



Request for Reasonable Accommodation Policy

Residents/Applicants wishing to request a reasonable accommodation must complete a written "Request for Reasonable Accommodation" form/packet. This written form may be obtained at the Housing Authority of the City of Loveland administrative offices, 375 West 37th Street, by telephone request, or by accessing the form through the HACOL website at <http://lovelandhsg.org>. The Housing Authority Section 504 Coordinator will review this request and forward the needed information and paperwork by mail to the stated healthcare provider as indicated on the request form. All written requests must be complete in order to proceed to the next step.

Once the completed paperwork is received back by the Section 504 Coordinator from the medical and/or healthcare provider, a written response will be sent in writing to the requesting party indicating approval or denial of the request. Should the request involve an animal, and is approved, the appropriate veterinarian paperwork will be sent to the requestor for immediate completion. Animals must have veterinarian approval and a photo on file with the 504 Coordinator to be allowed on property. Animals are NOT allowed on property until this paperwork is completed. Should a Request for Reasonable Accommodation be denied, the requestor has the opportunity to work within the HACOL Grievance Hearing policy. This policy is on record at the HACOL administrative offices and may be reviewed upon request at any time during office hours.

- Requests for Reasonable Accommodation must be in writing – verbal requests will not be considered.
- The Housing Authority does not accept responsibility for lack of action or response from health care providers.
- The Housing Authority will make every attempt to quickly and professionally process requests.

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