidelines when you find you need to communicate with someone that has a speech disability:

- A quiet environment makes communication easier.
- Concentrate on what the person is saying; focus on listening and communicating. Give the person your full attention. Be patient and take as much time as necessary.
- If you do not understand something, don't pretend that you do. Ask the person to repeat what was said, and then repeat it back for verification.
- Ask the person if writing is acceptable as an alternative means of communicating.
- Ask questions that require only short answers or a nod of the head.

- Do not interrupt the person or attempt to finish sentences. If communication remains difficult, ask permission to try to finish sentences or clarify ideas. If you and the person cannot work out a communication difficulty, ask if someone can assist in facilitating the conversation.
- If you find you cannot communicate effectively on the telephone with a hearing person who has a speech disability, consider using the Speech-to-Speech Relay Service (1-877-833-6741).
- In the appendix of this document are more in depth instructions as it relates to utilizing the various services available.

General Fair Housing Policy, Procedure and Practices

1. Documentation Requirements

The Fair Housing Act and its Amendments require consistency in all dealings with applicants and residents. Associates must create and maintain sufficient documentation to show that all applicants are treated alike and that decisions regarding applicants are made in the same manner.

The following documents/records (if collected) should be kept on file in the office for a minimum of five (5) years:

- 1) Guest cards and/or a traffic log, including *all* of the following information, should be completed for *all* prospects:
 - Date and time of prospect's visit to your community
 - Prospect's name, address and telephone number
 - Type of apartment desired
 - Apartment(s) shown
 - Proposed move-in date
 - Prospect's response to apartments shown
 - List of quoted rates, deposits, specials or concessions
 - Outcome of visit (i.e., did the prospect lease? If not, why?)
 - Follow-up attempts
- 2) Credit reports for *all* rental applicants
- 3) Employment references for *all* rental applicants
- 4) Current and previous rental histories on *all* rental applicants
- 5) Copies of *all* correspondence mailed to prospects (copies of *all* correspondence with current residents should also be maintained and filed in the resident's file)

- 6) Resident Selection Criteria, which must be signed by all applicants
- 7) Written requests for reasonable accommodations and modifications – all requests must be documented in writing on our request form.

2. Craig Tolbert Occupancy Standards Policy

To comply with the Fair Housing Act Amendments of 1988 and the Keating Memorandum, Craig Tolbert has adopted an occupancy policy allowing two persons per bedroom plus one additional person. Our policy is based on the number of persons in the household and is not contingent on the age(s) of any occupants.

Type of Apartment	Maximum Occupancy
Studio	Up to two persons
One Bedroom	Up to three persons
Two Bedroom	Up to five persons
Three Bedroom	Up to seven persons

3. Craig Tolbert Operations Best Practices:

Remember that “one size doesn’t fit all” – we are responsible for treating each person as an individual, and interacting with them based on their specific, unique situation and circumstance - not personal attributes that don’t relate to whether or not they meet our qualifying standards.

Working with Prospects:

The Initial Contact:

- When asking about number of occupants, ask about people, not adults and children (unless you are leasing at a Senior Living community). Your occupancy standards are based on the number of people, not their ages.
- Don’t discourage a visit, even if the prospect is not qualified. Once you have explained your qualifying standards to a prospect, it’s up to them to decide if they want to visit your community, take a tour and complete an application.
- When responding to information requests that come in by phone, email, internet, make certain that you maintain consistency in the time frame and manner in which you respond. Check to see if your company has a policy about how much time you have to respond to a request, and if you have templates for different types of inquiries that you can personalize to the customer.
- Remember that different cultures have different customs and a phrase or gesture (of



lack of) might mean different things to different people. It is quite possible for someone to mistake our lack of knowledge about their customs as discrimination – or disrespect, which is equally undesirable. Generally speaking, it is appropriate to rise when greeting customers, smile, make eye contact and inquire about the purpose of their visit.

