

Craig, Sondra

From: Nicole Roberts <njroberts007@gmail.com>
Sent: Wednesday, November 8, 2023 4:37 PM
To: ZZ Council Members
Subject: STR letter about ordinances

Some people who received this message don't often get email from njroberts007@gmail.com. [Learn why this is important](#)

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Good afternoon La Crosse city council members,

I have attached a video to show the harassment that we have received by Sue regarding our STR. Please watch until the end. It shows how Sue is willing to have other people park in front of her house, but has an issue with us because we have a STR.



[Axon_Body_3_Video_2023-07-20_1250_X60338301.mp4](#)



It is easy to say one thing and do another, which has unfortunately been the case with the Leinfelder's! We have messages from our guests explaining the interactions they have had with Sue and they are not nice, despite her saying she asked nicely, we have proof she didn't (text exchange between my husband and our guests).

We purchased the home in La Crosse because I am from there and wanted more space to stay when we visit family and friends. We also spoke with all the neighbors in our surrounding neighborhood and explained our plans to do an STR while we were not staying at the house. There wasn't any negativity about it from anyone and we have had Sue and Joe's family stay as well as multiple stays by another neighbor on Zephyr Circle. We have been nothing but nice and respectful to our neighbors, but sadly haven't had the same in return from the Leinfelder's.

They continue to complain about the garbage, but you can even hear Sue say they don't put it there anymore. If the guest (or who knows maybe the Leinfelders moved it themselves just to call and complain) moved the garbage to drive out of the driveway it is clear our guests are parking in the driveway and the garbage issue has been corrected after it happening a single time (if it even did). There was an issue with the garbage pick-up changing times and our cleaning staff did everything in their power to get the garbage picked up (shown in text correspondences).

We have had two or three guests park in front of the back side of the Leinfelder's property and heard about it right away. One guest was unloading and then moved the car within less than an hour and another guest had to leave for a fishing tournament and the car stayed there longer, but as soon as they returned moved it upon our request. We also have a message in our instructions to not park in front of the Leinfelder's property.

When the Leinfelder's family stayed with us our cleaning staff went into clean and discovered that they had left the water in the bathroom on fullblast for the two days after they checked out. I am not sure if this was an accident or a malicious move by the Leinfelder's. I hope it was an accident, but with all that has been said to us and done by them I can't say for sure!

Besides this we have had amazing guests and are looking forward to our next visit to La Crosse!

Again, doing what we can to create harmony within our abilities.

I will be sending subsequent emails of conversation exchanges between Sue Leinfelder and my husband.

We are doing the right thing while being subject to harassment, rude and disrespectful behavior.

With appreciation,

Nicole Roberts

10:49



Dan Roberts >

Ok

She looked it up on Google maps I think to verify house and they'll ask them

Hopefully they call us and let us know what happened

From our cleaner.

Just to let you know the neighbor went up to one of my employees and said we can't put the garbage cans in the driveway because the guests moved them to the side so it was in front of her property. And she tried saying they were out for two weeks which I have never put left then out for two weeks. I put them out Monday night so idk what she is talking about



OK I just left Officer Giovanna a iMessage about that

Read 10:18 AM



iMessage





Susan Next Door Neigher In lacrosse >



Bushes dead in back.... The green is vines growing on dead bushes.... Mold all over fence... flowers all dead and need trimming in front and tons of noxious weeds mixed in.... As I said yesterday your mower didn't touch anything but watered for 5 minutes..... too little too late....this is not what we signed up for. Hoping you can get someone out to weed today or tomorrow yet before our company arrives.



iMessage





Susan Next Door Neigher In lacrosse >

Had a meeting with neighbors last night & all agreed the property is going downhill fast...Very sad to see. Was hoping this was going to work out.



This is what we were expecting.....

No upkeep.... 😞

Today 8:31 AM

Doing the best we can at the moment Susan, I appreciate your concern but I am not your last neighbor and do not have a green



iMessage





Susan Next Door Neighbor In lacrosse >

Doing the best we can at the moment Susan, I appreciate your concern but I am not your last neighbor and do not have a green thumb, plus I am not currently living there. I am sure there are other choices for your family next time since you are so disappointed.

