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Texas GCPD webinar

April 9, 2021

>> Turner: Well, good afternoon, everyone. And welcome to the Accessibility and Disability Policy webinar series.

This session is being recorded. My name is Randi Turner and I'm the Accessibility and Disability Rights Coordinator with the Governor's Committee on People with Disabilities.

Today we're going to learn a little bit more about housing from accessible parking to housing vouchers, an overview of Fair Housing topics.

We have with us Jeffrey Riddle from the Texas Department of Housing -- oops, I'm sorry. The Texas Workforce Commission, Civil Rights Division, and Nathan Darus and Cate Traz from the Texas Department of Housing and Community Affairs.

Microphones will be muted during the session. You will see the webinar tool bar has a Q&A icon. This is where you will submit questions. Feel free to put questions in there at any time. The presenters will answer questions at the end of the session.

If there is information to share, we will use the chat feature to share that with the audience. Please do not post questions in the Chatbox. Use the Q&A box. Again, the webinar will be recorded. It will be posted to our YouTube channel. The training materials and the realtime captioning transcript will be made available to all participants after the session. It's posted on our website so everyone will be able to access it if you are able to attend or you were not.

Before we begin the webinar, just a real quick piece of information, if you don't know who we are, the Governor's Committee on People with Disabilities, we are a committee that is composed of 12 members, at least 7 of those individuals must be persons with disabilities. All 12 are appointed by the Governor. We have officials from the Texas Department of Family and Protective Services, Texas Health And Human Services Commission, the Texas Education Agency, the Workforce Commission, the Texas Department of Licensing and Regulation, and the Texas State

Independent Living Council, all serve as non-voting advisory ex-officio members.

The committee and staff of five people -- I'm one of those -- serve as a central source of information and referral about people with disabilities. We try to connect people to the services that they are looking for, as well as work with the Governor and the legislature on any disability policy issues that they may be interested in.

We do have a biennial report on our website and I'll share that later if you would like to take a look at what our recommendations were for the next biennium.

All right, I'm going repeat a couple of things as I start to record. And then I will turn it over to our presenters.

and I am recording now.

>> Turner: And welcome to the Accessibility and Disability Policy webinar series. My name is Randi Turner and I'm with the Governor's Committee on People with Disabilities. I'm the Accessibility and Disability Rights Coordinator.

We have with us today Jeffrey Riddle, Nathan Darus, and Cate Traz to talk about accessible parking to housing vouchers, an overview of Fair Housing topics. So I'm going to turn it over to Jeffrey.

>> Riddle: Good afternoon, everybody. Thank you, Randi, and as she said my name is Jeffrey Riddle. I am with the Civil Rights Division which is part of one of the different divisions within the Texas Workforce Commission. So we're a subset. There is 13 divisions and we're one of them.

We deal with civil rights both in employment and in housing, and obviously today we're here to talk about housing issues.

These are our presenters today as she said and our contact information for each one of us. We'll also put this back up at the end.

So what brings us here today? We're looking at disability within housing. And we are does that all come from? And the basis for all our rules and regulations and policies all come from the federal Fair Housing Act and the Texas Fair Housing Act.

The federal Fair Housing Act obviously was created in the '60's. Its was signed in by a Texan himself, Lyndon B. Johnson and then in the '80's, Texas created their own Fair Housing Act, which is nested inside the federal Fair Housing Act. There is no major differences within them.

What the Texas Fair Housing Act does is it does create procedures for investigating and settling complaints which is the main portion of our job. It does provide rights and remedies to equivalent federal law and it does delegate that enforcement power to now us within the Texas Workforce Commission Civil Rights Division, unless you live in the city of Garland, Dallas, Fort Worth, Corpus Christi, or Austin. Each one of those cities have their own fair housing program and they would investigate your complaint. But if you're anywhere else in the State of Texas, you would come to us. And all of this can be found in the Texas property code chapter 301, which is the Texas Fair Housing Act.

Next slide, please. So how does the acts define a disability? So a disability is a mental or physical impairment that substantially limits at least one major life activity, and major life activities run the gamut of seeing, breathing, speaking, caring for one's self, working in a broad class of jobs, those are major life activities, or you have a record of an impairment because not all disabilities is what you live with all the time, sometimes they come and go or being radded as having an impairment.

So in order to be designed as being a disability, you have to fall into one of these three categories. Just so we understand where everybody stands.

Next slide, please. So when it comes to disabilities and housing, and you want to make life more enjoyable, so you have equitable living conditions, no matter your disability, we get into what are reasonable accommodations and modifications to help those with disabilities get the full use and enjoyment of their home, their dwelling wherever that may be from an apartment complex to a house, to a town home. So there is a difference -- an accommodation is a change or an exception to rules, policies, practices

and/or services. And some of these could be a reasonable accommodation -- a pet policy.

If you have an emotional support animal for your disability, that is an emotional support animal, so you are asking for an exception change to your policies, right, to no longer classify that animal as a pet, but as an emotional support animal which now has you not paying pet deposits, monthly pet fees. That is a change to a rule or policy.

A modification is actually a change to the dwelling or common area. Some examples of this is adding in ramps in place of stairs, lifts in place of stairs within a home. Changing parking layout to add accessible parking. We'll get into parking a little later, but this is actually creating handicapped disability parking spots with ramps and everything else like that, that would be a modification. If you're just asking for a parking space to be assigned to you because you now have a mobility impairment, that would be an accommodation. And we will get to that one shortly.

Moving along, we're going to go into more of a definition of a reasonable accommodation. So according to the acts, if a person has a disability, a landlord, a property manager, an apartment manager, any of those type of people cannot refuse to make a reasonable accommodation to the rules, the policies, the practices or the services if the accommodation is necessary for that person with a disability to use the housing.

An example, you must pay all pet fees and rent even though you have a service animal. So an accommodation, again -- remember, you know it's a change to rules, policies or procedures, and no property manager, landlord -- any of those housing providers, which will be the term I use from now on -- housing providers can refuse. They can deny a reasonable accommodation, but you cannot just have a request just out right refused to try to get equitable enjoyment out of your house, home or dwelling by asking for a change in the policy. So that is a reasonable accommodation. And remember, nobody can refuse. They can deny and there are times when due to, you know, there could be a threat -- we're not in Florida, thank goodness, because this has happened in Florida -- but somebody tried to have an alligator crocodile as an emotional support animal that proved to be dangerous to other tenants in that apartment complex. They can deny that request, but the initial request for that could not be refused.