The Tour:

- Do not discourage a tour (or an application), even if the prospect is not qualified. Once you have explained your qualifying standards to the prospect, it is up to them if they want to tour and/or submit an application.
- Have a defined tour route that you use for each prospect. If the prospect doesn't want to see something – the pool, tennis courts or whatever – make a note on the guest card and skip that part of the tour.
- Let the customer steer you – do not steer the prospect. It is a best practice to show the same apartments to each customer until the particular apartment is leased. For example, when you have a couple of market-ready two bedroom apartments, each customer who requests a two bedroom apartment should be shown these apartments until the apartment is leased.
 - If one of the apartments is on the first floor and the other apartment is on the third floor in a non-elevator building, and the customer only wants to see first floor apartments, it's fine to show only the first floor apartment – that is an example of the customer steering you, which is legal.
 - If the customer is in a wheelchair and you decide to show only the first floor apartment, which would be an example of you steering the customer, which is illegal.
- Show every prospect the same apartments within the style and size they requested. As shown in the example above, it is up to the customer, not us, to determine what they want to see in terms of size, view, floor, price, etc. Even seemingly helpful, benign advice could be misconstrued as steering. In the absence of a specific request from the customer about a particular floor, view, price, etc., show each customer the same apartment within the size/style requested.
- Document which apartments were shown on the prospect's guest card. Avoid using abbreviations or "codes" as they could be misconstrued; simply note which apartments were shown and also anything else that occurred on the tour regarding deviations from your tour route.

The Application:

- Don't discourage anyone from submitting an application, even if you're 100% certain that the application will be denied. The best way to offer an equal opportunity to lease is to give each prospect a copy of your qualifying standards and make certain that they read and understand the standards. After that, it is up to the prospect to determine if they want to submit an application to lease; we should not encourage or discourage them.



- Every applicant should be offered the same pricing, terms and conditions for each apartment home. If there a price special is being offered, it should be a price special for a particular apartment, and not based on the person.
- If your policy requires a follow-up phone call, post card or thank you note, follow-up with everyone and within a standard time period. If you place the follow-up phone call with everyone within 30 minutes of their visit, you should do that with everyone unless circumstances prevent it – in which case you should document what happened to delay the call.

Lease Application and Approval Policies and Procedures

Resident Qualification

- Qualification for residency at any Craig Tolbert Apartment community is contingent upon an applicant’s ability to provide evidence of satisfactory credit worthiness against our established Resident Selection Criteria.
- We may solicit references from the applicant’s previous landlords
- Confirm employment status and/or income
- Check criminal history for felonies, sex offenders and FBI “most wanted list”
- Verify social security number on all applicants
- Require original government issued photo identification documentation for each adult applicant.

An applicant may not be approved for residency if the results of the investigation into credit worthiness fail to meet established criteria. Approval criteria may change from time to time. Current approval criteria are specified in the Resident Selection Criteria.

Applicants for residency must be provided and must sign the Resident Selection Criteria at the time of application. The Resident Selection Criteria should also be visibly displayed for all prospects and guests.

Applicants for residency may be rejected for failing credit worthiness criteria. Applicants may *not* be rejected for residency based on being a member of a protected class. It is each associate’s responsibility to comply with all Fair Housing Amendment guidelines as well as specific local guidelines addressing the number of residents and age restrictions.

Types of Applicants

An Application for Residency must be completed by all prospective residents as follows:

Applicant	Conditions/Guidelines
Individual Adults	Legal adult status varies by state, but is usually 18 years of age. NOTE: The reason for categorizing adults and children by legal age is for purposes of law. Minors generally cannot be bound by contracts and therefore are not accepted for residency.
Married Adults	Married couples are required to fill out separate applications.



Roommates	Roommates are required to complete separate applications.
Minor Residents	To be considered for residency, minors (<i>such as students</i>) should have an approved adult co-signer who is legally responsible for the actions of the minor.
Minors	Occupants (<i>who are not legal adults</i>) residing with a parent/guardian do not need to fill out an application, but must be listed as an occupant on the application of the parent / guardian.
Co-signers	The co-signer must complete an application and qualify as to income and credit. The co-signer must sign the lease assuming responsibility for its terms. If cosigner lives out of town, a signature of a faxed copy of the application and lease will suffice as long as a hard copy follows by mail. Send a separate lease with “duplicate counterpart of lease for signature by co-signer” typed on the top. Request its prompt return. Both of these original documents must be notarized. Co-signers need to fully understand that they are accepting all the responsibilities of the lease with none of the rights that are granted.
Associate	Associates who lease at a Craig Tolbert community must complete an Associate Addendum to Lease. No salary information should be given on the application. The associate’s tenure and position must be verified with the Payroll Department.

