

Lisa Black – Comprehensive Chronology of Events (2021 Redstone Tenancy)

This document details attempts by Lisa Black (the tenant) to rectify ongoing maintenance and fire safety issues in her apartment in the Riverwatch Building in Winooski owned by Redstone.

Summary:

Ongoing Issues

- Upon move in in June, the tenant documented issues with a broken kitchen sink faucet, broken AC, and accessibility issues with the apartment door.
- The lack of hot water and adequate water pressure, as well as lack of response to her repeated requests to have adjustments made to the apartment door to ensure accessibility, and issues with the unit's air-conditioning persisted from June 2021 to January 2022.
- The tenant experienced multiple appliance failures, including the dishwasher (required due to the nature of the tenant's disability) and dryer.
- Frequent elevator outages occurred, trapping the tenant in her unit. The tenant repeatedly requested elevator maintenance and was not provided with Redstone's elevator policy and advised to simply call 911 in case of emergency.

Attempts to Address Issues

In October, as advised by Vermont Legal Aid, the tenant contacted John Audy, Winooski Fire Chief and Director of Code Enforcement to request an inspection. Between October 6th and November 1st, the tenant contacted John Audy eight times and received no response. In the two communications from John Audy to the tenant, Audy incorrectly maintained that the City of Winooski did not have jurisdiction over ADA compliance. A fire safety inspection was not performed until January 25th, when the Department of Fire Safety reported tenant's dryer vent and unit door as fire safety code violations.

On December 15th the tenant received a notice to vacate and is struggling to find available housing.

The tenant was in contact with Brendan Buris, Glenn Von Bernewitz, Ashley Redstone, and Beth Perlongo of Redstone, John Audy, Winooski Fire Chief and Director of Code Enforcement, Winooski Interim City Manager Wendy Harrison, Bruce Palmer and Liam Keeting of the Winooski Department of Fire Safety HRC Intake Coordinator John McKelvin, HRC Investigator Abigail Hartman, CVOEO Statewide Housing Navigator Ryan Murphy and Vermont Legal Aid staff members Rachel Batterson and Shaun Gilpin.

Month of April Lease signed.

Medical letters provided of disability

Proof of disability and Income through to disability income sources.

Proof of permanent Vermont Handicapped Registration

- Ask me history of Redstone discrimination to me personally in 2017/2018 I did not pursue regarding handicapped parking
- Ask me about AGO ADA case ruled against Redstone in past.

6/1 Move In Condition Report filled out and listed door (identifying specific disability, water pressure, ventilation/fan, broken sink faucet)

6/1 Maintenance ticket Sink Broken unusable

6/7 Maintenance ticket AC broken

6/7 Maintenance ticket-door

There were phone calls with specific request for modification on

6/7 Bill maintenance called me 802.324.2082.6/8/21 Bill told me he had my missing keys (except my extra requested mail key) - told nothing could be done about my disability concerns (door, fan, water pressure) discussed at length my disability and needs. He advised would speak to head of maintenance Dennis and have Dennis contact me to discuss.

No one contacted me.

6/7 & 6/8 My phone discussions with two persons dating I also specifically stated the door need to be evaluated to determine whether its basic mechanisms and they way it was hung were broken or whether an accommodation modification was necessary.

INVESTIGATOR, call logs Bill, Brennan as indicated separate document title Call logs Brennan and Nicole have been provided also

06/07/2021 10:42AM	802.557.4246CL	Incoming, SDDV4	0.00
06/07/2021 01:54PM	802.557.4246VT	Burlington, SDDV4	0.00
06/07/2021 02:16PM	802.557.4246CL	Incoming, SDDV2	0.00
	802.373.8512VT	Burlington, SDDV3	0.00

06/08/2021 12:30PM 802.324.2082CL Incoming, SDDV6 0.00

07/08/2021 12:50PM

06/07/2021 10:42AM 802.557.4246CL Incoming, SDDV4 0.00

06/07/2021 01:54PM 802.557.4246VT Burlington, SDDV4 0.00

06/07/2021 02:16PM 802.557.4246CL Incoming, SDDV2 0.00

06/08/2021 12:30PM 802.324.2082CL Incoming, SDDV6 0.00

Burlington, SDDV3 0.00
VT

07/08/2021 12:50PM 802.373.8512

07/14/2021 11:08AM 802.557.4246VT Burlington, SDDV 2 0.00

Incoming,
 07/14/2021 11:19AM 802.557.4246 CL SDDV11 0.00
 07/14/2021 02:45PM

7/8 called Hillary Light on cell in leasing management 12:50 pm because could not get anyone else on the phone or to respond to calls placed.

