



6200 Mid Atlantic Drive  
Morgantown, WV 26505  
304-292-0900  
www.liveatmetro.com

## **ATTACHMENT A**

### **POLICY ON REASONABLE ACCOMMODATIONS AND ASSISTANCE ANIMALS**

Metro Property Management is committed to granting reasonable accommodations to its rules, policies, practices, or services when such accommodations may be necessary to afford people with disabilities an equal opportunity to use and enjoy their dwellings, to the extent required by federal, state, and local law. A reasonable accommodation may include a change or exception to a rule or policy that is needed because of a person's disability, or it may be a physical change to a unit or common area. It is Metro Property Management's general policy to provide a reasonable accommodation to an individual with a disability whenever the individual has a disability-related need for the requested accommodation.

Metro Property Management accepts reasonable accommodation requests from persons with disabilities and those acting on their behalf. Reasonable Accommodation Request forms are available at all leasing offices or by email, and may be returned in person or by email to any leasing office when complete. If you require assistance in completing the form, please contact the manager on duty in the leasing office. If you wish to make the request orally, please contact the manager on duty in the leasing office. Metro Property Management will keep a record of all requests for a reasonable accommodation.

We will make a prompt decision on your request. If the request is of a time-sensitive nature, please let us know and we will expedite the decision-making process. In the event we need additional information to make a determination, we will promptly advise you of the information needed. It is Metro Property Management's policy to seek only the information necessary to verify whether you are a person with a disability and/or to evaluate if the reasonable accommodation is necessary to provide you an equal opportunity to use and enjoy our housing. If we grant the request, you will receive a letter so letting you know.

Metro Property Management may deny the requested accommodation if providing it would impose an undue financial and administrative burden on Metro Property Management or fundamentally alter the nature of Metro Property Management's operations. If we deny the request, we will provide you with a letter stating all of the reasons for our denial. If we believe that the requested accommodation poses an undue financial and administrative burden or a fundamental alteration to the nature of the Metro Property Management's operations, we will schedule a meeting at a mutually convenient time to discuss possible alternative accommodations that may meet your needs and would not impose such a burden or result in a fundamental alteration.

Metro Property Management will not require you to accept an alternative accommodation if you do not agree it meets your disability-related needs. We recognize that an individual with a

disability is generally in the best position to know whether or not a particular accommodation will be effective in meeting his or her needs. If agreement on an alternative accommodation is not reached, we will send you a letter providing Metro Property Management's decision on your requested accommodation and a detailed explanation of our reasons for a denial or decision to grant an alternative accommodation.

Individual leasing agents do not have discretion to approve or deny a request for a reasonable accommodation. The leasing agent will simply provide a reasonable accommodation request form. If the tenant needs assistance in completing the form, the leasing agent shall direct the tenant to contact the manager on duty in the leasing office. The decision regarding the reasonable accommodation request will be made by the corporate office.

If an individual with a disability believes that the request has been denied unlawfully or a response has been unreasonably delayed, he or she may file a complaint with the following:

U.S. Department of Housing and Urban Development Office of Fair Housing and Equal Opportunity 100 Penn Square East, 12th Floor Philadelphia, PA 19107 (215) 861-7637 Fax: (215) 656-3419 <a href="https://www.hud.gov/">https://www.hud.gov/</a>	West Virginia Human Rights Commission 1321 Plaza East, Suite 108A Charleston, WV 25301 Phone: (304) 558-2616 Toll-free: (888) 676-5546 Fax: (304) 558-0085 <a href="https://hrc.wv.gov">https://hrc.wv.gov</a>
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### **Assistance Animals**

One type of reasonable accommodation is allowing a person with a disability to keep an *assistance animal* in their unit. An assistance animal is an animal that works, provides assistance, or performs tasks for the benefit of a person with a disability, or provides emotional support that alleviates one or more identified symptoms or effects of a person's disability. Metro Property Management recognizes the importance of allowing assistance animals that are necessary to provide individuals with disabilities an equal opportunity to use and enjoy housing.

An assistance animal does not necessarily need to be trained and is not limited to any specific type of animal.