Credit Worthiness

Credit worthiness is evaluated on a statistically scored model. Consumer Credit reports are not to be reviewed by associates of Craig Tolbert. The first step made when verifying an application is to request a decision through the screening company your community utilizes using your community’s member number. This must be completed immediately after taking the application as we give conditional approval at the time of application.

The credit screening company will provide one of the following outcomes:

- Approved – This decision means that as long as the other all other criteria are met and the community manager signs the approval, this applicant is qualified to live at the community
- Approved with Conditions – The conditions will be outlined by the credit screening company. (i.e., additional security deposit)
- Declined Guarantor Allowed – This applicant is declined but could provide a qualified guarantor
- Declined- This applicant is denied to live at a Craig Tolbert community
- Unable to Render a Decision – Although this decision is rare, it would indicate that the associate should refer the file to the regional manager for further processing which will include third party verification of credit, rental history and income



Criminal Background Check

Each applicant must sign the authorization to check criminal background. Approval will be based on the community's qualifying criteria via the screening organization.

Income/Employment Verification

Ensure all necessary employers are listed, including phone numbers and dates of employment. Employment will be verified on the basis of longevity in conjunction with the income-to-rent quotient as specified in the Resident Selection Criteria.

Employment/ Income History	Guidelines
Currently Employed	Two recent paycheck stubs should be provided by the applicant to verify income. Insure that the pay stub indicates number of hours worked and the pay period when annualizing the income for qualification.
Self Employed	Applicant must furnish a copy of his/her most recent W-2 form or 1040 form for the file.
Seeking Employment	Request a copy of the most recent 1040 form (show all sources of income for the previous year) and provide qualified guarantor.
Retired	Provide proof of recurring income or assets that exceed annual rent amount by 3 times.
Income below the 3 times standard.	Guarantor Required.
Student	Show original school documentation of the student's enrollment for the current semester and if student does not meet income requirements require qualified guarantor.
Corporation	<p>If a corporation is leasing an apartment, each adult occupant should complete an application. In addition, the corporation will need to submit a notarized letter on the corporation's letterhead accepting responsibility for the lease. Included in the letter should be the name of the person authorized to sign the lease or letter of responsibility. This letter should be placed in the lease file. The lease should be in the name of the corporation and the officer authorized to execute the documents.</p> <p>When a corporation applies for a lease, a Dun & Bradstreet report should be run on the corporation. If there is no Dun & Bradstreet available, the individual signing on behalf of the corporation must go through the approval process. The corporation must complete an application.</p>

Non-Citizen Applicant

The responsibility for helping to obtain the necessary information from a foreign country falls on the applicant. The same requirements for residence, employment and bank information apply. For credit history, the following options apply:

- If no credit, rely on local personal reference
- If no credit and no job, a co-signer is necessary

Any information indicating questionable financial stability or any misleading information supplied on the application must be brought to the attention of the Community Manager immediately.

Require that INS form I-94, Arrival-Departure Record, be accompanied by a passport and visa from the applicant's home country. Identification requirements:

- Form I-551 – Permanent Resident Card
- Form I-688 – Temporary Resident Card
- Form I-688A – Employment Authorization Card, or
- Any INS replacement of any of these three

Reviewing the Application

The leasing consultant accepting the application is responsible for reviewing the application for completeness. All blanks must be filled in. Should a blank not apply to your community or applicant's situation, it must be designated as "N/A".

Personal Information

Ensure that the applicant's full *legal* name, social security number, date of birth, drivers' license number and marital status are provided. Nicknames cannot be used for running credit checks or on lease paperwork.

Signature Requirements

Review the last portion of the application with the applicant before having him / her sign the agreement. These paragraphs explain its terms and clearly outline the Non-Refundable Fees and required Security Deposit procedure.

