

A woman with physical and mental disabilities rented a two-story dwelling, but with the understanding that when a single-story town home became available, she would be able to transfer to it, as an accommodation for her mobility impairments. Several vacancies arose, however, without that happening and the manager eventually informed her that she would not be able to transfer until her lease expired. The tenant then requested the accommodation of being allowed out of her lease so that she could pursue a single-story dwelling unit elsewhere and, again, the management refused the accommodation.

The difficult living situation exacerbated the woman's mental disability symptoms and she secured a prescription from her physician for a companion animal to help to alleviate those symptoms. The rental management, however, insisted upon treating the companion animal as a pet, and insisted upon its \$500.00 pet deposit.

Upon filing a complaint under the Iowa Civil Rights Act alleging housing discrimination on the basis of disability, agency personnel negotiated a resolution in which the rental management agreed to immediately allow the disabled tenant to transfer to a one story town home with a waiver of the first nine days of rent; to recognize the companion animal as a "service/companion animal" and, thus, exempt from pet policies; and to relocate one of its designated handicapped parking spaces to a location closer to the tenant's new town home. The complaint was closed and all rights under the Act were released.