### **Requesting Permission to Keep an Assistance Animal**

Metro Property Management will consider a request by an individual with a disability for a reasonable accommodation to allow an assistance animal to live in their unit, at all residential

properties managed by Metro Property Management or its successors.

A resident who wishes to request permission to keep an assistance animal should follow the general procedures for requesting an accommodation, which can be found on Metro Property Management's webpage or made available in hard copy upon request. Metro Property Management may require a statement from a reliable third party indicating that the resident has a disability and that the animal would provide emotional support or other assistance that would ameliorate one or more symptoms or effects of the disability. **A "reliable third party" is someone who is familiar with the individual's disability and the necessity for the requested accommodation. A reliable third party includes, but is not limited to, someone who provides medical care, therapy, or counseling to persons with disabilities, including, but not limited to, doctors, physician assistants, psychiatrists, psychologists, social workers or other medical or mental health professionals.**



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**APPLICATION FOR REASONABLE ACCOMMODATION**

PLEASE COMPLETE THIS FORM TO REQUEST AN ACCOMMODATION. IF YOU REQUIRE ASSISTANCE COMPLETING THIS FORM, OR WISH TO MAKE THE REQUEST ORALLY, PLEASE CONTACT A LEASING MANAGER AT THE NEAREST LEASING OFFICE. METRO PROPERTY MANAGEMENT WILL KEEP A RECORD OF ALL REQUESTS FOR REASONABLE ACCOMMODATIONS.

NAME OF RESIDENT: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

PERSON REQUESTING ACCOMMODATION: \_\_\_\_\_

RELATIONSHIP TO RESIDENT (IF NOT RESIDENT): \_\_\_\_\_

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1. Please describe the reasonable accommodation you are requesting.
  
2. Please explain why this reasonable accommodation is needed. You need not provide detailed information about the nature or severity of the disability.
  
3. If you are requesting permission to keep an assistance animal in your apartment and it is not readily apparent that the animal is a service animal as defined by the ADA, please answer the following:
  - (a) Type of animal (for example, dog or cat): \_\_\_\_\_

- (b) Are you requesting to be able to keep the animal because of a disability?  
Yes\_\_\_\_\_ No\_\_\_\_\_
- (c) Does the animal for which you are making a reasonable accommodation request perform work or do tasks for you related to your disability?  
Yes\_\_\_\_\_ No \_\_\_\_\_
- (d) If the answer to 3(c) is YES:
- i. Provide a statement from a health or social service professional indicating that you have a disability (*i.e.*, you have a physical or mental impairment that substantially limits one or more major life activities); and
  - ii. Explain below how the animal has been trained to do work or perform tasks related to your disability or, if the animal lacks individual training, how the animal is able to do work or perform tasks that are related to your disability:

You may provide any additional information or documentation of the training or work you describe above and attach it to this application.

- (e) If the answer to 3(c) is NO:
- If the animal for which you are making a reasonable accommodation request does not perform work or do tasks for you related to your disability, but provides emotional support or ameliorates one or more symptoms or effects of your disability, please submit a statement from a health or social service professional stating:
- i. You have a disability (*i.e.*, you have a physical or mental impairment that substantially limits one or more major life activities); and
  - ii. The animal would provide emotional support or other assistance that would ameliorate one or more symptoms or effects of your disability and how the animal ameliorates the symptoms or effect.

Please attach such a statement to this application. You may use, but are not required to use, Form A.

- (f) Metro Property Management may deny a request to keep an assistance animal on the premises if the animal poses a direct threat (*i.e.*, a significant risk of substantial harm) to the health or safety of other individuals that cannot be eliminated or reduced to an acceptable level by another reasonable accommodation, or if the animal would cause substantial physical damage to the property of others that cannot be reduced or eliminated by another reasonable accommodation. Metro Property Management will base such a determination only upon reliable, objective evidence of the specific animal's actual behavior or conduct and not on speculation or fear about the types of harm or damage an animal may cause.

- 4. If you are requesting a physical change to the interior of your unit, please describe the modifications.
- 5. If you are requesting a physical change to the exterior of your unit or to a public or common use area, please describe the modification.
- 6. If you are requesting a different accommodation, please describe it here.

