

Rental Leasing Services

Subject:	Renting to Customers with Disabilities and Service Animals
Procedure No.	CO 0601 1214
Distribution:	ALL - RLS Server & Company Wide Email Announcement
Date:	December 17, 2014
Company Wide Implementation Date:	December 17, 2014
Replaces Procedure:	New
Other References:	Procedure No.
Purpose	To Communicate: <ul style="list-style-type: none">• Definition of a Service Animal under ADA• Renting to customers with disabilities and service animals• Rental Program Requirements• Rental Program Benefits• Questions Not To Ask• Further Guidance

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<p>Americans with Disability Act – (ADA) – Service Animals</p>	<p>According to the ADA, a service animal is defined as “any animal individually trained to work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals to an impending seizure or protecting individuals during one, and alerting individuals who are hearing impaired to intruders, or pulling a wheelchair and fetching dropped items.”</p> <p>A person with a disability uses a service animal as an auxiliary aid. In compliance with the ADA, service animals are welcome in all buildings on company property and may attend any class, meeting or other event. There may be an exception to certain areas.</p>
<p>Customers with Service Animals</p>	<p>We will gladly accommodate and rent to customers with service animals under Title III of the ADA, which requires service animals to be allowed in all areas of public access. Service animals are distinctly different from pets. To that effort, all associates are expected to comply with Title III of the ADA regarding service animals.</p>
<p>Rental Program Requirements</p>	<p>Standard rental requirements apply. For example: Minimum age, method of payment and physical damage requirements must be met by all renters.</p>
<p>Rental Program Benefit for ADA Customers with Service Animals</p>	<p>There will be no clean up fee charged to a customer with a disability renting with a service animal.</p>
<p>Questions Not To Ask</p>	<ul style="list-style-type: none"> • Do not ask the customer what their disability happens to be. • Do not ask the customer to prove they are disabled. • Do not ask the customer how they became disabled.
<p>Further Guidance for Employees</p>	<p>Contact your Manager, General Manager, Risk Department, or Training Department if you have questions concerning rentals complying with the Americans with Disabilities Act.</p>