

## Elsen, Nikki

---

**From:** Hannah Eitland <hanseit239@gmail.com>  
**Sent:** Monday, April 29, 2024 3:50 PM  
**To:** Elsen, Nikki  
**Subject:** Eitland/Johnson Complaint  
**Attachments:** Heather\_Emails.pdf; Heather\_Denial.pdf

\*\*\* **CAUTION:** This email originated from an external sender. **DO NOT** click links or open attachments unless you recognize the sender and know the content is safe. \*\*\*

Hello Nikki,

Attached are the emails between Heather Johnson and myself regarding my emotional support animal. I isolated the ESA denial from the email chain in the second attachment.

Kind regards,  
Hannah Eitland



Hannah Eitland &lt;hanseit239@gmail.com&gt;

---

**ReliantRES: 5 Days to Correct**

17 messages

**Heather Johnson** <heather@reliantres.com>

Wed, Mar 13, 2024 at 10:52 AM

To: "emmagarrettson03@gmail.com" <emmagarrettson03@gmail.com>, "maysalang2@gmail.com" <maysalang2@gmail.com>, "erin.a.beacom@gmail.com" <erin.a.beacom@gmail.com>, "hanseit239@gmail.com" <hanseit239@gmail.com>

Emma, Maysa, Erin, and Hannah:

Attached is your 5-Day Notice to Correct.

You have until March 18th to meet the requirements outlined in the notice.

*A copy of the notice has also been mailed to your residence.*

Heather Johnson  
Property Manager



720 Cass Street  
La Crosse, WI 54601  
[www.reliantres.com](http://www.reliantres.com)

Direct: (608) 782-4100 ext. 102  
Email: [heather@reliantres.com](mailto:heather@reliantres.com)

---

 **5 Days to Correct - unauthorized cat.pdf**  
516K

---

**Hannah Eitland** <hanseit239@gmail.com>

Wed, Mar 13, 2024 at 3:51 PM

To: Heather Johnson &lt;heather@reliantres.com&gt;

Hello Heather,

I'm sorry for the cat surprise! I just recently adopted her and I've been working with the U.S. service animals program to get her registered as an official emotional support cat. As soon as I had her ID and certificate I planned on sending that to you, but you beat me to the chase! Her official registration ID should arrive in the mail tomorrow or Friday, and I will happily forward them to you.

Sorry for this confusion,  
Hannah Eitland  
[Quoted text hidden]

---

**Heather Johnson** <heather@reliantres.com>

Wed, Mar 13, 2024 at 4:14 PM

To: Hannah Eitland &lt;hanseit239@gmail.com&gt;

Good Afternoon, Hannah.

Unfortunately, we do not recognize any accredited programs that say they certify animals as emotional support. We follow the requirements and protocol outlined by the Americans with Disabilities Act. Accommodations for an ESA are only made for those individuals who have a medical disability that is verified by a certified healthcare provider. Below is an outline of the steps required to bring an ESA into a no-pet property. Until this process is completed, an animal is not allowed on the premises. If you are not able to complete this process within the five days of your notice, the cat needs to be removed from the premises until it is completed.

###

To start the approval process for an Emotional Support Animal, please complete the following steps...

1. Certified letter from your health care provider stating your disability and 2. Email Brenna reasonable need for accommodation related to an emotional support animal. The letter provided needs to have been issued within the last year. with the following information: The letter can be emailed, mailed or placed in the drop box outside our office at [720 Cass Street](#).

NOTE: If emailing the letter, be sure to include the original email it was received with from your health care provider.

- Animal Name
  - Breed/Color/Markings
  - Are they Male/Female?
  - Are they Spayed/Neutered?
  - A recent photo of the animal
3. Additional documentation needed to complete the ESA Agreement
    - Proof that the animal is current on Rabies Vaccination.
    - Proof that the animal has been licensed (Pet License) with the City in which you reside per city requirements.

All supporting documents can be forwarded to Brenna at [brenna@reliantres.com](mailto:brenna@reliantres.com).

Please let us know if you have any questions.

Thank you!