Please check the box if you would like to have a placard placed on the outside of your apartment door indicating that an animal lives in the apartment. A sample placard is attached for your reference. The placard is designed to alert Metro staff entering your apartment to perform maintenance to the presence of an animal. Having a placard is optional and you are free to choose not to have one. Whether or not you decide to have a placard posted will not affect whether or not your request for a reasonable accommodation is granted.

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Signature



**Placard is used for the front door of your unit to identify an animal is present in the event of an emergency.**

**METRO PROPERTY MANAGEMENT GUIDELINES REGARDING ASSISTANCE  
ANIMALS**

- A. Metro Property Management will grant reasonable accommodation requests to persons with disabilities consistent with the enclosed policy and all relevant statutes. A person with a disability is one who: (a) has a physical or mental impairment that substantially limits one or more of such person's major life activities; or (b) has a record of having such an impairment; or (c) is regarded as having such an impairment. The term does not include current, illegal use of or addiction to a controlled substance (as defined in section 102 of the Controlled Substances Act (21 U.S.C. 802)).
- B. Metro Property Management will review and respond promptly to all reasonable accommodation requests.
- C. All information received by Metro Property Management regarding an individual's disability, including physical, mental, psychological, and/or psychiatric conditions, and disability-related need for a requested accommodation, shall be kept confidential unless the individual authorizes the release of the information or Metro Property Management is required to produce the information in response to a subpoena or court order. Within Metro Property Management, access to information regarding an individual's disability and disability-related need for a requested accommodation shall be restricted to staff on a need-to-know basis.
- D. If a resident of Metro Property Management housing has a disability and a disability-related need for a reasonable accommodation under federal, state, or local law, Metro Property Management will grant such accommodation, including a request to keep a service or assistance animal unless the accommodation would impose an undue financial or administrative burden on Biafora's/Metro Property Management. Metro Property Management will not retaliate against any person because that individual has requested or received a reasonable accommodation or assisted someone else in requesting or receiving one. Metro Property Management will not discourage any individual from making a reasonable accommodation request, including a request to keep a service or assistance animal. While it is Metro Property Management's policy to not allow pets at some properties, service or assistance animals are not pets.

Rules applicable to pets do not apply to service or assistance animals. When assistance animals are in common areas, however, the assistance animal must be kept on a leash or in a carrier or cage, unless those devices prevent the animal from performing a disability-related task. Additionally, like any other resident, owners of service or assistance animals remain subject to the provisions of their housing agreement. Similarly, owners of service or assistance animals shall comply with all applicable state and local animal laws. Metro Property Management may take action against the owner for damage caused by a service or assistance animal to the same extent that it takes such action against residents who themselves have caused similar damages.

**FORM A – Assistance Animal Requests**

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IF YOU ARE SEEKING PERMISSION TO KEEP AN ASSISTANCE ANIMAL THAT HAS NOT BEEN TRAINED TO DO WORK OR PERFORM TASKS, PLEASE HAVE A HEALTH OR SOCIAL SERVICE PROFESSIONAL COMPLETE THIS FORM OR PROVIDE SIMILAR DOCUMENTATION.

TO BE COMPLETED BY OR ON BEHALF OF THE RESIDENT OR PROSPECTIVE RESIDENT:

RESIDENT NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ TELEPHONE NO.: \_\_\_\_\_

I, \_\_\_\_\_ (name of person filling out form), intend to request that Metro Property Management permit \_\_\_\_\_ (name of resident) to have an assistance animal as a reasonable accommodation for a disability. In connection with that application, I am requesting that you complete this form regarding the disability.

Resident Signature: \_\_\_\_\_ Date: \_\_\_\_\_

If person filling out form is not resident, state relationship to resident: \_\_\_\_\_

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TO BE COMPLETED BY A HEALTH OR SOCIAL SERVICE PROFESSIONAL:

NAME: \_\_\_\_\_ TELEPHONE NUMBER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

1. Does the individual identified above have a disability? A disability is a physical or mental impairment that substantially limits one or more major life activities.  
Yes \_\_\_\_\_ No \_\_\_\_\_
2. Does or would the assistance animal provide some type of disability-related assistance to the individual? One example of assistance is alleviating one or more of the symptoms or effects of a disability.  
Yes \_\_\_\_\_ No \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_