

## Sample Letter

### Request for Accessible Assigned Parking Space

Date

Writer's Address

Name of Authority (such as owner, landlord, condominium management, or homeowner association, for example)

Address of Authority

Re: Request for reasonable accommodation under the Fair Housing Act

Under the provisions of the Americans with Disabilities Act, as amended, and the Fair Housing Act, as amended, I respectfully request an assigned accessible parking space close to my housing unit located at (unit number and/or address). This request constitutes a "reasonable accommodation" because of my disability. (Describe briefly the nature of your disability, such as a wheelchair user, etc). I am in possession of a valid disabled parking (placard or plate) issued by the California Department of Motor Vehicles.

A "reasonable accommodation" is a change, exception, or adjustment to a rule, practice, or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling. Under the provisions of the Fair Housing Act, an assigned accessible parking space is one of reasonable accommodations you must make to your current parking space polity.

Also under the provisions of the Fair Housing Act, you have an obligation to provide a prompt response to my request for a reasonable accommodation. For this purpose, I believe ten (10) business days is sufficient. Accordingly, please let me know your determination at your earliest convenience.

Your prompt consideration of this matter will be greatly appreciated.

Sincerely,  
(your name)

## Sample Letter of Complaint

(1st Letter)

Date

Name of Owner or Manager of Business

Name of Business

Address of Business (Street Address, City, State and Zip Code)

Dear Mr. or Ms. \_\_\_\_\_:

*(If you couldn't get the name of the manager or owner, write: "Dear Sir or Madam" OR write: "To Whom it May Concern")*

I am writing to complain about the level of physical access at your store. In particular, the lack of a ramped entrance into the building and no accessible parking in the lot. I am a person with a disability and I live in the area of your store. I would like to patronize your business however the physical obstacles currently in place at your building make it nearly impossible.

Under the Americans with Disabilities Act (ADA) of 1990, places of public accommodation, such as your store, are mandated by federal law to remove physical barriers so that persons with disabilities can access the same goods and services as non-disabled individuals. By not providing a ramp into your store and no handicapped parking spaces, you are not meeting the requirements of the ADA.

When the ADA was passed, it established a provision for businesses to receive tax credits and deductions for removing barriers. By installing a ramp and accessible parking spaces, you will qualify for such tax incentives.

It is my hope that you will take this information and my complaint into consideration and make your store accessible to people with disabilities. I would like to hear from you to discuss this matter in more detail. I can be reached at *(include your telephone number)*. My address is *(include your home address)*.

Sincerely,

*Your Name*

(If it applies, you may want to add that you are affiliated with an organization or group after your name—for example: *Jane Doe, Student/USA University or John Doe, Board Member, Local Independent Living Center, Inc.*)

Cc. This is where you would want to indicate the name of any individual(s) who may be interested in this issue and that may assist you in your efforts (for example: *John Q. Citizen, Chairperson, Local Business Association or Chamber of Commerce*).

**Sample Letter of Complaint**  
(Follow-up Letter)

Date

Name of Owner or Manager of Business

Name of Business

Address of Business (Street Address, City, State and Zip Code)

Dear Mr. or Ms. \_\_\_\_\_:

Sometime ago, I wrote to you about the lack of access for persons with disabilities into your store (see attached letter). To date, I have not heard from either you or a representative from your business.

As I mentioned in my previous letter, that as the owner/operator of a place of business,

you are mandated by the Americans with Disabilities Act (ADA) of 1990 to make your store, along with its goods and services, accessible to persons with disabilities. Failure to do so could result in the filing of a formal complaint against your business with the U.S. Department of Justice (DOJ) Civil Rights Division or the State Human Relations Commission.

It is my hope that you will review this situation more closely and make the necessary changes to your store. Keep in mind, that by removing the barriers that are in place, you are opening your business up to new customers along with their families and friends.

Please feel free to contact me to discuss this matter in more detail. I can be reached at *(include your telephone number)*. My address is *(include your home address)*.

Sincerely,

*Your Name*

(If it applies, you may want to add that you are affiliated with an organization or group after your name—for example: *Jane Doe, Student/USA University* or *John Doe, Board Member, Local Independent Living Center, Inc.*)

Cc. This is where you would want to indicate the name of an individual(s) who may be interested in this issue, or who may assist you with your efforts (for example: *John Q. Citizen, Chairperson, Local Business Association* or *Chamber of Commerce*).

### Sample “Thank You” Letter

Date

Name of Owner or Manager of Business

Name of Business

Address of Business (Street Address, City, State and Zip Code)

Dear Mr. or Ms. \_\_\_\_\_:

I would just like to express my appreciation for your immediate response to my complaint. Your actions are a clear indication that you take the issue of providing access into your store for people with disabilities quite seriously. It is only my hope that more businesses will follow your efforts and make their stores accessible to disabled individuals.

Once again, I would like to thank you. By removing the barriers that were in place, I can now benefit from all of the goods and services that your store has to offer.