I am sure when we move back to LaCrosse in the future things will be different.

OK but as you said it's pretty popular so I'm sure you can afford a new that there would be general upkeep Internet even have someone water the lawn all summer is kind of ridiculous.... you also told us that you bought it because you came to La Crosse so often for extended stays instead of staying in a hotel but you have not been here since February to even know what's going on back here and I know you said you have family in town that could check on things so I never dreamed that between us booking it



iMessage





Susan Next Door Neighbor In lacrosse >

That you would just completely let things go. Yes next time they will stay somewhere else with more curb appeal and someone that cares about the property. Sorry but I thought you guys were more responsible than when I first met you and talked that you were going to keep it up but again I was wrong.

I don't have a green thumb either but my yard looks gorgeous because all you have to really do is water it and then trim things back when they are spent it's really not that hard.

But you don't seem to want to do the simplest little things and just rake in the profit.

Well I guess the neighbors and I will be taking it up with City Hall and find out all the rules on Airbnb if this is how it's going to be.....

If you've seen the other houses in the neighborhood which I'm sure you have you would notice that we all take very good care of our nice little neighborhood. Thank you



iMessage





Susan Next Door Neighbor In lacrosse >

If you've seen the other houses in the neighborhood which I'm sure you have you would notice that we all take very good care of our nice little neighborhood. Too bad we have a slumlord now living next-door.

Oops.... not living renting for profit I meant...

I don't appreciate your negativity Susan. I don't have to justify anything to you. But you don't know everything that is going on in our lives. If we could have visited more this year we would have. Why threaten me? I checked with the city and everyone is within their rights to rent their homes out if they want. I wish you felt differently.

Because when we booked it it looks quite different than it does today and for how much money you're making off of it you should've thought about the upkeep when you bought the place but you must've got into deep I guess if you can't afford to



iMessage



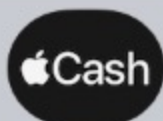


Susan Next Door Neighbor In lacrosse >

Because when we booked it it looks quite different than it does today and for how much money you're making off of it you should've thought about the upkeep when you bought the place but you must've got into deep I guess if you can't afford to have someone come and trim things back once in a while.... I'm not threatening you I'm just looking out for our neighborhood and expressing the feelings of everyone that was sad that someone bought it for an Airbnb in the first place and was hoping for the best but apparently that's not happening. Just saying maybe you should've thought it through before buying a house so far away if you were not able to keep it up it is not fair to the neighbors and it's not fair to the people that rent it and only find out after they stay there that it's not being kept up. So again maybe you can understand where we are coming from..... we pay high taxes to live where we do and we don't need someone to come in here and not take care of their



iMessage





Susan Next Door Neigher In lacrosse >

in here and not take care of their property just to reap the benefits and not to give back. That's only common sense that you would feel that way also had someone moved in next to you.

You are the first person to say anything to me about the yard. I don't know where you're getting your information but you don't make a lot of money doing what I am with this property at the moment. I also cut the price for your guests. I don't think you are being fair. I am addressing the issue with the yard person and did so right after you texted me. I feel like you are attacking me and my family. Please stop. I will continue to rent my property out the best that I can and give my lawn care person another chance to bring the yard back to life but please stop "looking out". I can rely on my local family to inform me if things aren't working out with the lawn care from this point forward.

Delivered

I asked you to cut back the dead woods and flowers before the



iMessage





Susan Next Door Neigher In lacrosse >

...ing about working out with the
lawn care from this point forward.

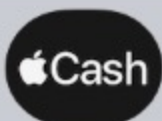
Delivered

I asked you to cut back the dead weeds and flowers before the weekend so the place didn't look like crap since everything is dead luckily we got some rain might've helped a tiny bit but newsflash your mowing guy has never done any gardening. If you can't keep it up maybe you should pull them out and put in bushes that don't require maintenance. You are the one that bought the place so it is your responsibility to keep it nice and yes it has just suddenly gone downhill so I am the first to complain but I'm sure they will keep coming if somethings not done. Good luck

Being you're in the realty busy business and all I would think you would know something about upkeep of rental properties and such and you don't just get something for nothing. That is on you. Don't blame me for something you took on if you can't handle it.



iMessage





Dan Roberts >

Sun, Apr 16 at 10:58 AM

them pickup our recycling on a day/time not consistent with traditional recycling pickup.