Applications must be signed by the applicant(s) in order to legally permit verification of the information and to run credit checks. The signature must include the given first name, middle initial and last name, i.e., "Brittany K. Spears". An individual application must be signed by the applicant. All applicants must fill out an application independently.

Once an applicant has completed all paperwork, give a copy of the application and Welcome Home letter to explain utility and miscellaneous move-in information.

Pet Information

The pet section of the application must indicate whether or not the applicant has a pet. If the applicant owns a pet, a description and weight of the pet are required to ensure the pet falls within community guidelines.

A pet deposit is required for each pet. In addition, a non-refundable pet fee is required to cover expenses associated with pet habitation (extermination, carpet and/or odor problems, etc.). Refer to the most current “Fee Listing” for deposit and fee amounts for your sub-market.

In some cases, your Regional Manager might implement a “No Aggressive Breeds” policy. Dog breeds not allowed are Rottweiler, Doberman, German Sheppard, Pit Bull and Chow. Your AVP may have additional pet regulations such as no reptiles or pot bellied pigs.

Deposits and Fees

The Application Fee is a *required* fee and the reservation deposit is a *required* deposit that reserves an apartment until the expected move-in date. The amount of the fee and deposit is must be documented in writing in the Leasing Office and disclosed to every applicant prior to allowing them to complete an application. The fee and deposit amounts may vary for particular communities; refer to the most current “Rent and Policy” summary for amounts. This list will include all required deposits and fees and the amounts as predetermined for your sub-market. This list will be made available to all associates engaged in leasing activities.

IMPORTANT: Give the applicant the copy of the completed and signed application as a receipt for the Reservation / Application Deposit.

Cancellation of the Applicant

If the prospect cancels application before move-in...	Then...
Within 72 hours of placing the deposit	The entire deposit is refunded, except for the non-refundable administrative fee.
After 72 hours of placing the deposit ...	No amount is refunded unless the resident has been rejected. If rejected, all deposits are refunded except the Application Fee which is retained by management.

Priority Deposit

A Priority Deposit places the applicant on the Priority Deposit List and gives the person first option on any apartments that he/she has expressed an interest in as they become available. The procedure is as follows:



- **Priority Selection**-Applicants on the Priority Deposit List are the *first to know when an apartment style of their preference becomes available. The monthly rent is guaranteed at the rate listed below with a “Best Price Guarantee” which means that if we are offering any better incentives at the time of assignment, that the applicant will receive the best price.
- **Requirements**-A standard rental application must be completed by all applicants. An application fee will be collected from the applicant. Applicants will be asked to select an apartment style and desired move-in date. One person must be selected as the contact person and only that person will be the spokesperson for that group. We will contact only that person when offering an apartment.
- **Approval**-All applicants on the priority wait list will be pre-approved. The application process includes a credit evaluation, verification of employment and income. If an application is denied for any reason, or applicant chooses to remove him or herself from the waiting list, the application fee will not be refunded.
- **Notification**-One applicant will take responsibility for the others to be the contact person. That person will need to provide the community with home phone numbers, cell phone numbers and/or e-mail address. Applicants may contact the Leasing Office at any time to inquire about the status of the application.
- **Acceptance**-Upon notification, applicants will have 24 hours to decide if they want the apartment before it will be offered to the next person.
- **Rejection**-Applicants that reject two apartments will automatically forfeit any and all fees paid.

Working with Residents:

- Remember that fair housing applies seven days a week, 24 hours a day, and 365 days a year. It’s likely you will see your residents while you are both out and about, perhaps in the grocery store or at the mall. And if you live at the apartment community where you work, chance meetings off-site are almost guaranteed! A best practice is to never say or do anything while in the presence of a resident off-site that you wouldn’t say or do if both of you were in your office. Never assume you’re “off the record” – you’re not.
- Enforce all rules equally and consistently. “Equal treatment” means no preferences: everyone is given an equal opportunity to use and enjoyment of their apartment home and the community amenities and facilities within the community rules you have established.
- Take all complaints seriously

Working with Everyone:

- Attitude is everything and disrespect (unintentional due to cultural ignorance or just not paying attention) can easily be mistaken for discrimination. Pay attention and be 100% committed to helping everyone you interact with.
- Do not make exceptions to any of your policies and procedures without the express permission of your supervisor.