Next we're going to talk about reasonable modifications. There is the service dog. One more, please. All right, so when it comes to the modifications, if a tenant has a disability, again, a property manager cannot refuse to let that person make a reasonable modification to their dwelling or common use area at their own expense at that tenant's own expense if it's necessary for that person to use the house, the home, the dwelling.

There are some exceptions to where the property manager would pay. And those come in -- if it's Section 504 housing, with my partners today if you're participating in the TDHCA low income housing tax credit program, basically in a nutshell if you are a property manager, and the majority of the funds you get for your maintaining your dwelling, right, comes from outside sources, grants, tax credits, then the onus for those modifications would fall on you; but if it's just a standard home, apartment complex, your tenants pay into that, you don't get any outside assistance, then that modification would be at that person's own expense.

Somebody with a mobility impairment has to put in a ramp into their home or a lift on the stairs, they are going to pay for it and then the property manager could add an addendum into the lease agreement where the home would be returned back to its original conditioning. Again, at that person's own expense after -- if they decide to move out or when their lease is expired. And that's basically reasonable modifications in a nutshell.

Next slide, please. So when it comes to asking for a reasonable accommodation, modification, there is no more important thing that I can tell people than the very first one, and that's accept verbal requests. There has to be -- there doesn't have to be magic ago words. You don't have to go into your property manager and say I'm requesting formally a reasonable accommodation of this, or a reasonable modification of this. You do not have to use special terms.

You do not have to go on to a certain website or go to your apartment complex's website to fill out a request. They could have that, yes, but if you go into that office and say I need a parking space assigned to me close to my apartment complex because I now have a mobility impairment, they have to still accept that request as a reasonable accommodation request. They can't refuse you because you did not go on to their website service.

So the most important thing here is, yes, requests can be verbal. They can be written, and they can be online. Any way that happens, but you Captain just say because you didn't do it this way, I'm not going to -- basically they refusing the request at that point which I said earlier, refusing the request, right, is against the acts.

But once that request comes in which ever way, there is that interactive process that works. Somebody might be asking for an elevator to be put into their two-story home because they have a mobility impairment, but you might be able to get a lift on the stairwell and there is an interactive process. Because somebody might want one thing, but you can accomplish the same means by doing something else differently. And you have to have that process. You can't also just accept a request and -- we'll get to it because a delay in providing updates or even refusing or not refusing but denying or accepting a reasonable accommodation/modification request could also in turn be a failure to provide for that request and can lead to a discrimination complaint.

Careful, always look at policies and procedures if you are renting, if you're owning, especially if you're renting. Look at your lease agreement. Look at your company's policies and if there are issues you can always bring them up. Again, provide prompt responses and document all interactions, and that goes for property managers and tenants. Always document everything. Obviously in case something happens we always hope for the best, but we wouldn't be here to help those people with disabilities if everything went perfect. So document all interactions, whether they are verbal, E-mail, text, document everything. And that way you have something to show.

Next slide, please. When it comes to asking about a disability between a housing provider and their tenant, it's very important to know that if the disability and the disability-related need is apparent or known, you may not ask for any additional questions or requests further verification. I am coming in now in a wheelchair into my property management. They know that I do not have the use of my legs. And they know that I need a ramp to get into my apartment because there are stairs. Everything is at face value. Everything is known. That property manager does not need to be like -- well, I need to get documentation from a health care provider that

you're in a wheelchair that I can clearly see and that you need a ramp for the stairs that your wheelchair cannot get up. They cannot ask for that.

So if the disability is known and that related need is known, no other verification is needed. When the disability is apparent, but that related need is not apparent or previously known, you can give verification on that need, just not the disability. Because again you know what that disability is, it's known, it's there. You see it. But if you don't know what that need is and it's something new, you can get documentation on that if it's not obvious.

Then on the last one, this really comes into play with obviously the unseen. Depression, bipolar, autism, those spectrums that is not always seen, it may not always be readily apparent, when that disability is not apparent or known, and that need is not apparent or known, you can -- a housing provider can get documentation from a health care provider if need be on that disability and that disability-related need. It's nothing that is going to violate HIPAA. Mr. Jeff Riddle has PTSD and is requiring this emotional support animal of his dog scrappy for a very basic example. Obviously there is probably more jargon in there, but you get the point. And it's very simple. A health care provider -- and that really comes into play along with the emotional support animals which Nathan is going to talk about that one. He's very good at that subject. but that's an example of when a disability is not known or apparent and that disability-related need is not known or apparent.

Next, please. So when it comes to paying for a modification -- because obviously an accommodation is just a change to the rules, policies and procedures. A modification, you're actually changing the structure or dwelling. And I kind of alluded to this earlier, so when I could also to who is going to pay for the modification, is it a single family like a regular home, even a town home or is it a multi-family dwelling unit, an apartment, does change some of that aspect to it. Does the property receive federal financial assistance? Again, if you are receiving that financial assistance, those low income housing tax credits, Section 504, then that responsibility to pay for the modification is going to come on that housing provider over the tenant.



When the property was first built for occupancy also comes into play. Anything that was built after March 13, 1991 was built with accessibility in mind within the public spacings and also for -- say like bathrooms were reinforced behind the walls to add the grab bars if needed. That was all built with accessibility in mind. Doorways that would allow for wheelchairs - - so everything was built with accessibility in mind after March 13, 1991. And then it would be on the tenant to pay for the modifications. If you were previous to March 13, 1991, it's going to fall on that housing provider because basically now that there is an issue, you're bringing that dwelling into current compliance, if that makes sense.

And I touched with the low income housing tax credit programs is the same with financial assistance and lastly if there is an agreement that already exists between parties as part of a rental agreement, that could change who pays for the modification between the housing provider and the tenant.

And I do have some resources for those that have certain disabilities. There are agencies out there that will help pay for modifications and we'll get to that here shortly.

Next, please. So one of the big topics we were asked to provide is the requested parking assistance. And the way I was viewing this is if not everybody, you know, has a handicap plate, a handicap placard in their car. Some people may not get to the DMV to always update that stuff, especially in the current crisis, right. So do you need to have a handicapped placard to request accessible parking within your home, apartment complex, town home? And you don't -- you don't have to have a handicapped placard to request that reasonable accommodation request. The handicapped placards do allow for those parking spots in those official parking spots. They are designated for that.

But if you are living in an area and you would like to be closer to your door complex area, right, you can -- you might have a temporary mobility disability. You might be in crutches for the next six months due to a leg break or your knees not working as much as they R. you are wearing braces or walking with a walker or Cane and you just want to have something that is accessible. You don't have to have a handicapped placard to ask for that.