Unfortunately, one of the neighbors took it upon themselves to move our bin resulting in Harter's inability to pick up or recycle bin-this is the issue.

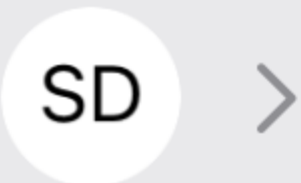
We are always here if there are any questions, and appreciate respect of our staff and property from and for our neighbors



Delivered

Oh. I totally didn't understand that you have a separate contract with Harter's. I don't know who rolled your bin back but I will text the circle to let people know you have an additional separate pick up time for your bins and that your cleaners will move them back after pick up. We want your situation to work and as long as it stays quiet and cleaned up I doubt

Sue (Tim) Durtsche
218 Zephyr



Sue Durtsche here. I texted the owners of the gray (#225) airbnb rental to let them know Harter's said bins have to be out before 5a.m. on Tuesdays. She said in addition to that time, they have contracted with Harter's to have



iMessage





Dan Roberts >

Oh. I totally didn't understand that you have a separate contract with Harter's. I don't know who rolled your bin back but I will text the circle to let people know you have an additional separate pick up time for your bins and that your cleaners will move them back after pick up. We want your situation to work and as long as it stays quiet and cleaned up I doubt

Sue (Tim) Durtsche

SD >

218 Zephyr

Sue Durtsche here. I texted the owners of the gray (#225) airbnb rental to let them know Harter's said bins have to be out before 5a.m. on Tuesdays. She said in addition to that time, they have contracted with Harter's to have recycling picked up at additional times (maybe trash too?) so if we see bins out we shouldn't be helpful and move them back off the street. And they will make sure the cleaners move them back later that day so they aren't sitting out.

That is what I just texted the neighbors. Hope I got it correct.



iMessage





Dan Roberts >

Wed, Jan 4 at 3:53 PM

I think it has been several times that cans have been left out. When I happen to see what appears to be a cleaning crew they sure aren't there very long and they forget to turn off lights that look really blue (through the right side windows of your house when I look at your front door) occasionally- I walked over once a couple of months ago because I wanted to make sure something wasn't wrong but it just looked like lights on. But I don't watch that stuff anywhere too much unless there's trash all over or something like that. The two people in other houses just asked me to contact you because they knew I had talked with you when you closed on the house and figured I'd have your contact info. Overall I feel like your guests are respectful of no partying. Your landscape/mowing people don't seem to have much pride in their work if



iMessage





Dan Roberts >

have much pride in their work if that interests you to know. Sorry the weather was so awfully cold when you were here. We still had a great time with all 16 of our crew home for a week. Hope the same was true for you all

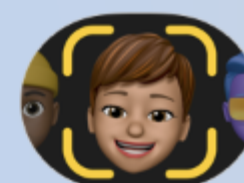
Thank you for let tus know about the receptacles we immediately forwarded that information to our cleaning staff. The trash and recycling schedule has since been taken care of. If anything changes please let us know.

It is unfortunate that someone thought it necessary to reach out to the city instead of reaching out to us first.

Unfortunately, I feel I have to mention that we had to block our neighbor, Sue, from contacting us because she was being disrespectful, rude, and threatening due to our flowers not being deadheaded a week prior to and other flowers not



iMessage





Dan Roberts >

not being deadheaded a week prior to and other flowers not blooming for her family's stay at our house...we do not want to associate with individuals like this and felt it best to end communication from her.

I am not sure if she made the complaint and is stirring up drama, but we are not wanting any part. We respond to things immediately and have had nothing but positive review of our home. I hope that things continue in a positive direction.

We appreciate you and making us aware of your concerns.