Appendix 1:

Fair Housing Questions and Answers

Always ask your Supervisor for guidance if you are unsure of how to act in any situation. These questions and answers are offered as a guide for commonly encountered situations.

Can an apartment community provide and advertise for housing for senior citizens?

Yes. if the community is a senior living community as defined in the Housing for Older Persons Act (at least one resident 55 years old or older living in 80% of the homes or at least one resident 62 years old or older in 100% of the homes).

When advertising, do we have to use the Equal Housing Opportunity logo? Does this law affect our advertising in other ways?

Yes. You should always display the Fair Housing poster in your office, and you should always use the Equal Housing Opportunity logo in your advertising. It should be clear, bold type and of a size at least equal to the largest of any other logos used in the advertisement.

When providing locations in your advertisements or on the phone, *do not* use landmarks that could leave the impression that you prefer to lease to certain groups of people. For example, do not use churches, synagogues or private clubs as landmarks.

What can we do to avoid the risk of being accused of discriminatory housing practices?

Be consistent! The key is to treat all individuals equally. Questions asked of one applicant should be asked of *all* applicants. Application requirements for one person must be the same for all, and policies must be applied consistently and uniformly. For example, if you send a letter to one resident because his/her pet is over the size limit, then you must send a similar letter to *all* residents with oversize pets (*of which you are aware*).

Think of all people as “individuals.” For example, do not refer to the fact that there are two children and two adults in apartment #210. Rather, refer to the fact that there are four people in apartment #210.

Do not “steer” people towards a certain area of your community. For example, you should not try to lease a prospect an apartment by the playground and not one by the highway just because he/she has a child. Suggesting that a prospect live near the playground because he/she has a child could be considered steering. Therefore, that decision must be made by the prospect.

Are we required to lease to people with children?

Yes. *All* people should be treated equally, regardless of age or familial status.

How many people do we have to let live in an apartment? Must we allow families with several children or several college students who are roommates to lease a small apartment?

Two people per bedroom is presented to be reasonable, however this policy can be

challenged or modified by zoning laws, the size of the apartment, ages of children or other factors as determined by the Regional Manager for the community. The occupancy standards are predetermined according to the number of bedrooms and *must* be applied uniformly.

NOTE: *Should occupancy levels be established by zoning laws or HUD policies, Craig Tolbert's policies will be amended to be in full compliance and associates will be so advised.*

If someone without children does not want to be near families, can we exercise resident placement?

No. Legally, we cannot choose someone's neighbors. Therefore, it is best to show a prospect the various apartments that you have available and allow the prospect to choose the apartment desired. Craig Tolbert does not track information as to where specific types of people are living within the community. If a prospect asks you where children are located on the community, you should reply that "you are unable to answer this question, as compiling this data would be a discriminatory housing practice."

What if we have apartments located near structures that could be considered dangerous for children? Can we direct prospective families to other areas of the community?

No. The intent of the law was not to affect the liability of the owner/manager. Certainly, where reasonable, precautions to protect *all* residents should be taken. Where other precautions are not practical, signs are recommended to alert residents to the situation. For example, signs stating "No Swimming Allowed" should be posted around lakes on the community. The ultimate decision on which apartment to lease should rest with the prospect. Our responsibility is to offer all apartments, along with pertinent facts concerning the community, to all prospective residents.

Can we limit the use of amenities by children?

No. The owner/manager is allowed to establish reasonable rules and regulations based on the health and safety of children. However, you should *not* attempt to develop rules using safety as a disguise for restricting children from using a specific amenity. For example, you may require children under age 14 to be accompanied by an adult when using pools or fitness equipment. You may not, however, designate certain hours for adult use or for family use. If the amenity is open for use, it is open for use by *all* residents who follow our established posted rules.

Can the apartment community establish higher deposits or charges for families or individuals with a disability?

No. *All* groups and individuals must be treated equally.

If we lease to a person with a disability, may we ask how he / she plans to manage? For example, may we ask a blind person how he / she plans to cook, or ask a paraplegic how he/she plans to maneuver the stairs to get to the second floor apartment that he/she wants?

