



CROWN

Assistance Animal Profile

Residents with assistance animals may submit reasonable accommodation requests through PetScreening. PetScreening utilizes Amazon Web Services (AWS) servers which aligns to AWS' HIPAA risk management program with FedRAMP and NIST 800-53, which are higher security standards that map to the HIPAA Security Rule. The requests go through a comprehensive legal review process that adheres to **HUD and FHAct guidelines** and PetScreening's assistance animal review team provides housing providers their determination when the review is complete.

- No cost and no form of payment is collected for reasonable accommodation requests
- "Assistance Animals" is all-encompassing (service animals/ESAs/companion animals/etc.) In PetScreening, when an animal owner (Requester) is submitting a reasonable accommodation request, he/she selects their animal type: Service Animal or Support Animal consistent with the HUD/FHAct guidelines
- Assistance Animal Review Team is led by our Chief Legal Counsel with decades of experience in business, tenant/landlord and fair housing law
- Assistance Animal Review Team contacts the support animal owner's (Requester) third-party health care provider to validate the document's authenticity
- Assistance Animal Review Team **never** inquires about the specific nature of a disability

Additional Resources

[Summary of HUDs Assistance Animal Notice \(FHEO-2020-01\)](#)

[Service Animals, Household Pets, Support Animals \(Comparison Chart\)](#)