Thu, Jan 5 at 11:26 AM

Can you please bring up the measuring tape when you come up



iMessage





Dan Roberts >

Thu, Aug 25 at 11:19 AM

Hi

Just landed in Denver

Our neighbor in lacrosse is confirmed crazy. I will take screen shots of everything she is saying and send to you here in a little bit.

Oh dear

8 Photos Saved



Bushes dead in back.... The green is vines growing on dead bushes.... Mold all over fence... flowers all dead and need trimming in front and tons of noxious weeds mixed in.... As I said yesterday your mower didn't touch anything but watered for 5 minutes..... too little too late....this



iMessage





Dan Roberts >

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Thu, Aug 25 at 3:05 PM

Just about to take off baby.



The lady it talking like crazy. They are trying to jet out of here before it rains

I love you baby



iMessage





Dan Roberts >

minutes..... too little too late....this is not what we signed up for. Hoping you can get someone out

Thu, Aug 25 at 3:05 PM

Just about to take off baby.



The lady it talking like crazy. They are trying to jet out of here before it rains

I love you baby

It's been a busy day

My flight is 1 1/2 hr

If worse comes to worse we can just file a harassment order or no contact order

Yeah. Did you read all that

I have not had a chance to look at anything yet



iMessage





Dan Roberts >

Thu, Aug 25 at 7:12 PM

Wow...just read the texts! I wish we could have discussed what to say to her before responding.

We can chat later about it

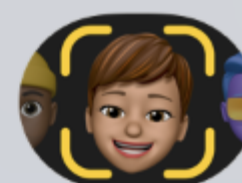
We also need to install cameras. I don't trust this person...she was obviously trespassing to take her pictures

Didn't our lawn guy take care of the lawn and flowers for the woman who owned the house before we moved in???

Hi Susan. I've thought a lot about our conversations and want you to know that I am trying to be neighborly by accommodating your family at a reduced rate. Your continued criticism is unwelcome and counterproductive to what I hoped was a maturing relationship.



iMessage





Dan Roberts >

want you to know that I am trying to be neighborly by accommodating your family at a reduced rate. Your continued criticism is unwelcome and counterproductive to what I hoped was a maturing relationship.

I ask you to apologize for your recent texts or I will cancel your family's discounted reservation. I'm doing my best and hope you can understand that.

Idk. Did You talk it out with the guys?

That's what Billy wrote lol

I like it for the most part, but I am not keen on "threatening" her essentially. I feel like she has serious over stepped and spoke quite rudely to you. I feel like we should say I don't feel comfortable with your family staying knowing you are being so aggressive and verbally insulting



iMessage





Dan Roberts >

I like it for the most part, but I am not keen on "threatening" her essentially. I feel like she has serious over stepped and spoke quite rudely to you. I feel like we should say I don't feel comfortable with your family staying knowing you are being so aggressive and verbally insulting towards us

...I would want to say I feel you are capable of defamation us and our home/business as you are already showing by speaking with certain neighbors and threatening to go to city hall

I don't know what we should do here...

She's making a lot of assumptions and bold statements

What do you want to do/think?

Hi Susan. I've thought a lot about our conversations and



iMessage





Dan Roberts >

Hi Susan. I've thought a lot about our conversations and want you to know that I am trying to be neighborly by accommodating your family at a reduced rate. Your continued criticism is unwelcome and counterproductive to what I hoped was a maturing relationship.

I'm doing my best and want you understand that.

I'm asking you to apologize for your recent texts: making assumptions, trespassing, gossiping, threatening and rude behavior. I feel very uncomfortable with how you've spoken to us and the thought of your family staying in our home knowing how you have spiraled from us wanting to deadhead our plants to threatening to go to city council because our garden isn't flowering on timeline.

This is what I would add! 🤪



iMessage





Dan Roberts >

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This is what I would add! 🌀

Oops on your* timeline

Not very conducive to calming the situation, but I feel like we should say some thing about being uncomfortable with their family staying in our house knowing how she's been



iMessage





Dan Roberts >

should say something about being uncomfortable with their family staying in our house knowing how she's been behaving and what she's been saying.