Sometimes in those apartment complexes are near the office and probably not where your dwelling is at. So what do you do in the situation? It's as simple as requesting that again that term, that reasonable accommodation request -- but you don't have to use those words -- and a housing provider cannot refuse a request for a parking accommodation, even if you do not have the handicapped placard. The most important thing is you don't have to have the placards in order to request that parking assistance within side your complex.

Now, again though, there does have to be a causation, a nexus between the disability and that disability-related request when it comes to an accommodation or modification. So if you -- you have a disability that you can still move around fine and don't need a parking spot so close to your complex, you're just asking for one, you could be denied because there is not a causation -- a nexus between your disability and disability-related need.

Next -- a quick example that we have seen. So a housing provider had a policy providing unassigned parking space to residents. You have an apartment complex and it's first come, first serve in the parking lot. Because there are some that have -- you live in 1B and you have a parking space, 1B. But if you're in a complex that it's just first come, first serve, here is all the open parking spaces. And you have a resident that now has a mobility impairment, substantially limited in their ability to walk. They request that one of those many spots that are just open be actually assigned to them near the entrance to their unit for a reasonable accommodation. So in this situation, the housing provider should make an exception to its policy of not providing assigned parking spaces to accommodate that resident. Again, they should. We can't force everybody to do everything right, but that's what we have our enforcement side of the house, too, if this doesn't happen, clearly give us a call. Maybe we can help with the situation prior to it getting out of hand, but the housing provider should make an exception to their rules, policies and procedures and actually assign a parking space to that resident due to their disability.

Next slide. So here are some resources when it's comes to getting some assistance and paying for those modifications, obviously, because some of those could be major undertakings. As you see, some of these first ones

here do help more of the veteran community out. Obviously the VA, the American red cross, the Army wounded warrior and a lot of those help out veteran communities and their range of disabilities. You have the national council of state housing agencies, the National Resource Center on supportive housing and modifications, and assisted living conversion program, those are obviously national resources. Again, all of these will be captured in the presentation that will be posted to the site so you can always come back to these later if you're looking for your specific condition and help.

Next slide is some more resources. So you have the rebuilding together AmeriCorps, the rural housing repair loans and grants program. The self-sufficiency grants -- so it's not only somebody paying for it, you can also apply for grants to help pay for these things. Lions Club, American Parkinson disease association, so a lot of these places will help with the modification, and then not listed here, because there is too many to find and list, there are a lot of nonprofits that deal specifically with specific disabilities. I use that term a lot right there.

But if you go to their sites, the nonprofits that deal with a specific disability, they also know resources and have means of helping as well. If you go to - these are more general and run the mill of multiple disabilities where you could also go to a specific disability nonprofit who might be able to help you as well.

So what happens if things are not going well? That housing provider refuses to assign you that parking spot that they should be doing, you can reach out to us. And how do you do that? On the next slide, please, so if you have a Fair Housing complaint, just know that if you have a complaint filed against you, you'll be notified of the allegations. You'll be invited to mediate. If you decide not to mediate, you may file an answer that is in writing. So basically if a complaint is made, the housing provider will be notified and will be asked to mediate, also known as conciliation within the housing network. And conciliation is going to be open at any time. Actually, that's my next slide. I don't want to skip ahead.

Here we go, conciliation. So conciliation is like mediation, but it's used in the housing complaint process. So mediation, too, that term -- both parties will come together and hash out their issues and hopefully come to a

common understanding. And it is done by our certified mediation team. It's a free service. Randi, I think you can click through -- keep going. There we go.

It's a free service. You do not need to have a lawyer if you have a complaint. You don't need a lawyer, you can have one, but you don't need one. It's confidential. That's the most important part. So at any point in time during a housing investigation complaint, or housing complaint investigation, conciliation is always on the table. And it can actually run concurrently with an investigation. But anything that is said during conciliation will not be known by the investigation side. So it is confidential if conciliation works and both parties agree to it, there is no normal record that goes on anybody's file about it because it is confidential all throughout the process.

If conciliation fails or if a party refuses to do that, then their investigation would become public record. A lawyer is not needed but can be used. It can happen any time. And it doesn't halt the investigation. So they will go on concurrently, and if conciliation works and the investigation stops because the complaint has been conciliated.

This is TDHCA's complaint process. They have three ways to file. You can submit a written complaint online at the following web address. You can mail your complaint in. If you like to do the mail stuff, or you can fax it in if anybody still remembers how to fax, there is a fax number. Faxes are still out there amazingly enough. And the complaint system -- submission system is used only for complaints dealing with TDHCA programs and funded properties.

So again there is two separate -- because we do have multiple people here talking, and I know that Nathan and Cate coming in after me from TDHCA can explain this better, but there are multiple ways if you have a complaint. If your complaint is a discrimination based off of a protected class, disability being one of those, you reach out to us. And if it has to deal with a TDHCA program or funded properties, here is how you get to them.

And that brings me to my last slide. If you have any questions, if you need any training, any technical assistance, you can reach out to me, that is my E-mail address. [CRDTraining@TWC.state.tx.us](mailto:CRDTraining@TWC.state.tx.us).

We do fair housing training monthly. It's free. We provide certificates for it. Love to get the information out there. I'm sure they will provide more information but it's here as well, that is their E-mail addresses. I thank you today. I'm going to be standing by. I see she just put -- Randi just put the correct E-mail address in the Chatbox. Thank you. And I'm going to turn it over the Nathan now.

>> Darus: Thank you, Jeff. So I'm going to take a little bit of a detour from where Jeff did some -- gave you some information on reasonable accommodations, I want to talk a little bit about a specific type of a reasonable accommodation. And that is for an assistance animal. So if we could go ahead and go on to the next slide here.

This is probably one of the most important -- one of the most important things that people don't necessarily understand about assistance animals right? So there is a whole universe of all animals. Within that, there are pets. Whatever we keep at home, on the farm, those your pets. Those are all separate from assistance animals.

So all assistance animals, of course, are obviously animals. Within assistance animals there are -- there is more than two types, but there are two major types of assistance animals. Those are service animals, and emotional support animals. And so the difference here is that a assistance animals is trained to perform a certain task, whereas an emotional support animal is used to alleviate the effects of a disability or impairment that may be mental or emotional in nature.

So that's why when we talk about assistance animals, or we talk about service animals, I actually like to use -- when it comes to housing -- the term assistance animal for everything because it covers a much wider range of animals and it cover what's you want to talk about under the Fair Housing act.

So let's go ahead and go to the next slide here. And there are two pop ups, Randi, I think you might need to click twice. Perfect. So the reason why people have a hard time understanding the difference between a service animal and an assistant animal or emotional support animal is that there are two different laws that govern assistance animals.

