

## Get Help Today

### Call the Fair Housing Hotline

Illegal housing discrimination can happen to anyone. If you feel you may have been a victim of discrimination, know that you have rights.

Oahu

808.527.8024

Neighbor Islands

866.527. FAIR

(866.527.3247)

**All services are provided free of charge.**

**There are no income eligibility requirements.**

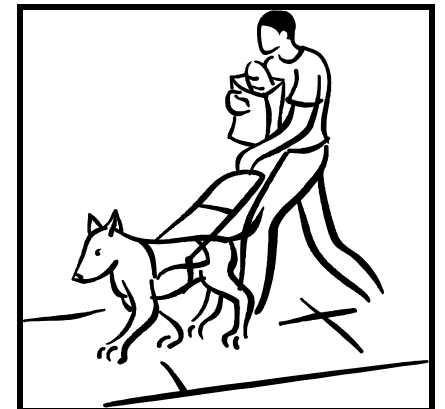
Funding for this brochure was provided by the U.S. Department of Housing and Urban Development Fair Housing Initiatives Program.

FAIR HOUSING ENFORCEMENT PROGRAM  
THE LEGAL AID SOCIETY OF HAWAII  
924 Bethel Street  
Honolulu, HI 96813

Legal Aid Society of Hawai'i

## The Fair Housing Enforcement Program

Assistance Animals for Persons with Disabilities and Housing



Reasonable Accommodations for Persons with Disabilities

**Tel: 808.527.8024**

# Do you need a service or companion animal?

Fair Housing law allows for service and companion animals for persons with a disability.

## Service Animals

*Example: a seeing eye dog*

A trained animal that provides a service for a physically disabled person.

## Companion Animals

*Example: an emotional support animal*

A trained animal that provides necessary therapeutic benefits for a mentally disabled person.

Fair Housing law does NOT create exceptions to no pet rules. The animal must be an assistance animal as described above.

## Pets

*Examples: a pet dog or cat*

A domesticated animal that is kept for personal enjoyment or companionship and is not a medical or therapeutic necessity even if the pet owner has a disability.

## FAQ:

### What if the building has a 'no-pet' policy?

You can ask for an exception to the 'no-pet' policy to accommodate your assistance animal. This is a *reasonable accommodation* per the Fair Housing Act.

### How do I ask my landlord for a reasonable accommodation?

You, or someone on your behalf, may write a letter or talk to your landlord. Your landlord may ask you to provide information or documentation, or may suggest alternatives.

### Do I have to provide a doctor's note?

Your landlord can ask for reliable disability-related information to show that you need the animal. The landlord cannot ask about your specific disability, or how severe it is. Also, you do not need to release full medical records to show your disability-related need.

### What are my responsibilities?

As the owner, you must observe leash laws and pick-up laws. Your animal cannot make excessive noise, or be aggressive or threatening. You are responsible for the animal's behavior.

### Can I be charged a pet deposit?

Usually a pet deposit cannot be charged for a service or companion animal. If the animal damages property, you must pay for it.

## How Can We Help You?

The Fair Housing Enforcement Program assists people who have experienced illegal housing discrimination. Our services include:

- Answering fair housing questions
- Assisting with requests for reasonable accommodations for assistance animals due to disability
- Assistance with filing a formal complaint with a government agency
- Advice about how to assert your fair housing rights
- Informational materials
- Referrals to other organizations that can help you with your housing needs
- Educating the community about fair housing rights

Please feel free to call our hotline with any questions regarding your housing situation.

THE LEGAL AID SOCIETY  
OF HAWAII

924 Bethel Street  
Honolulu, HI 96813  
Tel: 808.536.4302  
Fax: 808.527.8088  
[www.legalaidhawaii.org](http://www.legalaidhawaii.org)