

SERVICE ANIMALS AND EMOTIONAL SUPPORT ANIMALS

Service animals and emotional support animals (ESAs) are not to be considered "pets" by landlords and property management companies.



WHAT IS AN EMOTIONAL SUPPORT ANIMAL OR A SERVICE ANIMAL?

An Emotional Support Animal (ESA) is an animal that provides comfort and emotional support to people with mental health conditions or emotional disabilities. Unlike Service Animals, they are not trained to perform specific tasks but are recognized for their therapeutic benefits. A service animal is trained to perform a specific task related to a person's disability.

YOU HAVE RIGHTS!

- Under the Fair Housing Act, housing providers are required to make reasonable accommodations for ESAs and Service Animals, even if there is a "no pets" policy.
- The request by a tenant must be accompanied by documentation by a licensed healthcare provider that states the need for an ESA or Service Animal.
- A landlord or property manager cannot deny the ESA or Service Animal based on size or breed, as long as the animal is well-behaved and does not pose a threat to others -- including other animals.
- Housing providers cannot charge "pet rent" or a "pet deposit" for ESAs or Service Animals.
- The tenant is responsible for any damages caused by the ESA or Service Animal, and is responsible for ensuring the animal's behavior does not interfere with the safety or comfort of others.
- An ESA or Service Animal can provide assistance to more than one person. Additionally, more than one person in a unit or home is allowed to have an ESA or Service Animal.

HELP IS AVAILABLE!

If you need assistance with a landlord-tenant issue that doesn't involve financial assistance, or a Fair Housing issue, please visit our website. **If you need help with eviction, call 211 and ask for the Coordinated Eviction Prevention Intake.**