The first is the Americans with Disabilities Act and that is where we get the term for a service animal or service dog usually. So the reason why it is important to note that there is -- there are differences between assistance animals and other assistance animals is that the type of questions that you can -- that a housing provider can ask is a little bit different.

The first question obviously that they can ask is the animal a dog? They don't need to ask that. It's pretty clear when you come in. But then they also need to know if it is readily apparent that the dog is trained to work or perform a task for the benefit of the individual with a disability. You know, most of the time it's going to be fairly obvious with a service animal, but there are obvious examples where the service animal -- it's not obvious what the task is.

So an individual who may have a trained dog for helping them with seizures due to epilepsy is not going to necessarily be obvious, whereas a dog that is used by somebody who may be visually impaired to get around, that's going to be much more obvious to somebody than other examples. So that's essentially that's kind of the end of the questions that someone can ask if it's obvious that the animal is a dog, and the animal performs a specific task.

If it's not obvious that the animal or the dog performs a specific task, then the housing provider may ask you a question that is -- is the animal required because of a disability? What work or task has the animal been trained to perform? Those are the only final two questions that they can ask you. And that's how they are going to determine whether or not the animal is a service animal, but when it comes to Fair Housing Act, it may actually still be an assistance animal, which is why I find it a little bit easier to think about this in terms of the second slide, Randi, if you want to move to that next slide.

So it's a little easier to think about it in terms of assistance animals including all assistance animals, service animals, emotional support and all others. So is the disability observable or readily apparent or already known? If the answer is yes to that question, has the person requesting the accommodation provided information that would reasonably support that the animal does work or performs tasks, provides assistance or provides therapeutic emotional support with respect to the individual's

disability. This is different from a service dog in that a service dog has to perform a specific task, whereas an assistance animal can perform tasks or other work or provide therapeutic emotional support. So if that is the case, then that is considered an assistance animal at that point. So this is a little bit easier process for a housing provider to understand the need for an assistance animal.

We could go ahead and go on to the next slide. So when a housing provider is allowed to ask for information about a disability, some of the things they can ask for are a determination of disability from a federal, state or local government agency. Another is a receipt of disability services or benefits. So if you receive Social Security disability income, Medicare or supplemental security income and you're under 65, veterans disability benefits, or if you receive services from vocational rehabilitation agencies or disability benefits or services from any other federal, state or local agency. All of this would be enough to determine that the person requesting a reasonable accommodation for their assistance animal is -- does have a disability under the Fair Housing Act.

Something else would be eligibility for housing assistance or housing voucher received because of disability. One example of this, TDHCA has a program called the Section 811 program which is specific to individuals with disabilities. There are other qualifications for it, but everybody in that program would have a disability. So if a tenant has a section -- is a participant in Section 811 you already know they have a disability. So you don't need to verify it any other way.

And then the final way -- and this is usually the most common -- is that you can get information that confirms a disability from a health care professional. And that could be a physician, optometrist, psychiatrist, psychologist, a physician's assistant, nurse practitioner, nurse, in some cases it can even be a social worker who is -- has a professional relationship with you regarding a disability. So there is not a specific type of medical documentation that they can ask for, but any of these would suffice.

So the determination that an individual does not qualify as having a disability for purposes of some sort of federal, state or local benefit or program, also doesn't necessarily mean that the person doesn't have a

disability for the purposes of the Fair Housing Act. Section 504 of The Rehabilitation Act or the Americans with disabilities act, so just because you don't receive any of those benefits from those first three bullets, doesn't mean that you don't have a disability. It just means that you don't have the documentation for those first three bullets, but you probably have documentation from your last bullet.

Let's go ahead -- I think Jeff covered this fairly well. I think we can go ahead and skip this slide and go to the next one, which is in January of 2020 the Department of Housing and Urban Development released some new guidance about when it comes to assistance animals. I'll try to answer some of those sticky questions about what is an isn't an assistance animal and what counts and what doesn't. So the major question that you want to ask is, is the animal commonly kept in household? If the answer is yes, then there is no -- no real issue here, right? So what counts as an animal commonly kept in the household -- dogs, cats, small birds, rabbits, hamsters, gerbils, other rodents, fish, turtles or other small domestic indicated animals that are traditionally kept in the home for the purposes of pleasure rather than commercial purposes.

So in those cases, if you need reasonable accommodation for an assistance animal and it is a fish that you have for therapeutic purposes, there is nothing else you need to talk about with your housing provider. If you have shown that you have a disability and that there is a disability-related need for this particular animal, that's it. You've created that nexus and there is no further steps much.

However, reptiles other than turtles, which are commonly kept in households are not covered under this. So reptiles, barn yard animals, monkeys and other non-domesticated animals are not considered household animals. That does not mean that you do not have -- that you can't keep that animal as an assistance animal. It does mean that there may be out step you need through.

So what are the steps you would wanting to through in order to request a reasonable accommodation for an assistance animal? If we want to go to the next slide, this will give us the steps that we need.

So these are basic guidelines for what you would need. This should cover most circumstances, and then we'll get into a little bit of how to -- what



happens if the animal you are requesting is a unique animal. So the first -- there are three things you need to satisfy. If you have an assistance animal and you need to show your housing provider that you need this animal, these are the three things you need.

Establish that you have a disability. Identify the accommodation that you need, in this case that would be identifying that you have a need for an assistance animal; third, establish the disability-related need for that accommodation. This is often called the nexus between the disability related need and the accommodation that you're asking for.

If the animal is not one of those commonly kept household animals, there is one further step that you would need to take, and that is your medical provider needs to show -- needs to give you documentation that this particular specific type of animal is required or necessary, and that there is no other commonly kept household animal that would -- that you could keep that would accomplish the same task.

So one of the main examples that I can think of off the top of my head is the -- there is a gentleman who is unable to open jars. So it makes it difficult for him to feed himself or really do much of anything in terms of maintenance around his apartment. And he has a monkey that they have trained to open jars, put away dish dishes and that sort of thing for him. In that case, a dog, a cat, a turtle -- none of those animals have oppose obviously thumbs. They physically are not capable of doing the tasks that being is necessary. So in that case the monkey would be allowed. But you do need to have your medical professional explain why the unique animal is necessary and why another animal that is more commonly kept can't do this.

