



Reasonable Accommodation Request: Paying Rent to Coincide with Social Security Disability Check

Individuals who receive Social Security Disability Income receive one check or deposit into their account per month on a date determined by the Social Security Administration. When an applicant/resident requests to pay their rent on a different date due to receiving a disability check on a certain day of the month, the following is needed from the applicant/resident:

- Complete a reasonable accommodation form located in Chapter 1: Operation Procedure Manual.
- Provide Benefits Verification letter from Social Security Administration.
- **NO** other verification is needed, unless requested by the Fair Housing Department.

When the property has received the necessary documents above, please submit to fairhousing@royalamerican.com. In the body of the email, if the applicant/resident will not be residing alone, please indicate the number of people residing in the apartment with the person making the request and provide the source as well as amount of income of each individual listed in the apartment. Once this information is received, Fair Housing will review and you will receive a determination of either approval or denial from the Fair Housing department within seven (7) days after the request has been received.

If the request is approved, the property would, in OneSite, update that resident's late method to "Late Fee Accommodation". To do so, go to the Resident Summary tab, click on the Lease Details tab. In the Lease Details area click on the Edit box, then a Lease Information box will display. Select the "Late Fee Accommodation" from the Drop Down and click Save. OneSite updates the Resident with the new information.

If the request is denied, you will receive a denial letter from the Fair Housing Department to deliver to the requester.

If you have any question, please reach out to Whitney Brock 850-914-8491 or Jessica Kelly 850-914-3243.

***Does not apply to other Social Security Benefits, only Social Security Disability.**