

## **PREMIER PROPERTY MANAGEMENT, INC.**

### **Equal Opportunity Housing Provider**

#### **Reasonable Accommodation – Assistance Animals**

Premier Property Management has established these guidelines for assistance animals as a “reasonable accommodation” at a Premier Property managed property. The guidelines are designed to provide guidance to tenants, prospective tenants, and staff in accordance with the Washington Law Against Discrimination, and the Fair Housing Act (Title VIII of the Civil Rights Act of 1968).

Assistance animals are not pets but rather animals that do work, perform tasks, assist, and/or provide therapeutic emotional support for individuals with disabilities. There are two types of assistance animals: (1) trained service animals, and (2) other animals that work, perform tasks, provide assistance and/or provide therapeutic emotional support, often called “support animals.” Our pet policies do not apply to assistance animals, and we will not exclude or charge a fee or deposit for assistance animals.

Dogs are the most common type of assistance animal, although other small domesticated animals commonly kept in a home can be an assistance animal. Tenants or prospective tenants requesting “unique animals” not commonly kept in a home must have a demonstrated disability-related therapeutic need for the specific animal or type of animal as documented by a qualified individual confirming the need due to unusual circumstances, and will need to complete additional documentation for the request that we would discuss with you.

Our process for determining a reasonable accommodation request will be accomplished as quickly as possible with the goal of completing the process within 30 days. Any delays will be timely communicated to the tenant or prospective tenant during this process.

#### **Procedure for Requesting an Assistance Animal**

1. A request for an assistance animal can be made in writing using our form, verbally, or by email. We prefer that the request is made by you or someone acting on your behalf on our **Tenant / Prospective Tenant Request for Reasonable Accommodation / Modification** form to prevent misunderstandings and to ensure that we clearly understand your request and can best evaluate it to meet your needs. The form is located on our website and in our corporate office.
2. For service animals, which are dogs, if the disability and need for accommodation are readily apparent or known, we will not request additional information from you. If the disability is obvious, but the need for accommodation is not readily known, we may request information relating to the need. For example, we may ask if the animal is required because of a disability, and what work it has been trained to perform. If the animal has not been trained, it is a support animal, and we will ask for additional information, described below.

3. For support animals, if the disability or need for accommodation is not readily apparent or obvious, we must receive *reliable* documentation from an appropriate third-party source to verify the disability, need for accommodation, and identify any reasonable alternatives. An appropriate person or source can be a physician, psychiatrist, social worker, non-medical service agency or other qualified individual that has worked with you and knows your circumstances, that is, someone with personal knowledge.
4. To obtain the necessary verification, you may, but are not required to, use our **Tenant / Prospective Tenant Authorization to Release and Identification of Healthcare Representative / Medical Provider** form. The form is located on our website and in our corporate office. Once we have the completed and signed form, we will send it to the identified person with our **Certification and Verification of Need for Reasonable Accommodation / Modification** form to complete and return to us. We will seek a response from the identified person as soon as possible to keep the process moving forward in a timely manner.
5. If you submit documentation to us in order to verify the disability and need for accommodation that does not appear to be sufficiently reliable, we may ask for additional documentation from you for verification from a qualified individual.
6. Our leasing office will provide you with a written notice or denial after we review the request and documentation, and we will notify you of any delays in a continuing dialogue.
7. In processing the request, we will use general principles applicable to all reasonable accommodation requests. For example, does the person seeking to live with the animal have a disability as defined under state or federal law, and does the person making the request have a disability-related need for an assistance animal? We will not ask you about your disability or for medical records. If the answer to either question is “no,” then the applicable law does not require an accommodation to our pet policy, and the request may be denied. The request may also be denied if the specific animal in question, based on an individualized assessment, poses a direct threat to the health, safety, or property of others that cannot be reduced or eliminated by another reasonable accommodation or modification.
8. Any questions regarding this policy should be directed to the Premier Property Management Corporate Office, at (360) 546-1554.