So some things to think about as well with assistance animals, a lot of housing providers are not necessarily aware that breed restrictions, weight restrictions, number of animals, pet deposits, pet rent do not apply to assistance animals. So once it is known that an animal is an assistance animal, there should not be any breed restrictions. So it doesn't matter if the apartment complex has a rule against pit bulls. If your assistance animal is a pit bull, then they need allow that. They cannot rely on their pet rules to keep you from being able to have that dog. The only example -- the only exception to this, and Jeff talked about this somewhat with the

alligator or crocodile -- is that if there is evidence that that specific animal is dangerous and presents a danger to either the health and safety or property of others, then that animal can be removed.

Sometimes it is a little bit confusing that property managers will not necessarily understand that. They can't just apply stereotypes about specific breeds of dogs. It needs to be specific information about that specific animal. So that's something to consider.

So I think that is going to do it for me on assistance animals, and I'm going to go ahead and hand it off to Cate Traz, our fair housing manager at the department of housing and community affairs and she will talk more about TDHCA and our programs.

>> Traz: Thanks, Nathan. Hi, everybody, I'm Cate Traz manager of Fair Housing at TDHCA. So just to support all of the information that Nathan and Jeff have provided by Fair Housing, assistance animals, and reasonable modification, I wanted to provide a little bit of information about what TDHCA actually does and how all of these -- all of the policies and information of Fair Housing actually applies to our programs.

So next slide, please. So I'm just going to give a quick overview of our programs, our activities and how to find help. So now that you have all of this knowledge about Fair Housing, you can go forth with our programs and know you are protected. At the TDHCA we are the designated agency to administer certain affordable housing programs. We're designated by the legislature and the Governor. So we carry out the programs on their behalf.

So the department administers for our regular programs about \$2 billion through nonprofits, for profit agencies, local government partnerships, we work with these local partners to deliver our housing programs and community-based opportunities to assist Texans in need of housing assistance.

So the overwhelming majority of our funding comes from mortgage revenue bond financing, federal grants, federal tax credit and then we have a smaller portion of our funding that comes from the state through the State Housing Trust Fund and some other resources as well that is allocated through the legislature.

And then our team, Nathan and I, we provide training and technical assistance on Fair Housing related issues, how they apply to all of our programs. If there is an issue with one of our programs, we can always step in and provide that training and technical assistance for a solution.

On the next slide, please, so there is a whole menu of things that we provide. Rental assistance, long term and short term, utility assistance, homeless services, supportive services in the community, if someone needs transportation assistance or a ride to a doctor's appointment. We provide funding to agency that do provide this. We also have construction of multi-family, new and rehab developments. We provide funding for that through tax credits and direct funding. Then our single family development and our homeowner programs for down payment assistance and financing. So with all of the funding that we receive, we also provide all of these services. It's kind of a patchwork depending on what funding source it's from and what the eligible program is.

On the next slide, please I wanted to talk about specifically one of the programs that we provide is the Section 8 Housing Choice Voucher Program. So that would be one of our long-term housing assistance programs. I often get questions about TDHCA's role in Texas as an oversight agency for public housing authorities. That actually falls to HUD. So HUD is the overseer. They have jurisdiction over all of the housing authorities in Texas and in the U.S. The TDHCA acts as a small housing authority and this is where some of the larger municipalities -- there is housing authorities all over Texas, if there is a housing authority that doesn't cover a certain area, we will provide that coverage. HUD has come to us and said, hey, can you cover this area? There is no Housing Choice Voucher assistance here. Again, it's a 34 county area. And let's see -- our latest funding is \$7.2 million annually to provide assistance for about 900 vouchers. It's a little lower than 900 vouchers.

That amount of money goes up every year just to cover the increased rent and the cost of living to cover those vouchers. Within the Section 8 Housing Choice Voucher Program, there is a program called project access. So project access is not limited to those 34 counties, but it is specific to persons with disabilities that are transitioning from nursing facilities, intermediate care facilities, Texas state psychiatric hospitals or

board and care facilities as defined by HUD. So that population is eligible to take one of these housing choice vouchers through the Project Access Program and use that anywhere statewide.

So through project access if you are seeking to exit one of the facilities that I had mentioned, you are eligible to take that voucher to anywhere in the state if you're able to find affordable housing.

Then I would mention that all of the properties -- all of the multi-family properties in the TDHCA portfolio are required to accept Housing Choice Vouchers. That is not applicable to private landlords. They don't have to take -- they are actually not required by law in Texas to take your voucher; but in every legislative session there is a couple of bills that have come up to address it. So stay tuned on what's going to happen on that side. But I can say that add TDHCA we do have rules in place that all of our properties are required to accept Housing Choice Vouchers.

So on the next slide I have talked about all of the programs that we provide, we provide the statewide, we provide it through a whole network of local assistance providers. So I wanted to share some information on how to find help if you're working with clients, you yourself or someone else in your organization needs to connect with housing or community affairs types of assistance, on our -- on the Texas Department of Housing and Community Affairs home page, if you just do a Google search of TDHCA, it's the first instance it will come right up.

There is a gray button right on the top of the page that's called help for Texans. This links to the database of all of our programs, all of our funded properties, all of the local agencies, and where they are and what type of assistance they provide. So when you go to this page, select the type of help that you need, enter the city or county that you're in, and then click find help. So if you needed utility assistance in Nacogdoches, you could enter that information. The system would spell it out for you. I sometimes have trouble spelling Texas City names like Nacogdoches and things like that. And that would be able to help you contact your local provider. So you would call them and say I would like to apply for utility assistance.

Aside from the Section 8 Housing Choice Voucher Programs, most of our programs are run through these local providers.

On the next slide, there is also a list of all of the multi-family properties in the TDHCA portfolio through our Vacancy Clearinghouse. Also on this help for Texans web page, you can click on the link that says Vacancy Clearinghouse. And that takes you to a portal or database that will help you determine what properties are in your area that provide reduced rent apartments. And it will say that based on some recommendations from our partners at the Governor's committee on persons with disabilities, we're enhancing the accessibility features of the Vacancy Clearinghouse. So always happy to work with our partners and improve our programs as best we can.

So on the next slide, this will actually show what it looks like when you get to this Vacancy Clearinghouse. So it's just -- it's a little form that says you fill out your city or your county or your zip code and then click search. Don't fill out all three of them, just fill out one, and the search function will bring up all of the TDHCA-funded properties in your area, either your city, county or zip code. It will have contact information. It will have information on how many units may be available. That unit information is updated quarterly, not realtime. So you may see that there is five units available. Call the property. They've only got three units available. We require our properties to update on a quarterly basis, and they usually have a good idea of -- with annual renewals and people coming and going how many units are available and they put that in the database.