Hi Susan. I've thought a lot about our conversations and want you to know that I am trying to be neighborly by accommodating your family at a reduced rate.

At this point your threatening communication is making me feel uncomfortable and I'm not sure if we should continue with your family's stay this weekend.



How about this?

I sent it

It's late there...I wonder if they'll respond

Love you baby



iMessage





Dan Roberts >

Love you baby

Love you too

Kate from Good morning foot ball was just on a Dick's sporting goods commercial!

Thu, Aug 25 at 11:01 PM

Good night baby

family's stay this weekend.

Delivered

Yesterday 11:18 PM

I hope that's not the case. I'm sorry I lashed out, I have offered to even help as far as garbage cans go several times & thought you appreciated knowing what was up back here. I would have cut back flowers myself if you had given permission just to help out & have it look nice just as I offered to bring up cans if your people couldn't get to it. You were right... I don't know your situation and I should not have said things, as I was just frustrated and wanted everything to be perfect for this weekends wedding.

We are going through a lot of stressful situations on our end right now and I am sorry I lashed out at you. I hope you will



iMessage





Dan Roberts >

You were right... I don't know your situation and I should not have said things, as I was just frustrated and wanted everything to be perfect for this weekends wedding.

We are going through a lot of stressful situations on our end right now and I am sorry I lashed out at you. I hope you will

Fri, Aug 26 at 8:16 AM

I was thinking about her tone/her extreme level of worrying about appearance and it was obvious she was stressed over wanting things to be "perfect" for whomever is staying at the house, which we should have addressed. However, that obviously doesn't give her permission to speak to you how she did.

I am glad she apologize (with lots of excuses), but moving forward I do not want her to feel her behavior and words with you are going to ever be ok with us moving forward

Fri, Aug 26 at 12:26 PM



iMessage





Dan Roberts >

I am

Hey Dan! I skipped you last week because the front was barely grown anything and I figured I could save you some dough. Backyard does grow faster so I figured it would be grown more by the time I hit my properties tomorrow. If you'd like me to hit your home no matter what even if it's been a hot week, I'm happy to. And sure thing! I can spray for them as well!

I am actually throwing the kitchen towels away because I have no idea what's on them but it's like ruined and a wash cloth

One or how many?!?

Thu, Jul 14 at 2:38 PM

On my way home

Ok.



iMessage 





Dan Roberts >



This is what the backyard looks like-it's getting a bit wild

Are we having weekly lawn services?

Looks like we may need some weeding done


Hmmm. I am going to send this picture to our lawn guy

Towe is here

Good. Wait. I thought you were getting a locksmith

I am



iMessage 





Dan Roberts >

Towe is here

Good. Wait. I thought you were getting a locksmith

I am

Hey Dan! I skipped you last week because the front was barely grown anything and I figured I could save you some dough. Backyard does grow faster so I figured it would be grown more by the time I hit my properties tomorrow. If you'd like me to hit your home no matter what even if it's been a hot week, I'm happy to. And sure thing! I can spray for them as well!

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One or how many?!?

Thu, Jul 14 at 2:38 PM



iMessage





Dan Roberts >

Ok

Sun, Jul 10 at 3:19 PM

"Hi Daniel, we had a great time at your place and in La Crosse. The only minor issue we had was that we had trouble with the Rokus on both TVs. The roku remote was completely unresponsive so we weren't able to utilize the Roku at all. Not sure if it was a battery issue or if the LG remote was trying to act as the universal remote or what was going on. Also a welcome/info book would be helpful, not just with tv remotes but other info as well. Anyway, we had fun and if we return to La Crosse we will definitely consider your place again."

Mon, Jul 11 at 10:59 AM

We do need to create an information book

Yeah. We can make it here and



iMessage





Dan Roberts >

Thu, Jul 7 at 8:01 AM

Feedback from the last guest.