Heather Johnson  
Property Manager



[720 Cass Street](#)  
[La Crosse, WI 54601](#)  
[www.reliantres.com](http://www.reliantres.com)

Direct: (608) 782-4100 ext. 102  
Email: [heather@reliantres.com](mailto:heather@reliantres.com)

**From:** Hannah Eitland <[hanseit239@gmail.com](mailto:hanseit239@gmail.com)>  
**Sent:** Wednesday, March 13, 2024 3:51 PM  
**To:** Heather Johnson <[heather@reliantres.com](mailto:heather@reliantres.com)>  
**Subject:** Re: ReliantRES: 5 Days to Correct

[Quoted text hidden]

---

**Heather Johnson** <[heather@reliantres.com](mailto:heather@reliantres.com)> Thu, Mar 14, 2024 at 3:38 PM  
To: Hannah Eitland <[hanseit239@gmail.com](mailto:hanseit239@gmail.com)>  
Cc: "emmagarrettson03@gmail.com" <[emmagarrettson03@gmail.com](mailto:emmagarrettson03@gmail.com)>, "maysalang2@gmail.com" <[maysalang2@gmail.com](mailto:maysalang2@gmail.com)>, "erin.a.beacom@gmail.com" <[erin.a.beacom@gmail.com](mailto:erin.a.beacom@gmail.com)>

Good Afternoon, Hannah.

I have received your ESA letter from Stephanie Kinney, LMFT. Based on the timeline of you acquiring the cat, your 5-day notice and your intake session with Stephanie yesterday afternoon, I am not approving your cat as an ESA. You are required to remove the cat from home before the end of day on Monday, March 18th, 2024. I will perform an on-site inspection at some point after the 18th.

If the cat remains on the premises, legal action may be taken against the household as an unauthorized animal is a direct violation of your lease agreement. This violation could also impact future landlord reference provided by ReliantRES.

If you have any questions or concerns, please reach out to me.

Heather Johnson  
Property Manager



720 Cass Street  
La Crosse, WI 54601  
[www.reliantres.com](http://www.reliantres.com)

Direct: (608) 782-4100 ext. 102  
Email: [heather@reliantres.com](mailto:heather@reliantres.com)

---

**From:** Heather Johnson <[heather@reliantres.com](mailto:heather@reliantres.com)>  
**Sent:** Wednesday, March 13, 2024 4:14 PM  
**To:** Hannah Eitland <[hanseit239@gmail.com](mailto:hanseit239@gmail.com)>

[Quoted text hidden]

[Quoted text hidden]

---

**Hannah Eitland** <[hanseit239@gmail.com](mailto:hanseit239@gmail.com)> Thu, Mar 14, 2024 at 3:46 PM  
To: Heather Johnson <[heather@reliantres.com](mailto:heather@reliantres.com)>

Hello Heather,

I'm confused why the timeline is an issue. According to her certificate and ID, she was registered one day before your eviction notice was even sent out.

Hannah Eitland  
[Quoted text hidden]

---

 **photo\_id\_digital\_ES-3973709.pdf**  
190K

---

**Heather Johnson** <heather@reliantres.com>  
To: Hannah Eitland <hanseit239@gmail.com>

Thu, Mar 14, 2024 at 4:43 PM

As I stated before, we do not recognize those online ESA certificates and neither does the ADA. If you had inquired about an ESA prior to bringing the cat on-site, we would have provided you with the necessary steps and requirements.

Heather Johnson  
Property Manager



720 Cass Street  
La Crosse, WI 54601  
[www.reliantres.com](http://www.reliantres.com)

Direct: (608) 782-4100 ext. 102  
Email: [heather@reliantres.com](mailto:heather@reliantres.com)

---

**From:** Hannah Eitland <hanseit239@gmail.com>

**Sent:** Thursday, March 14, 2024 3:46 PM

[Quoted text hidden]

[Quoted text hidden]

---

**Hannah Eitland** <hanseit239@gmail.com>  
To: [legalsupport@usserviceanimals.org](mailto:legalsupport@usserviceanimals.org)

Thu, Mar 14, 2024 at 5:01 PM

Hello,

My landlord does not recognize the US Service Animals programs as an accredited certifier of emotional support animals and is stating that the timeline of registration and the eviction notice is their reason for denying my ESA. This confuses me because she was registered one day before the eviction notice was sent. How do I move forward?

