If you feel you’ve been discriminated against, HRC can help.

The Housing Rights Center (HRC) is the nation’s largest local, nonprofit organization dedicated to fighting housing discrimination.

The fair housing laws protect you from being discriminated against based on your race, color, religion, gender, gender identity, gender expression, sexual orientation, national origin, familial status, marital status, disability, ancestry, age, source of income, or other characteristics protected by law.

HRC provides residents within the Los Angeles and Ventura Counties with free (1) housing discrimination investigation, (2) fair housing enforcement, (3) outreach and education, and (4) landlord-tenant counseling.

Contact Us

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South Los Angeles Office
Contact HRC for office information

Office locations are handicap accessible.

www.housingrightscenter.org
What to do if you are disabled and the elevator in the building you live in is broken:

Elevators are an important part of the lives of people with disabilities and people without disabilities alike. Elevators allow people who have difficulties climbing stairs to be able to fully enjoy their living space. They are a lifeline to the outside world, particularly for people using mobility aids like wheelchairs, walkers, and canes. They allow people to haul up heavy groceries, clunky strollers, and other weighty objects that are painful and sometimes dangerous to walk upstairs with. So, what do you do when your building’s elevator is broken? If you have a disability, request a reasonable accommodation (In addition to the steps that follow).

Tips for Everyone

1. Make written complaints to management, and make sure to keep a copy.
   These complaints will be important if you need to establish that you did notify management about the elevator outage and they failed to act. Verbal complaints can be forgotten, misconstrued, or argued about. Written copies are a more sure way to make sure management gets your complaint, and that you have a record of that complaint. Take time stamped pictures of any notices posted on the elevator. Make note of who exactly you made a complaint to.

2. Document outages
   Keep a calendar or journal detailing the times the elevator has been out and for how long. It will help clarify a time-line of outages.

3. Make a report to the governing agency that oversees elevator safety in your city.
   For most cities this would be Building and Safety or Code Enforcement.

4. Covered by Rent Control?
   Make a complaint to the housing department of your city.

What are Reasonable Accommodations?

A reasonable accommodation is a change to a house rule, policy, or practice that may be necessary to allow a person with a disability equal opportunity to use and enjoy their housing. This can include making repairs to broken elevator systems to afford tenants with disabilities equal enjoyment of their dwelling.

How Should I Request an Accommodation or Modification?

In Writing — It is best to make your request in writing, and provide your landlord with a date within which to respond to your request. Your request should mention that (1) you have a mobility disability that affects your ability to climb stairs and (2) you need this elevator repaired.

Include a Letter of Support — Include a letter from a doctor, social worker, or other person familiar with you to confirm your disability and your need for the accommodation or modification requested.

Interactive Process — When a housing provider refuses to grant a requested accommodation or modification because it is not “reasonable” (i.e. it creates an undue burden), the provider must consider effective alternatives with the tenant.

Contact HRC — We can contact your landlord and request a reasonable accommodation or modification on your behalf.

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