

ACCESSIBILITY CHECKLIST FOR PROPERTY MANAGERS

Practical Guide to Creating More Inclusive Housing

Use this checklist as a practical guide to know if you are providing access to your community.

ENTRY & BUILDING ACCESS

- Is there at least one step-free entrance into the building?
- Are ramps present, stable, and properly sloped?
- Are entry doors light enough to open or equipped with automatic openers?
- Is there adequate space to maneuver through entryways?
- Are intercoms/keypads reachable from a seated position?

HALLWAYS & COMMON AREAS

- Are hallways clear of obstacles at all times?
- Is there a minimum of 36 inches of clear path of travel?
- Are floors smooth, stable, and slip-resistant?
- Is there enough space for a wheelchair to turn where needed?
- Are emergency exits accessible and unobstructed?

MOBILITY DEVICE CONSIDERATIONS (SCOOTERS/WHEELCHAIRS)

- Is there a designated area for mobility device storage if needed?
- If devices are in hallways, is egress fully maintained?
- Are devices placed in a way that does not block exits or doorways?
- Are devices stored safely (not at risk of rolling or shifting)?
- Are charging options provided inside units or in safe designated areas?

Key reminder:

- Policies should be evaluated alongside real tenant needs, not just default restrictions.

ELEVATORS (IF APPLICABLE)

- Is there a functioning elevator available?
- Are elevator buttons reachable from seated height?
- Do doors remain open long enough for safe entry/exit?
- Is there a maintenance plan for outages?
- Is there an alternative access plan if the elevator fails?

PARKING & EXTERIOR ROUTES

- Are accessible parking spaces available and clearly marked?
- Are these spaces enforced (not misused)?
- Is there a smooth, direct path from parking to entrance?
- Are curb cuts present and properly aligned?
- Is lighting adequate for visibility and safety?

INSIDE UNITS (ACCESSIBLE LIVING)

- Are doorways wide enough for mobility devices?
- Are kitchens usable from seated height?
- Are sinks and counters accessible?
- Are bathrooms equipped with grab bars and usable layouts?
- Are showers/tubs accessible (roll-in or modified)?
- Are light switches, outlets, and thermostats reachable?

MAINTENANCE & REPAIRS

- Are accessibility-related repairs prioritized?
- Are broken doors, elevators, or entry systems fixed promptly?
- Is there a clear and simple way for tenants to report issues?
- Are timelines communicated clearly to tenants?

ACCOMMODATION PROCESS (LEGAL AND PRACTICAL)

- Is there a clear process for requesting accommodations?
- Are requests acknowledged in a timely manner?
- Are responses documented and followed up on?
- Is there an effort to find solutions, not just deny requests?
- Are policies applied flexibly when needed for accessibility?

STAFF AWARENESS & TRAINING

- Are staff trained in disability awareness?
- Do they understand reasonable accommodations?
- Are interactions respectful, patient, and solution-focused?
- Do staff know who to escalate accessibility concerns to?

EVERYDAY FUNCTIONALITY (OFTEN OVERLOOKED)

- Are mailboxes reachable?
- Is the laundry room accessible?
- Are trash/recycling areas easy to access?
- Are door thresholds manageable?
- Are shared amenities usable by all residents?

SELF-AUDIT QUESTIONS

- Can someone access this space independently?
- Does this meet real-life usability, not just compliance?
- Would I notice this barrier if I experienced it daily?

FINAL THOUGHT

- Accessibility is not just about meeting requirements. It is about creating spaces where people can live with independence, dignity, and ease.



For more information on accessibility, please contact Melissa DiVietri

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