

University of Houston Clear Lake

University Housing Reasonable Accommodation Policy

Section I. Introduction and Background

The University of Houston-Clear Lake ("UHCL" or the "University") recognizes the importance of providing reasonable accommodations in its housing policies and practices where necessary for individuals with disabilities to use and enjoy University housing. This Policy explains the specific requirements and guidelines which govern requests for reasonable accommodation in University housing. UHCL reserves the right to amend this policy at any time as circumstances require.

Section II. Procedure for Requesting Reasonable Accommodation

The Accessibility Support Center is responsible for evaluating whether to grant or deny requests for reasonable accommodation in University housing. In evaluating the request, the Accessibility Support Center will consult with the Office of Student Housing and Residential Life ("SHRL"), the UHCL ADA/Section 504 Coordinator, and the UHCL Office of Counseling Services, as necessary, to determine whether the requested accommodation is necessary and reasonable. Individuals with a disability who reside or intend to reside in University housing who believe they need a reasonable accommodation must contact the Accessibility Support Center.

Requests for reasonable accommodation in University housing policies and practices are governed by the following requirements:

1. Requesting a Housing Accommodation

- Adhere to all of the policies, procedures, and deadlines for applications set by UHCL's SHRL Office. To obtain more information regarding the housing application process, please contact SHRL at 281-283-2615 or housing@uhcl.edu.
- An individual with a disability must also complete the [process to register with the Accessibility Support Center](#) to request a reasonable accommodation. If the individual requires assistance in completing the Online Student Application because of their disability, Accessibility Support Center will provide assistance in completing the form.
- UHCL will accept and consider requests for reasonable accommodation in University housing at any time. The individual making the request for accommodation should complete the registration process as soon as practicably possible before moving into University housing. However, if the request for accommodation is made fewer than 60 days before the individual intends to move into University housing, UHCL cannot guarantee that it will be

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able to meet the individual's accommodation needs during the first semester or term of occupancy.

- If the need for the accommodation arises when an individual already resides in University housing, they should contact Accessibility Support Center and complete the registration process as soon as practicably possible. UHCL cannot guarantee that it will be able to meet the accommodation needs during the semester or term in which the request is received.
- Absent exceptional circumstances, the University will attempt to provide a written response to a reasonable accommodation request within fourteen (14) business days of receiving the information described in paragraph 2 below.
- **Note:** Disability-related housing needs will take precedence over specific residence hall and/or roommate requests.

2. Information that May Be Requested for Housing-Related Reasonable Accommodation Requests

Accessibility Support Center shall limit its requests for information to only the information necessary to verify whether the individual making the request has a disability and/or to evaluate if the reasonable accommodation is necessary to provide the individual an equal opportunity to use and enjoy University housing.

- Obvious Disability: If the individual's disability and the necessity for the accommodation are obvious (e.g. an individual with a physical disability using a wheelchair needs an accessible room), the individual need only explain what type of accommodation she is requesting. No verification of disability from an external party and/or necessity is required under these circumstances.
- Non-Obvious Disability/Necessity
 - If the disability and/or necessity for the accommodation are not obvious, Accessibility Support Center will require the individual to provide [documentation](#) from a reliable third party who can verify that the individual has a disability and that the requested accommodation is necessary to provide the individual an equal opportunity to use and enjoy university housing.
 - The documentation validating the request for housing accommodations should include:
 1. the disability and date of diagnosis;
 2. A clear description of the requested accommodation(s); and
 3. An explanation of how the request directly relates to the impact of the disability.

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- 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, a doctor or other medical professional, a peer support group, or a non-medical service agency (e.g., National Association of the Deaf)
- Absent exceptional circumstances, within seven (7) working days of receiving the documentation from the third-party, Accessibility Support Center will determine if the accommodation is necessary because of a disability to provide the individual an equal opportunity to use and enjoy University housing.
- If the third-party documentation that does not substantiate the need for accommodation, Accessibility Support Center will inform the individual in writing and may request additional information within seven (7) business days of receiving the documentation.
- The individual making the request for accommodation must cooperate with Accessibility Support Center in a timely manner in providing all information needed to determine whether the requested accommodation is necessary.

3. Determination of Reasonableness

- Accessibility Support Center may deny the requested accommodation if it is unreasonable. Accessibility Support Center shall consult with SHRL to determine if implementing the requested accommodation is reasonable.
- An accommodation is unreasonable if it: (1) imposes an undue financial and/or administrative burden; (2) fundamentally alters university housing policies; (3) poses a direct threat to the health and safety of others or would cause substantial property damage to the property of others, including University property; and/or (4) is otherwise unreasonable to the operation of the University.

4. Approval of Accommodation

- If Accessibility Support Center determines a requested accommodation is necessary and is not unreasonable, it will contact the individual, in writing, within seven (7) business days of its determination, to arrange a meeting to discuss the implementation of the accommodation.

5. Denial of Accommodation/Appeal

- If Accessibility Support Center determines a requested accommodation is necessary but unreasonable, Accessibility Support Center will contact the individual, in writing, within seven (7) business days of its determination and engage in an interactive process with the individual to determine if there are alternative accommodations that might effectively meet the individual's disability-related needs.

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- If the individual is unwilling to accept any alternative accommodation offered by Accessibility Support Center or there are no alternative accommodations available, Accessibility Support Center will provide a verbal explanation and written notification to the individual of the denial, the reasons for the denial, the right to appeal the decision, and the procedures for that appeals process. The notification shall be in writing and made within seven (7) business days of the notification from the individual of his/her unwillingness to accept any of the alternative accommodations offered or the determination that there are no alternative accommodations available.
- All appeals are reviewed by the UHCL ADA Coordinator. If the appeal is denied, the UHCL ADA Coordinator shall provide written notification of the denial to the individual and a written explanation with all of the reasons for the denial.

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