You can also narrow down your search by some of the preferences that are listed here if you're looking for a property that has an elderly preference, a transitional property, something that's open for individuals and families, Nathan mentioned the Section 811 project rental assistance program. If that property has agreed with us to hold units for eligible households in the Section 811 program, or if you need to find disaster housing, if you're evacuating from a hurricane situation, you'll be able to look in this database to see if there is disaster units available. Obviously there is no check button for persons with disabilities because that's all properties.

So on the next slide, if you're unable to access the Internet or you are having trouble with the database, you can E-mail us or give us a phone call. We're always happy to provide you information over the phone or send you out some information on where you can find your local providers

or your local -- the local properties in your area. The E-mail is info@tdhca.state.tx.us. That's the main switchboard number. Yes, Randi?

>> Turner: I'm sorry. The interpreter is not signing. I don't know if she wasn't hearing something.

>> Traz: Do I need to go back and repeat.

>> Turner: if you could repeat on the slide there. I didn't catch her signing.

>> Traz: So if you are unable to access the Internet or you're having trouble with the online database, and I apologize I was probably talking very fast, too. If you need help, you can just E-mail us or call us. We are more than happy to help you connect directly to the service providers in your area for housing or community service assistance. Our E-mail is info@TDHCA.state.tx.us. And the phone number is toll free: 800-525-0657. And we can also send this information out as well. It will be posted with the slides and it's our main switchboard number. So I actually used to -- in a previous position at the department be on this call line. The staff that works there now is phenomenal. Usually there is an answer right away. Someone will answer the phone with a lot of the emergency rent assistance we've received through the CARES Act and the American relief act, some of our response time has been a little bit delayed, but you'll get a call back and you will get an answer. So please reach out to us if you need assistance.

On the next slide, this shows us -- Jeff and Nathan talked about all of the information on reasonable accommodations and modifications. So this is where Texas has codified those requirements in our Texas Administrative Code or our TAC rules at 10TAC chapter 1, subchapter B, accessibility and reasonable accommodation. So this is just the section in our administrative code rules that says any property or organization that partners with TDHCA and is contractually joined with us, they must comply with the ADA, they must comply with Section 504, they must comply with the Fair Housing Act. So within this subchapter of rules, we've kind of promulgated all of the specific things that each program needs to follow.

And the next slide is one of those examples in multi-family developments. Since 2014 we've been requiring in our rules specifically that a minimum of 5% of units that are built or rehabbed must be accessible to persons with

mobility impairments and additionally 2% -- a minimum of 2% of those units must be accessible to persons with visual and hearing impairments. There are always some caveats about that, but our compliance department fully vets and our multi-family department fully vets the applications. So TDHCA -- another example, TDHCA requires that fire alarms emit both sound and bright lights for persons with audio and visual impairments. It's a basic requirement we have in our rules.

If you have any questions specifically about other details in these rules, please reach out to Nathan and I. We'd be happy to talk you through -- if you're not sure about something that's happening at a property that you're in, or you're applying for, we'd be happy to assist you with that. Our construction inspection team they do really thorough reviews of the plans as a development is being built and before it comes online to make sure it meets all of these requirements that we set forth.

The next slide is -- as we're developing our Texas Administrative Code rules, before we get to that process, sometimes we like to kind of mull over and think are we getting everything in these policies. We have what's called the Disability Advisory Workgroup or the DAW. So we'll convene this informal workgroup as we're thinking about promulgating a new rule or changing something about a program that might affect persons with disabilities. We'll get this group together, seek their input for greater detail on how we can get feedback on better designing our programs and our plans for persons with disabilities.

This group in the past it's met quarterly. Lately with COVID and a lot of focus on emergency rent relief, it's taken a little bit of a break, but I know -- I believe we're going to have another meeting coming up in May. It hasn't been promoted yet, but if you do want to be on the distribution list to be a part of our disability workgroup or listen in to see what we do, please reach out to us directly. Either at the info@ E-mail for the main TDHCA number or you can contact me directly and I'll get to you the right person.

Finally, before I hand it back and start questions, I will you can go through real quick the Texas Rent Relief Program. This is a one time program from the CARES Act and some coming funds from the American rescue act. This is immediate rent relief if you need assistance paying your rent or paying your utilities. The State of Texas got about a billion dollars. Texas

is working -- TDHCA is working on administering these funds now. And with the latest American Rescue Plan act, we expect to get an additional billion dollars of funding. So check the website and can you give a call for the specific eligibility criteria on the next slide. I did want to mention that 10% of those funds -- 10% of a billion dollars is a large amount of funds that have been set aside specifically for eviction diversion. So if you have already -- if your landlord has already started the eviction proceeding process, you can go ahead and go to this website and I'll repeat the website and the toll free number in a moment. But you can go to this website or call the phone number, have your court docket ready, your court docket number, your justice of the peace precinct number, and the county that you live in. Have that information ready and start your application for the eviction diversion process.

On the next slide, this is contact information, and who can apply. So as a tenant, you can apply to get assistance for your rent, for your utilities and to help with the eviction diverse. A landlord can also apply on behalf of a tenant. I think I have on heard of instances where a landlord has a an employed for multiple tenanted and you can also have your utility bills paid for as well if you were impacted by COVID. So you can go online to Texas rent relief.com to apply and that gives all of the information on eligibility criteria, what information you have to upload, and the toll free number is 833-9TX-RENT. That's (833)989-7368. And then my last point on this is mortgage assistance will be available. We've received the funding for that. We are in the process of contracting with local assistance providers that will be able to provide mortgage assistance if you're behind on your mortgage because of COVID. That will be rolling out in summer. Stay tuned, reach out to us if you have any questions about that. So that is the end of my overview on TDHCA and everything that we do. So if you have questions, please call us. E-mail us. We're happy to answer any questions. And I see that there is a lot of questions coming through in the chat and the Q&A. So I'll turn it back to Randi. Thank you.

>> Turner: All right, thank you so much, Cate and Jeffrey and Nathan. I appreciate all three of you, some great information. I had no idea we had some of those very cool assistance programs, especially like the mortgage assistance coming to us.



I think the first question we have I think Nathan you addressed, but can you go ahead and talk about this again.

>> Darus: Absolutely. The question was about whether or not a resident who has a disability that is visible -- so readily apparent in this case -- and I think this was in reference to parking and the handicapped placard or plates, but I can answer it more generally, too, which will cover this as well.

So if you have a disability that is readily apparent, a housing provider does not need to request any documentation -- any more verification that you have a disability, right? So that part is obvious. And then if the reasonable accommodation they are asking for, if the need for that is obvious as well, then they don't need to request any verification, not even for the disability-related need because that nexus is there. So the obvious example here would be so let's say somebody who has -- who is in a wheelchair, say with a mobility disability -- requests a closer spot. They may not necessarily need a handicapped accessible spot. They may not have the van -- the need for the full van space, but if they come to the office and say I need parking closer to my unit, there is -- that housing provider really does not need to ask any more questions because the need and the accommodation -- the nexus between those things is readily apparent.

