

Quarterly Report: 7/1/2020 through 9/30/2020

Complaints/Request Received

Substantive Response Sent
Acknowledgement Sent
Date Recieved

Type:

Department:

Description

Response

Citizen called make a complaint against Cedar Hill Memorial Park, located at 8301 Mansfield Hwy, for not having a wheelchair ramp to access the building.

City staff advised the citizen that the issue is outside of the City's authority with regard to compliance with Title of the ADA, as amended. Complainant was provided with the toll-free telephone number to contact TDLR, the state agency responsible for enforcement of ADA concerns on private property.

Substantive Response Sent
Acknowledgement Sent
Date Recieved

Type:

Department:

Description

Response

Individual reached out on behalf of her father, an Arlington resident, requesting assistance in getting this apartment complex to provide a handicap accessible parking space near his residence.

Spoke with the requestor and informed her that this was out of the Clty's jurisdiction. Requestor was directed to the TDLR webiste to file a complaint.

Quarterly Report: 7/1/2020 through 9/30/2020

Substantive Response Sent

9/30/2020

Type:

Facility Access

Department:

Arlington Housing
Authority

Acknowledgement Sent

9/30/2020

Date Recieved

9/30/2020

Description

Response

The Arlington Housing Authority received 19 requests for accommodation between July 1 and September 30, 2020. These requests varied from an additional bedroom, live in aide, and moving to the first floor of a housing unit.

Of the requests received, 16 were approved and 7 were denied.