Sincerely,

Your Name

(If it applies, you may want to add that you are affiliated with an organization or group after your name—for example: *Jane Doe, Student/Temple University* or *John Doe, Board Member, Liberty Resources, Inc.*)

Cc. This is where you want to indicate the name of any individual(s) who may be interested in this issue and who may have been of assistance to you during your efforts (for example: *Joe Q. Citizen, Editor, Local Daily Community News*).

### Sample Letter

Fair Housing Amendments Act of 1988

Examples: Apartment Buildings; Multi-Family Housing Developments

Publications to Check Out: *Understanding The Fair Housing Amendments Act*

Date

Name of Owner or Manager of Business

Name of Business

Address of Business (Street Address, City, State and Zip Code)

Dear Mr. or Ms. \_\_\_\_\_:

I am writing in regard to accessibility at the Living Apartment Complex. I am a person with a disability and I am very interested in renting an apartment in your building. During my initial meeting with the on-site building manager, I expressed a need to modify the bathroom and kitchen in order to accommodate my wheelchair and that I would pay for the necessary work myself. It was at this time that your manager told me that it is against your company's policy to allow tenants to make any changes or modifications to an apartment. It is this policy that I believe is in violation of the law.

Under the Fair Housing Amendments Act (FHAA), a landlord cannot refuse to allow a tenant with a disability to make modifications, at the tenant's expense, to the person's unit as well as common use areas. Therefore, the information that your manager gave about making changes to the bathroom and kitchen was incorrect and a violation of federal law.

I am still very interested in the apartment and would like to meet to not only discuss the modifications that I would like to make to the unit (installation of grab bars, removal of base cabinets under the sink), but to provide you and your staff with the correct information on the FHAA and how it applies to disabled individuals.

I look forward to hearing from you to discuss my concerns in more detail. I can be reached at (area code and phone number) and my home address is \_\_\_\_\_.

Sincerely,

*Your Name*

(If it applies, you may want to add that you are affiliated with an organization or group after your name—for example: *Jane Doe, Student* or *John Doe, Board Member*)

Sample Letter

Americans with Disabilities Act (ADA) Title 2 State & Local Government Entities

Examples:

Town Halls, State Legislatures, Municipal Buildings, Police & Fire Departments

Publications to Check Out: *Access: State & Local Government; Understanding the ADA*

The Honorable John Jones

Mayor

Town of Noaccess

123 Route 456

Clarksville, USA

Dear Mayor Jones:

I would like to bring to your attention the lack of sufficient handicapped parking spaces at the town's courthouse. There is only one handicapped parking space in a lot that has over 200 parking spaces. I am requesting that more spaces be provided with appropriate signage. I was recently called to serve jury duty, however, was quite surprised to discover the lack of handicapped parking spaces. As a disabled veteran who uses a wheelchair, I had great difficulty with parking at the courthouse, and was quite late for my jury service.

Please know that the Americans with Disabilities Act (ADA) requires that for 200 spaces, at least 6 handicapped parking spaces be provided and at least one of them must be van accessible. This means that all of the handicapped parking spaces should be at least 8 feet wide; the adjacent access aisle for cars should be at least 5 feet wide (access aisles for vans is 8 feet). Signage is also required with both the International Symbol of Accessibility and the amount of the fine that will be imposed for illegally parking in the space.

I have enclosed two brochures to assist you (*Guide to Handicapped Parking and Access: State & Local Government*). I would like to meet with you or a member of your staff to resolve this issue so that other disabled citizens in our town can access the programs and services at the courthouse and other town buildings. I can be reached at (555) 987-0000.

Thank you for your cooperation.

Sincerely,

Joe Doe, Member of Local Board of Retired Veterans

### **Sample Letter**

Americans with Disabilities Act (ADA) Title 2—State & Local Government Entities  
Examples: Town Halls, State Legislatures, Municipal Buildings, Police & Fire  
Departments

Publications to Check Out: Access: *State & Local Government; Understanding the ADA*

Ms. Susan Doe  
Commissioner  
Righttovote Board of Elections  
123 Lever Street  
Righttovote, USA 12345

Dear Commissioner:

I am writing in regard to accessibility for wheelchair users at the polling place to which I have been assigned. I recently went to my polling place at the high school, but there were three steps at the entrance and no ramp was provided. I could not enter the building to conduct my civic duty to vote.

Title II of the Americans with Disabilities Act (ADA) of 1990, requires that state and local governments remove barriers to accessibility, so that persons with disabilities can participate equally in all services, programs and activities as persons who are not disabled. The removal of barriers should first be addressed architecturally by adding a ramp, unless it is truly an “undue burden” financially. If a ramp is too costly, then alternative programmatic solutions are required, such as relocating the election site to a fully accessible building.

Please contact me with any questions you may have regarding this matter. I can be reached at (555) 555-1212; my home address is 123 Rightway Lane, Righttovote, USA. I look forward to hearing from you shortly regarding my polling site.

Thank you for you cooperation.

Sincerely,

G. Washington