VACAVILLE HOUSING AUTHORITY

SECTION 504 GRIEVANCE PROCEDURE

In accordance with Section 504 of the Rehabilitation Act of 1973, the Housing Authority (HA) provides “Reasonable Accommodation” to applicants and/or participants with disabilities. 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 access to the HA’s programs and services. The request for the accommodation must be reasonable and not an administrative or financial burden or alter the fundamental nature of the Housing Choice Voucher program.

REASONABLE ACCOMMODATION REQUEST

An individual with a verifiable disability who needs a reasonable accommodation, may request it during the application process or after a voucher is received. All requests are reviewed on a case-by-case basis and the HA considers all information provided. All information provided during the process will remain completely confidential and will only be used to make a decision on the reasonable accommodation request.

A written response to a reasonable accommodation request will be mailed within 14 days of determination. The response will be to grant or deny the request, or to request further information required to complete the review of the request. If the decision is to deny the request, the response will include an explanation as to the reasons(s) for the denial and the right to file request for reconsideration of the decision with the 504 Coordinator. Within fourteen (14) days of receipt of the request, the 504 Coordinator will send a letter to the individual scheduling an in person or phone appointment to discuss the case and offer possible solutions that will address the accommodation request.

If the individual is not satisfied with the decision of the 504 Coordinator, he/she has the right to request that the Reasonable Accommodation Review Committee review the case. The RARC will schedule their review with the individual within 14 days of the referral. The individual may submit additional documentation, and bring someone to assist them during the meeting such as an advocate or representative, if any.

DISCRIMINATION COMPLAINT

In addition, at any time, if an individual believes that their reasonable accommodation request was not processed appropriately or feels they have been discriminated because of their disability, he/she can submit a written grievance to the 504 Coordinator. The 504 Coordinator will investigate the complaint. The grievance investigation may involve interviews and meetings with the parties, including any witnesses or other persons identified as having some involvement in the issues of the grievance. A written determination will be issued by the 504 Coordinator upon completion of the investigation.

The complaint can be filed with the Housing Authority’s 504/ADA Compliance Officer at:

Vacaville Housing Authority
Solano County Housing Authority
40 Eldridge Avenue, Suite 2
Vacaville, CA 95687
(707) 449-5675 or TDD (707) 449-5680
At any time during the process, the individual has the right to seek assistance from the U.S. Department of Housing and Urban Development Fair Housing and Equal Opportunity Office and State of California Department of Fair Employment and Housing (DFEH) Department at:

U.S. Dept. Of Housing and Urban Development  
600 Harrison Street, 3rd Floor,  
San Francisco, CA  94107-13

(415) 489-6524  
(800) 347-3739  
TTY (415) 436-6594

State of California Department of Fair Employment and Housing (DFEH)  
2218 Kausen Drive, Suite 100  
Elk Grove, CA  95758  
1800-884-1684

Individuals with limited English proficiency may request that the Housing Authority provide interpretation/translation. Upon request, the Housing Authority will provide appropriate aids and services for effective communication.