So if you have a handicapped placard or plate and you ask for assigned parking, yeah, they probably -- that would be what would be considered a previously known disability. So if you have a placard or a plate that indicates that you have a handicap or disability, then, yeah, they don't need to ask any other questions in that case.

So if you don't have that visible or obvious disability, then a property can ask for that verification that you have the disability and that you have a need for that particular accommodation.

>> Turner: in regards to an assistance animal, if you've already given them some doctor's note -- maybe it's not readily obvious, but I've given them a doctor's note, is that enough or can they require you to fill out some special form?

>> Darus: Absolutely cannot require you fill out some special form. If you have given them information that shows that the existence of a disability and the nexus between the disability-related need and the request for the

accommodation, and there is verification of those things, that's it. That's all that your housing provider should need.

>> Turner: I'm going on ask you for an example because this comes up a lot here. We'll get questions about this and I've seen some doctor's notes that will just say she needs an assistance animal and that's not enough, right? It needs to be a little bit more clear I guess about the relationship and why the assistance animal is needed, although not to dig into somebody's medical issues, you don't have to give them everything. So can you kind of explain or give an example of what should be in that doctor's note? They might have that to just give right to the housing provider as they begin to rent the property.

>> Darus: Right. And I will take a minute here to do a little bit of a plug because -- and I want to apologize. My presentation on assistance animals was very short. That's usually 45 minutes by itself. And so this is one of the things that we will cover and we will be covering it on the 17th I want to say -- 15th, excuse me. April 15th in our own webinar, but I can answer that now as well.

So that does get into a gray area. If a property received a note that just said so and so needs an assistance animal, and they asked for more verification, I would have a hard time saying, well, no, they can't do -- they shouldn't do that. And I think Jeff might also -- might be good to get your input on this from the enforcement side of things. I know that from TDHCA's perspective I would not -- I would not balk at a property that asked for more verification there.

So if you want to make sure that doesn't happen, what you should do is have your medical professional, whoever it is that's providing your medical care related to your disability, on one sheet of paper is always the easiest, say so and so sees me for a disability. Because of that disability -- they don't even have to name what it is -- they require the use of a dog, cat, list the breed. So if it's a unique animal, if you're one that has the emotional support peacock, if you have that emotional support peacock, have your doctor write, that's the animal, and this is why because other commonly kept animals won't work.

If you can get your doctor to pull all of those things -- whatever your medical professional -- you get them to pull all those things in there, then if

the housing provider denies it, then they're going to have a much harder time when it comes to -- when they get to TWC and are talking to Jeff or me if it's one of our properties. Jeff, I don't know if you wanted to jump in on that a little bit or not.

>> Riddle: Yeah, again the question was vague. So I don't know if somebody is actually going through this, but sometimes also what we have seen is if you have provided documentation on this and your housing provider is verifying that documentation. Because there have been cases where -- it hasn't happened within Texas that I know of -- but I know of a case in -- I think it was Michigan, Minnesota one of those northern states with an M state -- a person provided a documentation for his emotional support animal from a therapist in California. And basically, you know -- and of course the housing provider denied this. Then it went into an investigation, and it all came out -- this person went online, filled out a survey and then got a note for his emotional support animal.

He was not being seen by an actual health care provider. So it turned out, you know, basically -- it's not really a forged document, but it was not a valid document. So a housing provider can confirm the validity of a document. That is fine. And as I have told housing providers and some of our other training, too, when it comes to that, you have to figure out if the juice is worth the squeeze to use an analogy, right? Do you want to fight that fight? Or just approve that person's emotional support animal with the documentation you have. Yes, you can verify, and that might be what they are doing, but that shouldn't require the tenant to provide another doctor's note for that housing provider to verify the validity.

So if you have a note on file that says this disability and this disability-related need, there shouldn't be any other verification. I think what the question was getting to, but now if you do have just something on file that said you had X disability and now you're requesting a new related need, then you would need to provide another doctor or health care provider note to match those two areas.

>> Turner: a question for both of you: Do you have any individuals on staff that use American Sign Language so that people can have direct communication with someone?

>> Traz: I can answer that for TDHCA. I am not aware of anyone on our staff that is able to do this, but we do have contractors -- we do have agreements with close captioned organizations and American Sign Language interpreters that are available upon request. It wouldn't have to be three days before a meeting. If you need an accommodation, if you need someone just ask and we'll provide it. Absolutely.

>> Riddle: and the same goes with us, we do not have that specific within the Civil Rights Division, but we do have those services within the workforce commission, we just have to request those.

>> Turner: All right. If I'm in a wheelchair and have already been living in a unit without ramps, and using what I can to get in and out, but would like to request a ramp now that I am more informed about reasonable accommodations, am I able to ask for that or no? Because I didn't ask for it up front? Is ramp a reasonable accommodation or is it a modification?

>> Darus: I can cover that if you want, Jeff.

>> Riddle: Sure.

>> Darus: So the answer to that is yes it is an accommodation and a modification. I think of modifications of a specific form of an accommodation. But yeah, this would be something that would be reasonable and no just because you didn't request it up front doesn't mean you can't request it now. A lot of people are not necessarily aware of their right to request a reasonable accommodation. So I would absolutely -- if it is something that you and your medical professional absolutely believe that you need, absolutely. Request that reasonable accommodation. I will say if you are in a property that does not participate in TDHCA's programs, you may be required to pay for the installation of the ramp, and you may be required to return the unit to its previous status, so without that ramp. And then they also can require that you use licensed, bonded insured contractors as well.

It can be costly to you if it's a fully market rate, privately owned property.

>> Riddle: and to caveat that, too, you could not have a disability this month and have a disability next month. You could have a temporary disability. You broke a leg and now you're in a cast for the next six months. So you do have a mobility disability. So it doesn't matter whether you

notified your property manager up front about this or if it happened later -- you can request at any time. It makes no matter.

You never have to tell anybody -- property management -- about your disability unless you want to freely give that information or in this case you are requesting an accommodation modification and have to show a nexus, but you do not have to fill out a housing application -- yes, I have disabilities and these are what they all are. You do not have to divulge any of that information.

>> Darus: I will say I've seen complaints come in where a property will say -- well, we didn't know they had a disability because they didn't indicate it on our -- on their application. That does not -- that does not matter one bit. Does not matter.