Sincerely,  
Hannah Eitland  
[Quoted text hidden]

---

**Hannah Eitland** <hanseit239@gmail.com>  
To: Heather Johnson <heather@reliantres.com>

Thu, Mar 14, 2024 at 5:03 PM

Hello Heather,

I'm sorry to hear that. I will be reaching out to the U.S. service animal program's legal team as well as filing a claim through the U.S. Department of Housing and Urban Development about this matter as I don't believe my rights as a disabled person are being respected.

Thank you,

Hannah Eitland  
[Quoted text hidden]

---

**Heather Johnson** <heather@reliantres.com>  
To: Hannah Eitland <hanseit239@gmail.com>

Thu, Mar 14, 2024 at 5:12 PM

You have every right, Hannah. I will just remind you that you brought the animal in knowing it was a no-pet property and that any alteration to that requires owner/management approval. Your actions were in violation of the lease agreement you and your roommates signed. I would also suggest talking to the person who wrote the ESA letter as she will be called into any legal proceedings and need to defend her diagnosis and prescribed treatment after only an intake session. She and I have been in communications and was made aware that I was not approving you for the ESA based on her letter of 'request'; as she stated in her defense.

In the meantime, the cat must be removed from the premises by March 18th.

Heather Johnson  
Property Manager



720 Cass Street  
La Crosse, WI 54601  
[www.reliantres.com](http://www.reliantres.com)

Direct: (608) 782-4100 ext. 102  
Email: [heather@reliantres.com](mailto:heather@reliantres.com)

---

**From:** Hannah Eitland <[hanseit239@gmail.com](mailto:hanseit239@gmail.com)>

**Sent:** Thursday, March 14, 2024 5:03 PM

[Quoted text hidden]

[Quoted text hidden]

---

**Hannah Eitland** <[hanseit239@gmail.com](mailto:hanseit239@gmail.com)>  
To: Heather Johnson <heather@reliantres.com>

Thu, Mar 14, 2024 at 5:18 PM

Hello Heather,

Yes, you are correct about me bringing her into an apartment with a no pet policy, but with the intention of filing her as an emotional support animal. I did not buy an ESA letter online. I have a legal ESA housing letter which is valid and legally defensible, my interaction and diagnosis were conducted in accordance with all laws and regulations surrounding TeleTherapy. I have already let Stephanie Kinney LMFT know about the situation.

Sincerely,  
Hannah Eitland  
[Quoted text hidden]

---

**Response Team** <[legalsupport@usserviceanimals.org](mailto:legalsupport@usserviceanimals.org)>  
To: Hannah Eitland <[hanseit239@gmail.com](mailto:hanseit239@gmail.com)>

Thu, Mar 14, 2024 at 5:20 PM

Hannah,  
Registrations themselves do not hold any legal weight by itself.

US Service Animals is only a referral company to a licensed professional.

Like Angi, but for mental health.... [Angi \(formerly Angie's List\): Home Service Pros & Reviews](#)

**Accommodations can be asked for at anytime..**

Under the FHA, a person with a disability may make a reasonable accommodation request at any time, and the housing provider must consider the reasonable accommodation request even if the resident made the request after bringing the animal into the housing. **FHEO 2020-01 page 8**

<https://www.hud.gov/sites/dfiles/PA/documents/HUDAsstAnimalNC1-28-2020.pdf>

**A person who is being denied, delayed accommodation, feels discriminated against, or feels housing is not being reasonable can use the 4-steps to take and/or create an email response. ( See Attached)**

[Quoted text hidden]

--

**Response Team**

Helping people with disabilities at No Cost since 2015.

