Has a resident requested a reasonable accommodation to get or keep an animal in connection with a physical or mental impairment or disability? 

NO

YES

Does the resident have an observable disability, or do you already have information giving them reason to believe that the person has a disability? 

NO

YES

Has the resident requesting the accommodation provided information that reasonably supports that the resident seeking the accommodation has a disability? 

*Guidance on allowable documentation (p.11)

NO

YES

Unless there is an exception, you are not required to grant a reasonable accommodation that has not been requested. 

*Exceptions (p.9-12)

Has the resident requesting the accommodation provided information which reasonably supports that the animal does work, performs tasks, provides assistance, and/or provides therapeutic emotional support with respect to that resident’s disability? 

NO

YES

Is the animal commonly kept in households? 

NO

YES

The reasonable accommodation should be provided under the FHA. 

*Exceptions (p.12)

A reasonable accommodation is a change, exception, or adjustment to a rule, policy, practice, or service that may be necessary for a person with a disability to have equal opportunity to use and enjoy a dwelling including public and common use spaces.