Stephanie's private feedback for you:

"Hi Daniel! Thank you very much for sharing your house with us! We loved the house for many reasons: family-friendly, awesome location close to everything, view of bluff, and quiet neighborhood. It quickly felt like our home away from home. It was very clean and spacious. Only suggestions would be to buy new pillows for purple room and green bedrooms - replace the ones that feel too hard and flat. New bedsheets in those rooms that feel softer would also be really nice. In addition, we should've messaged you on this, but we could not figure out how to keep thermostat to hold at a cooler setting. It kept going back to 75 degrees so the house was very warm, especially the upstairs. Therefore, it was uncomfortable



iMessage





Dan Roberts >

feel softer would also be really nice. In addition. we should've messaged you on this, but we could not figure out how to keep thermostat to hold at a cooler setting. It kept going back to 75 degrees so the house was very warm, especially the upstairs. Therefore, it was uncomfortable to sleep at night since it was too hot. This is the only reason I gave our stay 4 stars. Otherwise, everything else was wonderful and would like to stay there again in the future as we visit La Crosse often."

What the f!

Right

Yeah, they should have messaged us, not just given us a 4

Exactly

Did you send her a message?



iMessage





Dan Roberts >

everything else was wonderful and would like to stay there again in the future as we visit La Crosse often."

What the f!

Right

Yeah, they should have messaged us, not just given us a 4

Exactly

Did you send her a message?

I hate that we can't see the reviews first



We can message the people before they check out or during their stay after the first night to see how things are going or let them know if they have any questions to message us, since little reviews can create a big impact for us



iMessage





Dan Roberts >

Yesterday 9:37 AM

Call me when you're done

Yes I should have texted you first then posted. There were a few issues they had with us talking on the front porch. On Saturday afternoon a man closed the windows on that side of the house - i didn't see it happen but heard about it on Sunday. Then on Sunday, when our last friend arrived, we greeted her in the front yard and were talking on the front porch again at 12-1pm and the neighbor woman came over and yelled at us for about 10minutes...threatening to call the cops....on us....50 year old old ladies having a bloody mary and catching up! We went inside after she expressed all her frustrations. I understand the house is close and the volume of one of my friends normal talking voice is loud....she could have just mentioned it nicely. I suspect its been a problem for



iMessage





Dan Roberts >

just mentioned it nicely. I suspect its been a problem for them since the start and she was taking it out on us. On Monday morning we had coffee in the back yard and tried really hard to talk softly. Sorry if they were upset. I recognize rentals in a neighborhood can be contentious.

Can you text me and Annalose's phone number?

Edited

Analose Sunshine Ho... AS >

Can you ask the guests how Sue was being threatening?

It would be good to get them to write down exactly what she said to the best of their ability

I'm here

Be there in a couple minutes



iMessage





Dan Roberts >

Yesterday 1:55 PM

Can you please send me the responses from the guests

She just mentioned living there 30 years and how dare we come in to the neighborhood on a holiday weekend and disrupt their life. she told us to yhink about what we did and that we really needed a hotel if we wanted to be disruptive and if we don't be quiet she'd call the cops and let them deal with us....which was laughable because they'd wonder why they arrived at a house with 5 ladies sitting on the front porch catching up. we were laughing...and just so excited to see each other. we had one car parked in front of her house for less than 1 hour that Saturday when we checked in....maybe that set her off? My friends were really upset by her rude actions....to be honest I can sense she was just so frustrated in general and maybe not really our fault we honestly said



iMessage





Dan Roberts >

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Yesterday 3:14 PM



iMessage





Susan Next Door Neighbor In lacrosse >

uncomfortable and I'm not sure if we should continue with your family's stay this weekend.

Delivered

Yesterday 11:18 PM

I hope that's not the case. I'm sorry I lashed out, I have offered to even help as far as garbage cans go several times & thought you appreciated knowing what was up back here. I would have cut back flowers myself if you had given permission just to help out & have it look nice just as I offered to bring up cans if your people couldn't get to it. You were right... I don't know your situation and I should not have said things, as I was just frustrated and wanted everything to be perfect for this weekends wedding.

We are going through a lot of stressful situations on our end right now and I am sorry I lashed out at you. I hope you will reconsider.



iMessage



Cash