No. You may not ask any question to a person with a disability that you would not ask to a person who does not appear to be disabled.



Does the apartment community have to remodel an apartment for a person with a disability?

No. However, the apartment community must allow a person with a disability to make, at his/her own expense, reasonable modifications to the interior of the apartment. It is the responsibility of the community owner/manager to make reasonable modifications to the common areas to allow the resident full enjoyment of the apartment and its amenities. Examples include adding ramps, handicapped parking signs, widening sidewalks, etc. Please remember these general guidelines concerning renovations to an apartment occupied by a person with a disability:

- 1) Any proposed changes must be approved in writing by the Regional Manager prior to any work being performed
- 2) An interest-bearing escrow account may be established in limited situations to ensure that money will be available upon move-out to return the apartment to its useable condition. Your Regional Manager will make this determination prior to any modifications being made
- 3) Only the interior of the apartment must be returned to its useable condition by the resident, and only those changes which would affect a new, non-disabled resident's enjoyment of the apartment must be restored. For example, it would be acceptable to require the resident to remove grab bars from a bathroom at the resident's expense, but not to remove any studs which were installed in the walls to provide support for the grab bars. It is reasonable to require the resident to return counters to normal height, but would not be reasonable to ask him / her to restore door frames that had been widened for handicapped access
- 4) The apartment community can require a reasonable description of the proposed modifications, that all work will be performed in a workmanlike way and that all permits required are obtained by the resident and contractor. The apartment community can ask for proof of insurance from a contractor, but cannot insist that a certain contractor perform the job
- 5)

If someone asks, "What kind of people live here", how do we respond?

We lease to all persons who meet our qualifying criteria.



Appendix 2:

Communicating with People with Speech and Hearing Disabilities

Hearing disabilities may occur at any time in a person's life, and hearing abilities vary widely. Some are born with no hearing, while others lose it gradually over time. Whether a person has a memory of sound can make a difference in the way they experience language, including written language. Do not be surprised if a person who is Deaf or hard of hearing uses words differently. Remember, sign language may be their primary language, and English a second language.

Deaf and hard of hearing people communicate in different ways, depending on several factors – age at which deafness began, type of deafness, language skills, speech abilities, personality, intelligence, family environment, and educational background. Some people are more easily understood than others. Some use speech or writing only, or a combination of sign language, fingerspelling, and speech or body language and facial expression.

Communication Strategies:

You can communicate in several ways. Most Deaf and hard of hearing people have successfully navigated a "hearing world" for years and are willing to help facilitate communication. The key is to find out which combination of techniques works best with each person. Keep in mind that it is not how you exchange ideas, but that you do.

For someone who primarily uses sign language, use these guidelines for service when the communication will be short, simple and straightforward. If the information being conveyed

is more complex, is of longer duration or is about legal matters, you may need to engage the services of a sign language interpreter. For more information, see the section titled "Using a Sign Language Interpreter".

Written Communication:

Ask Deaf or hard of hearing people if they prefer written communication – don't assume that this is the preferred method. When using written communication, take into consideration their English and writing skills. If the person is Deaf-blind, use a black felt-tip pen so letters are dark and thicker for greater readability.

Keep your message short and simple. Establish the subject area, avoid assumptions, and make your sentences concise. It is not necessary to write out every word. Short phrases or a few words often are sufficient to convey the information. Use both "yes and "no" questions and open-ended questions to ensure a response that allows you to see if the person understood your message.

TELECOMMUNICATIONS RELAY SERVICES

Some people with disabilities (those who are Deaf, Deaf-blind, hard-of-hearing, or speech disabled) may find voice-to-voice telephone communications inaccessible or ineffective. Under the Americans with Disabilities Act (ADA), all states are required to have certain relay services

available.

The federal Fair Housing Act, local fair housing laws, and other disability access laws require housing providers to make reasonable accommodations in rules, policies, practices, or services, when such accommodations may be necessary to afford people with disabilities an equal opportunity to use and enjoy a dwelling. In some cases, a housing provider will need to communicate with some people via a telecommunications relay service.