7/8 Maintenance Work order Broken Dishwasher

7/8, 7/14, 7/27, 7/29 & 8/18 Calls placed to Brendan Buris – Redstone Resident Service Coordinator

I was told by Brendan on 7/29 per phone he spoke to his supervisor about my concerns and request for concession and that she would be in touch with me
 7/29 wrong dishwasher was ordered and failed install delivery

7/30 and will recheck the door and consult with Dennis head of maintenance whether anything further could be done about door (Dennis the head of maintenance NEVER has looked at my door or been to my apartment).

07/27/2021 09:03AM	802.557.4246	Burlington, VT	SDDV	1	0.00
07/27/2021 09:05AM	802.557.4246	Burlington, VT	SDDV	7	0.00

<u>Date / Time</u>	<u>Contact</u>	<u>Location</u>	<u>Call Type</u>	<u>Minutes</u>	<u>Charge (\$)</u>
07/29/2021 02:06PM	802.557.4246	Incoming, CL	SDDV	2	0.00
07/29/2021 03:33PM	802.557.4246	Incoming, CL	SDDV	3	0.00
08/18/2021 03:18PM	802.557.4246	Burlington, VT	SDDV	6	0.00

On 8/19 Ashley acknowledges that I asked questions that were outstanding since 7/8 that she was just then emailing me about.

8/19 from Ashley misrepresents the history to that date and the nature of my requests leading up to her involvement which require me to start over and further clarify in an email response.

On 8/19 Points I made to Ashely in my email response to her

- My request to speak to a supervisor was met with an undue delay of 3 weeks.
- To point out I waited 3 weeks for a response from her When I did receive an email, it was not self-initiated, because on 8/18 (day before) I called Brendan Buris to complain that I had not heard from higher management as promised and as requested 3 weeks prior. My complaint prompted the email.
- My request to speak with a supervisor was not solely on the matter of my broken dishwasher as they indicated. Nor was any discussion about a concession limited to the dishwasher. My request to speak to a supervisor was to discuss the overarching experience with Redstone since the day I moved in and specifically a focused discussion related to disability issues not just for a monetary concession, but most importantly for plan moving forward.
- The words accommodate are in the 8/19 email pertaining to the door. *Reminder my phone discussions with two persons dating back to 6/7&6/8 I also specifically stated the door need to be evaluated to determine whether its basic mechanisms and they way it was hung were broken or whether an accommodation modification was necessary.*
- The letters from my physicians while in support of a service dog, contain specifics (not necessary under the law) regarding my disability that are all that amply fulfill the proof necessary to indicate my request for accommodation/modification of the door etc. is pertinent to my disability and without the modification I would not be able to live without hardship in the unit.
- I also outline in the email dated 8/19 (and prior verbally) that general maintenance issues such as running the broken dishwasher at screeching decibels for 2 weeks was affecting my PTSD. There was also a constant beeping throughout the night that I was not advised the dishwasher was on its own fuse to turn off. I made a request to use an alternate unit dishwasher or other option because of my fused skull to neck, looking down to wash dishes was impossible. It was another 3 weeks with no attempt at interim accommodation

8/20 Email from Beth Perlongo

"I work with Ashley on Redstone's resident services team and wanted to be in touch regarding your concerns. I'm very sorry to hear about your experience and your disappointment with how your maintenance requests have been handled. I do appreciate you taking the time to share the positive feedback about Shawn and I've made sure to pass that information along."

August 23-26 emails back and forth everyday getting nowhere with Beth Perlongo. Director of Organizational Development.

She was unavailable for 5 days.

