Sophia contacted IPAS in 2011 about her request for a personal parking space in her apartment complex. Despite her disability-related mobility issues, Sophia’s apartment complex refused to grant her a reserved space in front of her apartment building. Because the parking lot closest to her building often filled up while she was out running errands or teaching weekly art classes, not having a specific space reserved for her posed a real problem for Sophia.

When she decided to contact IPAS for support, the staff knew they could be of service to Sophia. The attorneys and advocates at IPAS understood that, under the Fair Housing Act, individuals with disability-related mobility issues have the right to request a reserved parking space; this space ensures that these individuals will have a short commute to and from their apartment building. Based on this knowledge, IPAS knew that Sophia’s rights were being violated and that they could help her find resolution.

IPAS staff conducted several discussions with Sophia’s apartment complex management. The complex eventually agreed to post a sign reserving a parking space specifically for Sophia’s use. Of her experience, she explains, “The apartment complex wouldn’t listen to me and I didn’t know where to turn for help. When I found out about IPAS, I was so relieved. I knew the complex would listen to them—and they did!” Thanks to the advocacy of IPAS, Sophia doesn’t worry about finding parking at home.

**Names have been changed to protect the privacy of our clients.**