Deaf TTY users have a broad range of English skills and for many, English is their second language. Some may use what seem to be awkward phrases, or "telegraphed" thoughts and ideas without using Standard English grammar, syntax, or sentence structure. The CA is trained to make the call as conversational as possible, so the TTY user's words will be spoken to you in Standard English order to help ensure clear communication. Take care to be respectful and try to avoid jargon and use language that the caller will be able to understand — "simplified English."

There are several types of relay services:

- TTY, Voice Carry-Over (VCO), and Hearing Carry-Over (HCO): one of the parties to a call uses a TTY.
- Speech-to-Speech (STS): one of the parties to a call has a speech disability.
- Video Relay Service (VRS): one of the parties to a call uses sign language, communicated by camera.
- IP Relay: is accessible through the Internet rather than a TTY or telephone, allowing users to communicate by text.

Relay services are available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed. There is no additional cost for the service; calls are billed at regular rates, and long distance rates are charged. This valuable tool gives people who have TTYs and those who do not the opportunity to communicate effectively via telephone.

A Relay Service call will likely take a bit longer than a standard telephone call. Be sure to set aside sufficient time for your call. Calls with TeleBraille users may take longer than the average Relay Service call. The TeleBraille unit works like a TTY but uses a refreshable Braille display that takes longer to read than a visual TTY text display. Be patient if the person you are calling takes a little longer to respond.

SPEECH-TO-SPEECH SERVICE (STS)

Individuals with disabilities that affect the clarity of their speech may have difficulty being understood in standard telephone conversations, particularly if the callers are not well known to each other. Speech-to-Speech (STS) users may have Parkinson's disease, cerebral palsy, multiple sclerosis, ALS, muscular dystrophy, or are people who stutter, have had a laryngectomy, or use speech synthesizers. STS provides an intermediary "communication assistant" (CA) to facilitate effective telephone conversations. STS CAs are trained individuals familiar with many different speech patterns and language recognition skills, and re-voice the person's words exactly and clearly.

IP Relay Service

Internet Protocol Relay Service allows persons with a hearing or speech disability to use Telecommunications Relay Service through a computer or web-enabled device to communicate through the telephone system with hearing persons.

How IP Relay Service works

IP Relay is accessible through the Internet rather than a TTY or telephone, allowing users to communicate by text.

Unlike traditional TRS - where a TTY user contacts a TRS center via telephone lines and a communications assistant calls the receiving party via voice telephone - the first leg of an IP Relay call goes from the caller's computer or other Web-enabled device to the IP Relay Center via the Internet, usually through a webpage interface. The second leg of the call, as with traditional TRS, is from the communications assistant to the receiving party via voice telephone through the public switched telephone network.

There are no additional costs to consumers for IP Relay beyond a computer or Web-capable device and an Internet connection. IP Relay service providers are compensated from the Interstate TRS Fund, which the FCC oversees.

10-digit geographic numbers

Users must register with an IP Relay provider to receive a ten-digit geographic number from which they can make or receive calls. The ten-digit number enables location information to be included with calls to 911 operators, helping them route calls to the nearest emergency services providers.

Benefits of IP Relay

There are several consumer benefits of IP Relay:

- Availability – IP Relay is available to anyone who has access to the Internet via a computer or Web-capable telephone or device.
- Convenience – Consumers do not need to use a separate TTY, nor must they log off the Internet to use a TTY telephone line. IP Relay lets consumers make relay calls even when there is no TTY handy. IP Relay permits much faster typing and allows users to see much more of the conversation on their computer screens than they can see with a TTY LCD window and also allows users to print out and save conversations.
- Multiple Calls – IP Relay users can initiate multiple calls simultaneously, make conference calls or browse the Internet while making a call.
- Quality – Call transmission may be faster via IP Relay than TTY.
- Multivendoring – Like users of most other telecommunications services, users can choose from multiple IP Relay providers that compete for consumers, enhancing competition for improved service quality.

Appendix 3: Request Form Sample

Accommodation & Modification Request Form

Section 1: To Be Completed By Person Requesting the Accommodation or Modification

Name: _____ Date: _____

Address: _____

A. General Information

An individual with a disability has the right to receive a reasonable accommodation or modification if it is necessary for the person to have an equal chance to live in the housing, use the facilities and take part in programs offered at the housing site.