>> Turner: the next person -- there is a little background here. I don't drive a car because I have bad vision. I get around and remain fairly self-sufficient. I ride a mobility scooter to go to the store, doctor's appointments, et cetera. The scooter requires being charged using a regular electrical plug. I do not require any special modifications. I have in the past used a plug that is in an out of the way location. There is no resident traffic so I'm assuming this is outside, on an outside part of the building. The apartment manager has forbidden me to use the plug and has threatened to tow my scooter. Help! What do you advise?

>> Darus: So I think I know what the issue may be here, which is I'm not so certain that the property has an issue with the scooter being there. I have a feeling that it has to do with the scooter being charged on the property's utility account. That would be my guess.

So in that particular case, I would probably -- I do not know what I would say to do in this case.

>> Turner: I don't know the size of the scooter because I don't know anything about scooters. So if it's something you can get into your apartment but if you live on another floor that might be really difficult if there is no elevator.

>> Darus: You know, what I would say is -- and Randi brings up a good point. If you're on a floor other than the first, you can't necessarily get that mobility scooter up to another floor. I mean you may have elevators, but

that may not -- anyway, what you may want to do is go ahead and request a reasonable accommodation to use that particular plug to charge your scooter. And they can -- they may be able to enter into say an interactive process to figure something out. But I don't --

>> Turner: Okay, she's added some information. It is an all bills paid apartment. It looks like a vespa. But it does not fit in the apartment. I was charging it inside. So inside of what if it's not fit in the apartment.

>> Darus: So if it's an all bills paid -- I assume that means that the property subs meters and charges them. That's what that sounds like. And that would be --

>> Turner: They could include it just in general. Everybody gets the same charge and they are just estimating what that electrical bill might be per apartment.

>> Darus: Right, but this is going to be one of those situations where I think that you're going to want to talk to your landlord about this to clear this up because it's not -- they're not in the business of providing electricity for charging vehicles. So I think it would be hard to argue that it's 100% a reasonable accommodation. So they could have a reason to say no. To deny the reasonable accommodation in this case. So I would definitely try talking to the landlord of the apartment complex in this particular case.

>> Riddle: Basically it's beginning a reasonable accommodation request. I mean you have a need based on your disability.

>> Turner: Is there something that maybe --

>> Riddle: It is an interactive process.

>> Turner: Could she call the T. W. C. line and maybe get some direct assistance with her request or the HUD maybe at the HUD information toll free number? Because it sounds very specific.

>> Darus: Yeah. I don't think it's one of our properties.

>> Riddle: Yeah, you're more than welcome -- they can make a complaint. And again, because it is a varied situation. There is the whole -- they do accept Section 8. I just saw that pop up. That is a nuance. I can understand where there is this idea -- they are not paying a separate

electric bill different from what the property is paying for. They are paying for it all and they have one set payment that goes in. I can understand where there is not really a differentiation between what plug somebody might be using, but again, that gets into, you know, aspects of what the agreement between the management and the rental is and lease agreements -- I would have to -- it just can't be answered with a simple request. I think the best way to go about this is that there is a disability. There is a disability-related need to charge this scooter for their mobility impairment to get around. And there could be an accommodation modification, they work with their property owner -- there might be a plug that can be extended out of their apartment, right, or there might be an outdoor plug that can be networked maybe in. And I think the best thing here is to have that dialogue with the property management, and if that fails and it's a we're not going to do anything for you, yes, reach out to us. Initiate a complaint and we'll look into the whole matter. And --

>> Turner: That's the one thing I appreciate about TWC's Civil Rights Division is you look into all of them. You don't just -- we don't have enough time so these aren't as big of impact so we're -- you look at every complaint that comes in. So that's I think a real positive there.

I want to get to one more question because we just have a couple of minutes. If someone has a disability that is not necessarily visible initially, needs to be added to -- wait a second.

Has a disability, needs to be added to as an occupant with their caretaker and the landlord is unwilling to accommodate the request when document tailings has been provided. Which agency needs to be contacted? Sounds like the caretaker occupant has the disability and needs some kind of an accommodation from the landlord.

And I see your point Nathan, all only cover 34 of the 254 counties. You don't have housing in every property where T. W. C. Civil Rights Division can investigate anything.

>> Traz: Maybe you want to clarify the jurisdiction there.

>> Darus: So that was specific to the Section 8 -- our Section 8 voucher. We have properties in -- we have them in 254 -- might not be.

>> Traz: in almost every county. The TDHCA provides service -- let me turn my video on -- we do provide housing statewide, all regions, urban and rural, we provide housing everywhere. Many of our services are available in every county. I was just providing a little bit of information on specifically the Section 8 program because we often get kind of some jurisdiction questions. It is possible that some of these questions may be a TDHCA funded multi-family property or they might not be.

I thank you for allowing me to clarify this. We do provide housing services statewide. And Nathan you want to go ahead.

>> Darus: About the caretaker -- so this is one of those weird -- it's definitely a weird situation. So if it's in a TDHCA property, because our programs are almost all -- I mean they all are for low or moderate to low income or extremely low income -- so for low income families or households, if it's a TDHCA program, then the caretaker, if they are just a family member and their income is being counted toward income determinations and certification, then yes, the caretaker is a household member and can request a reasonable accommodation. If they are not in a TDHCA -- if they are not a household member and they are a live-in aide and their income is not counted, then they do not have tenant rights. They are not counted as a tenant in that case. And they do not have the right to make reasonable accommodation requests for themselves. So that's -- that's if it's TDHCA specific. So if it is a TDHCA property, a person who ask this question, please, please reach out to us if it's one our properties and we can get you a better answer.

>> Turner: and I put that slide back up. I use this all the time to see if I can first contact you because I know you guys can make magic behind the scenes. And maybe resolve something quickly instead of somebody having through the whole complaint process, but to see if it is one of your properties, this is a great website. Plus it does show the properties that have accessible apartments which is really nice to know, and I know it's only quarterly that it's updated, but still you get an idea of what might be available. Well, I'm going to have to shut this down. It's the end of our time and I really appreciate all three of you. Texas Closed Captioning, communication by hand for providing communication access services. I'm going to throw the last slide up again so you all can see the contact



information. But we will make this available on our website and you are YouTube channel so you can download it probably in the next just couple of days.

>> Darus: While we're on this slide, Randi, I want to make it -- a correction to my phone number. It's (512)475-0306.

>> Turner: 0306. All right, well, thank you all. And have a great rest of the day. We appreciate your participation and your involvement. Thank you. Bye-bye.

>> Traz: Thank you.

>> Darus: Thank you.

>> Riddle: Bye.