

Understanding TWCCRD Investigative Role. Reasonable Accommodation Complaints

As a landlord there is a legal obligation to provide and/or make “Reasonable Accommodations”. 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 an equal opportunity to use and enjoy a dwelling, including public and common-use spaces.

Questions such as:

What and When you can ask for verification, Weight/Breed limits, Direct Threat, Amenity Areas, Rent/ Fee/deposits, Insurance requirements, will all be answered in this session.

You will also learn about the Investigators role when there is a complaint and what is expected of you. Did you know maintenance personnel need To know how to address these requests also?



Instructor: William “Keith” Cooper– Fair Housing investigator TWCCRD

Training Session: \$39 per student

_____ 1st Session: September 20th, 10 am to 12 pm

_____ 2nd Session: September 20th, 1 pm to 3 pm

Sessions are at: Potpourri House 3320 Troup Hwy, Tyler

Questions? Call 903.594.8864

Payment in Advance to: Tyler Apartment Association PO Box 7223 * Tyler, TX 75711

___ Invoice to be mailed

___ Check here if you need a link to pay with a credit card

Written Cancellation by 9-8-2023 for a refund. Substitutions are accepted. No Shows will not be refunded.

One form per registrant and complete all information requested on this form.

Full Name: _____ Title: _____

Company: _____

Address: _____ Phone: _____

City, State, ZIP: _____ Email: _____

I understand, providing the email address above, I consent to receive email notices sent by or on behalf of the Tyler Apt. Assoc.