



## **Reasonable Accommodations and Modifications for Residents and Applicants with a Disability**

NDC Asset Management is committed to providing equal housing opportunities for all applicants and residents. We comply with the Fair Housing Act, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA), and all applicable state and local fair housing laws.

We recognize that individuals with disabilities may require reasonable accommodations, reasonable modifications or possible alternatives to have an equal opportunity to apply for, live in, and enjoy their housing. NDC Asset Management is committed to reviewing all requests promptly, fairly, and confidentially through an interactive process.

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### **What is a Reasonable Accommodation?**

A **reasonable accommodation** is a change, exception, or adjustment to a rule, policy, practice, or service that enables a person with a disability to have an equal opportunity to use and enjoy their home.

### **Examples of Reasonable Accommodations**

- Allowing an animal assistance (service animal or emotional support animal) in a community with a "no pets" policy.
- Providing an assigned accessible parking space near a resident's apartment.
- Permitting a live-in aide when necessary because of a disability.
- Providing notices or documents in large print, electronic format, or other accessible formats.
- Allowing an alternative method of communicating with management because of a disability.
- Adjusting policies or procedures when necessary to provide equal access to housing.
- Granting flexibility with certain administrative procedures when necessary because of a disability.

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### **What is a Reasonable Modification?**

A **reasonable modification** is a physical or structural change to an apartment or common area that enables a person with a disability to fully use and enjoy the housing.

### **Examples of Reasonable Modifications**

- Installing grab bars in bathrooms.
- Installing wheelchair ramps or threshold ramps.



- Installing lever-style door hardware.
- Installing visual doorbells or flashing smoke and fire alarms.
- Other structural modifications that improve accessibility based on an individual's disability-related needs.

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**How to Request a Reasonable Accommodation or Modification** - Applicants and residents with questions or may request a reasonable accommodation or reasonable modification at any time. Requests may be submitted:

- **By email:** [504@ndcasset.com](mailto:504@ndcasset.com)
- **In writing** to your Property Management Office
- **Verbally** to your Property Manager or Management Office

Requests do not need to be made on a specific form, although a request form may be available upon request. If the disability or disability-related need for the requested accommodation or modification is not readily apparent, NDC Asset Management may request reliable disability-related information as permitted by applicable law.

Each request is evaluated individually. NDC Asset Management will engage in an interactive process with the applicant or resident to determine an appropriate reasonable accommodation, modification, or agreeable alternative. NDC will allow reasonable modification to the physical premises when necessary to afford a person with a disability the equal opportunity to use and enjoy a dwelling, so long as the requested modification does not pose an undue burden to the property. All decisions will be made in writing.

All requests including medical information will be kept confidential unless disclosure is required by law.

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## **Fair Housing Resources**

### **New York**

Any person who believes a request for a reasonable accommodation or reasonable modification has been unlawfully denied or unreasonably delayed may contact the **New York State Division of Human Rights** at (844) 697-3471 or submit a complaint through [www.dhr.ny.gov/complaint](http://www.dhr.ny.gov/complaint). A complaint generally must be filed within **one (1) year** of the alleged discriminatory act.

### **New Jersey**

Any person who believes a request for a reasonable accommodation or modification has been unlawfully denied or unreasonably delayed may contact the **New Jersey Division on Civil**



**Rights** at [www.NJCivilRights.gov](http://www.NJCivilRights.gov) or 1-866-405-3050. A complaint must be filed within **180 days** of the housing provider's denial of the accommodation request.

### **Pennsylvania**

Any person who believes a request for a reasonable accommodation or modification has been unlawfully denied or unreasonably delayed may contact the **Pennsylvania Human Relations Commission (PHRC)** at 717-787-4410 or [www.phrc.pa.gov](http://www.phrc.pa.gov). A complaint must be filed within **180 days** of the alleged discriminatory act.

### **Maryland**

Any person who believes a request for a reasonable accommodation or modification has been unlawfully denied or unreasonably delayed may contact the **Maryland Commission on Civil Rights (MCCR)** at 410-767-8600 or [mccr@maryland.gov](mailto:mccr@maryland.gov). Complaints alleging housing discrimination generally must be filed within **one (1) year** of the alleged discriminatory act.

### **U.S. Department of Housing and Urban Development (HUD)**

Any person who believes a request for a reasonable accommodation or modification has been unlawfully denied or unreasonably delayed may contact the **U.S. Department of Housing and Urban Development (HUD), Office of Fair Housing and Equal Opportunity (FHEO)**:

- Online: <https://www.hud.gov/reporhousingdiscrimination>
- Phone: 1-800-669-9777
- By mail to the appropriate HUD Office of Fair Housing and Equal Opportunity.

A complaint generally must be filed within **one (1) year** of the last alleged discriminatory act.

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### **Our Commitment**

NDC Asset Management is committed to fostering inclusive communities and ensuring that qualified applicants and residents with disabilities have equal access to housing opportunities. We encourage anyone who needs a reasonable accommodation or reasonable modification to contact our **Reasonable Accommodation & Section 504 Coordinator** at [504@ndcasset.com](mailto:504@ndcasset.com).

We are committed to reviewing requests promptly, engaging in an interactive process, and complying with all applicable federal, state, and local fair housing laws.

You will not be subjected to retaliation for requesting an accommodation or modification under this policy.