Reasonable Accommodation: Change in a normal policy or practice that is necessary because of a person's disabilities to enable the person to fully use and enjoy the housing.

Reasonable Modification: Alteration to the physical structure of the housing unit or overall property that is necessary for the person with a disability to fully use and enjoy the housing.

B. Disability

Do you have a mental or physical disability that limits one or more major life activities?

Yes

No

C. Description of Needed Accommodation or Modification

Explain the reasonable accommodation or modification that you need: *(Be as specific as possible)* _____

D. Necessity of the Requested Accommodation or Modification

Why is the requested accommodation or modification **necessary** because of your disability? _____

E. Verification

Please indicate the name and contact information for a treating doctor, therapist, social worker or other health care professional that can verify that you have a qualifying disability and that the requested accommodation/modification is necessary because of your disability. *(This information is not necessary if the disability and the needs for an accommodation or modification are readily observable.)*

Professional's Name: _____

Professional's Address: _____

Professional's Contact Number: _____

E. Submitting the Reasonable Accommodation or Modification Request

The completed Reasonable Accommodation and Modification Request Form should be submitted to the Leasing Office of your apartment community. If you want to submit your request in some other way, please contact the Leasing Office of your apartment community for the information that you need.





F. Process for Considering the Reasonable Accommodation or Modification Request

After receiving your reasonable accommodation or modification request, the Buy the Book Management will give you an answer within 15 business days, unless there is a problem getting the information we need or unless you agree to a longer time. We will let you know if we need more information or verification from you or if we would like to talk to you about other ways to meet your needs.

If we turn down your request, we will explain the reasons. You can give us more information if you think that will help. We will try to work with you to find a way to accommodate your needs.

G. Confidentiality

All information you provide will be kept confidential and be used only to help you have an equal opportunity to enjoy your housing, the common areas, and programs offered on site.

E. Authorization

To any and all third party verifiers or interested parties, this is my authorization to release information as related to my disability and the requirements thereof to the above captioned company.

Resident Name (printed)

Resident Signature

Date



Appendix 4: Verification Form Sample

Disability Verification Request

I

Fair housing laws allow an individual who has a physical, mental, or sensory disability to request that a housing provider grant him/her a reasonable accommodation (a change in rules, policies, or practices) or reasonable modification (a structural change to a dwelling). Once an applicant or resident has made a request, a housing provider may ask that the person obtain written verification of disability and/or verification of the need for the accommodation, if not obvious or known.

Verification of disability or need may come from a medical professional, peer support group, non-medical service agency, or a reliable third party who is in a professional position to have knowledge about the person's disability and/or need for accommodation. The verification should state that the person meets the fair housing definition of disability and that the requested accommodation is necessary and disability-related.

The attached request for accommodation or modification will serve as the release of information for the below captioned individual.

To Be Completed By Healthcare Provider or Other Qualified Individual

1. Is this person disabled as defined by the Fair Housing Amendments Act of 1988, "having a physical or mental impairment which substantially limits one or more major life activities"? (The term "major life activity" means those activities that are of central importance to daily life, such as seeing, hearing, walking, breathing, performing manual tasks, caring for one's self, learning, and speaking.)

Yes No

2. Is an accommodation, because of said disability, "necessary to afford the resident equal opportunity to use and enjoy" the apartment/facilities?

Yes No

3. What accommodation is needed? Please describe: _____

Name of Person Supplying the Information

Relationship with Person Making Request

Title of Person Supplying the Information

Type of License or Other Qualifications

I CERTIFY THE ACCURACY OF THE INFORMATION LISTED AND WOULD BE WILLING TO TESTIFY TO ALL ABOVE.

Signature

Date

Witness

Date



Appendix 5: Request Log Sample

Request for Reasonable Accommodations and Modifications Log

Request Number	Property Name	Requestor Name	Date Received	Date Acknowledgment Sent	Date Additional Information Requested	Date of Decision Notification	Resolution (Approved, Denied, Alternative)	Notes