***Please send any request for additional help, denial documentation, further questions, concerns or conciliation agreements to our Legal Correspondance Team: [legalsupport@usserviceanimals.org](mailto:legalsupport@usserviceanimals.org)***

---

**2 attachments**

 **4 Steps 2024.pdf**  
155K

 **Example of Email Response to Housing.pdf**  
352K

---

**Heather Johnson** <heather@reliantres.com>  
To: Hannah Eitland <hanseit239@gmail.com>

Fri, Mar 15, 2024 at 8:33 AM

Good Morning,

Regardless of your intention to complete the ESA process, you were not approved to bring the cat on the premises. Any alterations to the lease need to be presented to the landlord for consideration and approval. This is a Wis Statute. There is a process that needs to be followed and , regardless of personal circumstance, fair housing requires that everyone follows the same process.

Heather Johnson  
Property Manager



720 Cass Street  
La Crosse, WI 54601  
[www.reliantres.com](http://www.reliantres.com)

Direct: (608) 782-4100 ext. 102

Email: [heather@reliantres.com](mailto:heather@reliantres.com)

**From:** Hannah Eitland <[hanseit239@gmail.com](mailto:hanseit239@gmail.com)>

**Sent:** Thursday, March 14, 2024 5:18 PM

[Quoted text hidden]

[Quoted text hidden]

**Hannah Eitland** <[hanseit239@gmail.com](mailto:hanseit239@gmail.com)>  
To: Heather Johnson <[heather@reliantres.com](mailto:heather@reliantres.com)>

Fri, Mar 15, 2024 at 3:29 PM

Hello Heather,

Wisconsin Statute also states that the only reasons a landlord can deny an emotional support animal are as follows: .

- a. The individual is not disabled, does not have a disability-related need for the animal, or fails to provide the documentation requested under subd. 2.
- b. Allowing the animal would impose an undue financial and administrative burden or would fundamentally alter the nature of services provided by the lessor, owner, or representative.
- c. The specific animal in question poses a direct threat to a person's health or safety that cannot be reduced or eliminated by another reasonable accommodation.
- d. The specific animal in question would cause substantial physical damage to a person's property that cannot be reduced or eliminated by another reasonable accommodation. (106.50(2r)(br)4.a)

None of which apply to me.

Sincerely,  
Hannah Eitland

[Quoted text hidden]

**Heather Johnson** <[heather@reliantres.com](mailto:heather@reliantres.com)>  
To: Hannah Eitland <[hanseit239@gmail.com](mailto:hanseit239@gmail.com)>

Fri, Mar 15, 2024 at 4:17 PM

You still have to follow the lease alteration request process before bringing an animal on-site. It is not an automatic approval.

Heather Johnson  
Property Manager



720 Cass Street  
La Crosse, WI 54601  
[www.reliantres.com](http://www.reliantres.com)

Direct: (608) 782-4100 ext. 102  
Email: [heather@reliantres.com](mailto:heather@reliantres.com)

**From:** Hannah Eitland <[hanseit239@gmail.com](mailto:hanseit239@gmail.com)>

**Sent:** Friday, March 15, 2024 3:29 PM

[Quoted text hidden]

[Quoted text hidden]

---

**Hannah Eitland** <hanseit239@gmail.com>  
To: Heather Johnson <heather@reliantres.com>

Fri, Mar 15, 2024 at 4:24 PM

Hello Heather,

Yes, you are right. In hindsight, I should have reached out to you first. This is my first animal and I thought it would be easier on your part if I send all of the necessary information in one email to you. I am sorry I didn't follow the lease alteration request process before bringing her on-site. However, I need her to function properly and I believe the emotional support animal request was denied with no legal backing.

Sincerely,  
Hannah Eitland  
[Quoted text hidden]

---

**Heather Johnson** <heather@reliantres.com>  
To: Hannah Eitland <hanseit239@gmail.com>

Fri, Mar 15, 2024 at 4:35 PM

You acquired the cat before getting a diagnosis from a licensed health care provider. You contacted a health care provider after receiving a 5-day notice for the cat and 'requested' an ESA letter. The prescribed treatment of an emotional support animal should come at the health care providers directive not in an attempt to keep the animal in violation of your lease agreement.

