

Thank you for giving my complaint consideration.

Picture 1 for the discussion we are about to have.

No laws are broken concerning the handicap entrance way when used as intended.

My question for you is, are laws or codes broken when this handicap entrance is used for dual purposes? Management expects and approves that move-ins or move-outs can park in the walkway for an easier move. I don't dispute that need.

The problem is that trucks and trailers don't recognize the need for people with disabilities. Scooters use that pathway also. When people block the entrance way. Other residents can use the side doors for easy access. But because of a curb and my disability it limits me and others who use a scooter for easy access. So the question is. When dual purposes are being used as in this case. Should a new city code be drafted up to prevent blatant discrimination against people with disabilities?

Picture 2

Here is a picture of what management and the owners expect of me when the entrance door is blocked. I was told to use the back door.

The blue line demonstrates my scooter ride. ~~I'm to use the back door.~~ The yellow arrows are the side doors that are not accessible to me but are accessible for others to use. Having disabled people use the back door in this situation makes me feel like a black person being asked to ride in the back of a bus. That's how it makes me feel.

What if the side doors were locked and everyone had to use the back door when the entrance way was blocked. People would complain and be unhappy about it. My point is that no person should be shamed into using the back door because management doesn't want to spend money to fix a recurring problem.

Picture 3

As a disabled person I have encountered many unfair situations.

I can't help but feel that our city neglects diversity in many areas when it comes to our day-to-day actions.

Our City would be more welcoming for people with disabilities if the momentum behind them were more with a feeling of validation. This lack of validation is where the discrimination is.

My husband and I have 4 kids. We've always gotten along well with maintenance workers and office staff. I feel that the lack of commitment in providing a safe, equal environment towards people with disabilities, dilutes the conviction of management and the owners for fair housing.

This discriminatory practice and treatment does exist and will continue to be a part of the culture at 3Amigo's unless addressed.

I'm asking the city council and mayor to show me that it's not ok to discriminate in La Crosse WI.

~~I feel that a seat on the city council that carries a vote with the focus on fairness and how it affects minorities and diversity. It's a non-elected position as representation of an outside group already exists. Let them send a representative.~~

Lori, the Property Manager at River's Edge Appartments, did check with the owners and stated; "...at this time they are unable to move forward with this issue and will be closing out my work order request." There was no reason given as to why they didn't want to move forward. So I can only assume that the recent purchase of the Bridgeport Plaza where the Shopko Shopping Center complex is on the North side. That these new buildings and purchases made by the 3Amigo's Property Management Group is just keeping them very busy to want to address this Fair Housing issue. Money most certainly isn't the problem.

Our last request to management was for reasonable accommodations to be made so I can use a side door for my entering the 401 building. I wasn't aware that any reasonable accommodations would be paid for by the person requesting the improvement. So instead we asked management that **a sign be posted at the entrance way reminding people to leave room for a walkway and scooter when moving.** Also to **post something in the move-in package requesting people not to block the pathway.**

People often discount the feelings of the person being discriminated against when the problem is being confronted. I hope that the city council will not discount my feelings. It's how this conduct has made me feel is where the discrimination is.









October 2, 2020

Mike Anderson
Mark Weverstad
401 Gillette Street #216
La Crosse, WI 54603

Dear Mike and Mark,

We have received your service request 8107-1. I have discussed this with the owners of the property. At this time, we will not be able to move forward and will be closing out this request. We currently offer two ramped entries into the building with an automatic door opener.

The situation you recently encountered with a new resident moving in was immediately resolved by them moving their vehicle. We allow new move ins to unload close to the doors but we do tell them to leave room. We are happy to ask them to move if need be.

There are many people that live at River's Edge and from time to time things may occur that you do not like or agree with. We do require you to be polite and cordial with anybody on site. We will not tolerate yelling, degrading or making others feel unwelcomed, this does include our staff members.

It is apparent that you are unhappy with the property or how it is maintained. Because of this we are willing to offer you an early lease termination. If you would like to take advantage of this, please let the office staff know. In the meantime, any questions, concerns or service requests please email, text or submit through the online portal.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lori Fuselier', written over a horizontal line.

Lori Fuselier
Property Manager
3Amigos Properties
3amigos@lacrosseareapartments.net
608-498-4498

Welcome Home!

608-498-4998 | 403 Gillette Street | La Crosse, Wisconsin 54603 | **LACROSSEAREAPARTMENTS.COM**

October 3, 2020

Lori Fuselier
Property Manager
3Amigos Properties
403 Gillette Street
La Crosse, WI 54603

Dear Lori,

Thank you for letting us know that 3 Amigos Property management will not be moving forward with service request 8107-1. While we are disappointed, we are not unhappy with the property or how it is maintained. We are very pleased with your response to our immediate needs over the past eight years such as a broken dishwasher, garbage disposal, garage door, and etc. All immediate issues were addressed the same day and we thank you again for such excellence. Service request 8107-1 is not an immediate need but something we hope you will keep in mind when making future upgrades. The below diagram demonstrates the advantage to having multiple handicap accessible entrance/exits when one or the other is blocked:



As you can see, the two handicap entrance/exits are sufficient in fair weather, but not so much in rain or icy conditions. It was partly rainy when the incoming resident blocked the front entrance. This happened twice on the same day and with two different vehicles. Thank you for asking them to leave room for disabled residents.

We agree with you that all residents should be polite and cordial towards each other as well as toward staff. This creates a welcoming and nurturing environment that benefits all; however, we think you can empathize with our frustration when polite requests, such as our request to post no parking signs behind our garages, go unanswered for years until we forced the issue. Again, thank you for your recent painting of "no parking" on top of the yellow curbs behind our garages. We have not had a problem with people parking there since!



We are confused by your offer terminate our lease early. Mark and I love living here and often rave about how well you keep the property up. In our eyes, you are the ideal property management company and we look forward to renewing our lease this spring. Our appreciation to *all* staff is shown with the gesture of a Christmas gift certificate for lunch each year. Our feelings haven't changed. If we have done or said anything to jeopardize this, please let us know. We would rather work with you than against you in making River's Edge Apartments one of the best places to live in La Crosse!

Sincerely,

Michael Anderson
Mark Weverstad
401 Gillette Street #216
La Crosse, WI 54603