Heather Johnson  
Property Manager



720 Cass Street  
La Crosse, WI 54601  
[www.reliantres.com](http://www.reliantres.com)

Direct: (608) 782-4100 ext. 102  
Email: [heather@reliantres.com](mailto:heather@reliantres.com)

---

**From:** Hannah Eitland <hanseit239@gmail.com>

**Sent:** Friday, March 15, 2024 4:24 PM

[Quoted text hidden]

[Quoted text hidden]

---

**Heather Johnson** <heather@reliantres.com>  
To: Hannah Eitland <hanseit239@gmail.com>

Fri, Mar 15, 2024 at 4:57 PM

Hannah,

There is one more factor that you will have to consider before bringing the ESA into the unit. You have roommates and they will have to agree to the liability and responsibility that is outlined in the Pet Agreement. The security deposit for the household is held accountable for returning the unit back to a no-

pet standard. If your roommates are not willing to accept the Pet Agreement, the animal cannot be brought into the unit.

Heather Johnson  
Property Manager



720 Cass Street  
La Crosse, WI 54601  
[www.reliantres.com](http://www.reliantres.com)

Direct: (608) 782-4100 ext. 102  
Email: [heather@reliantres.com](mailto:heather@reliantres.com)

---

**From:** Heather Johnson <[heather@reliantres.com](mailto:heather@reliantres.com)>

**Sent:** Friday, March 15, 2024 4:35 PM

[Quoted text hidden]

[Quoted text hidden]

**From:** Hannah Eitland <[hanseit239@gmail.com](mailto:hanseit239@gmail.com)>  
**Sent:** Wednesday, March 13, 2024 3:51 PM  
**To:** Heather Johnson <[heather@reliantres.com](mailto:heather@reliantres.com)>  
**Subject:** Re: ReliantRES: 5 Days to Correct

[Quoted text hidden]

---

**Heather Johnson** <[heather@reliantres.com](mailto:heather@reliantres.com)> Thu, Mar 14, 2024 at 3:38 PM  
To: Hannah Eitland <[hanseit239@gmail.com](mailto:hanseit239@gmail.com)>  
Cc: "emmagarrettson03@gmail.com" <[emmagarrettson03@gmail.com](mailto:emmagarrettson03@gmail.com)>, "maysalang2@gmail.com" <[maysalang2@gmail.com](mailto:maysalang2@gmail.com)>, "erin.a.beacom@gmail.com" <[erin.a.beacom@gmail.com](mailto:erin.a.beacom@gmail.com)>

Good Afternoon, Hannah.

I have received your ESA letter from Stephanie Kinney, LMFT. Based on the timeline of you acquiring the cat, your 5-day notice and your intake session with Stephanie yesterday afternoon, I am not approving your cat as an ESA. You are required to remove the cat from home before the end of day on Monday, March 18th, 2024. I will perform an on-site inspection at some point after the 18th.

If the cat remains on the premises, legal action may be taken against the household as an unauthorized animal is a direct violation of your lease agreement. This violation could also impact future landlord reference provided by ReliantRES.

If you have any questions or concerns, please reach out to me.

Heather Johnson  
Property Manager



720 Cass Street  
La Crosse, WI 54601  
[www.reliantres.com](http://www.reliantres.com)

Direct: (608) 782-4100 ext. 102  
Email: [heather@reliantres.com](mailto:heather@reliantres.com)

---

**From:** Heather Johnson <[heather@reliantres.com](mailto:heather@reliantres.com)>  
**Sent:** Wednesday, March 13, 2024 4:14 PM  
**To:** Hannah Eitland <[hanseit239@gmail.com](mailto:hanseit239@gmail.com)>  
[Quoted text hidden]

[Quoted text hidden]

---

**Hannah Eitland** <[hanseit239@gmail.com](mailto:hanseit239@gmail.com)> Thu, Mar 14, 2024 at 3:46 PM  
To: Heather Johnson <[heather@reliantres.com](mailto:heather@reliantres.com)>

Hello Heather,

I'm confused why the timeline is an issue. According to her certificate and ID, she was registered one day before your eviction notice was even sent out.