8/26 Beth Perlongo Director of Organizational Development

"I am so sorry again that our maintenance team and Brendan did not take additional action when you shared with them that you were making maintenance requests related to your disability. I will be working internally with our team to make sure that if residents do share that information that it is better documented and that our team works together to determine an appropriate course of action for support"

8/26 maintenance ticket Broken AC -2nd time. Also was not cleaned prior to taking possession of the unit or on 1st maintenance ticket

8/26 maintenance ticket Sink Faucet broken for 2nd time.

8/26 maintenance ticket Fan- still not addressed listed on move in condition sheet 6/1 was given misinformation for 3 months that affected my PTSD because not properly assessed or addressed previously. Also was not cleaned prior to lease turn over.

8/30 Maintenance ticket- Mold in Washer Bellows present since move in, not able to scrub irradiate on my own. Advised immunocompromised and disabled request replacement. Advised lease provisions call for unit to be delivered mold free. Records/testimony from other tenants dealing with this upon move in.

Aug 30 waiting for supervisor contact

Aug 31, ask Beth Perlongo for her supervisor's contact (Glenn Von Bernewitz contact information as requested previously.

Sept 6 Email to Beth Perlongo and Requested supervisor contact info **again**

Sep 7 Beth Perlong provided the contact information

a. I had received NO legal advice up until that point because no one from legal aid returned my call.

b. I spoke with Sean Gillpin on September 7th to try to get some advice prior to my phone call with Mr Von Bernewitz. He provided me with legal aides' contact information and suggested Rachel Batterson specifically.

*I called Rachel the following day on **Sept 9th***

*I emailed Rachel the following day on **Sept 10th**.*

***Emailed** John McKelvin and Shaun Gilpin while waiting to hear from legal aid on **Sept 20th** to voice my concerns about the elevator and the escalating concerns. Shaun emailed me back. did not receive anything from John.*

*I did not receive a phone call from legal aid until **9/21/21** at 3:45 pm a voicemail was left for me*

*I didn't actually speak to anyone in legal aid until **9/27/21** (17 days later)*

Sept 8-9 emails with Glenn Von Bernewitz

9/8 phone conversation with Glenn Von Bernewitz Redstone

9/8 Letter to Glenn Von Bernewits

Unfortunately, I do not think it is my best interest to converse with you further as it was evident by your choice of professional comporment that your intention was to attempt to intimidate me, misquote the law, speak confrontationally, belittle me and quite frankly be verbally abusive.... I disagree with Redstone's position. My request were clear in totality (details per phone, maintenance requests and emails). I asked that my unit have a door that was easier to open. I did not care if that entailed an adjustment of something, a removal of something or a replacement of the door. I asked if my fan could be adjusted to an off position or turned to the lowest setting of sound. I asked for a functional dishwasher and sink faucet. I asked that my disability be taken into consideration due to their affect on my ADLS to be more significant than inconveniences of a general tenant.

Residents are not expected to be maintenance men or engineers. Nor are they expected to know how to fix/adjust their living spaces to that degree to meet their needs. I am not responsible to have the mechanical knowledge to describe the manner necessary in which to technically achieve the result I require.

If it is Redstone's' position that they would have preferred some other form of request or documentation, included content, or a procedure to be followed when placing my request, that was Redstone's responsibility to portray to me in June. It is Redstone's' responsibility to educate your employees regarding the disabled and their requests. That process should have started on June the June 7th call with Brendan Burris because Ashely Hall was unavailable. I clearly stated my requests for modification to Mr Burris. At no point was I asked to clarify my request or needs, nor was I instructed by anyone at Redstone that there was outstanding procedures steps necessary on my part before Redstone could assist me with the door.

If Redstone "still did not know what my requests for reasonable modification were" they had every opportunity to ask me to clarify.

9/6 Maintenance ticket outstanding work related to AC unit.

9/6 Maintenance ticket Broken sink faucet 3rd time same thing

9/8 Maintenance Fan discovered previous request 6/1 for adjustment had never been performed-thus triggering my PTSD unnecessarily my entire tenancy to date

9/9 Email to Redstone CFO

Portions redacted

I disagree with Redstone's position. My request were clear in totality (details per phone, maintenance requests and emails). I asked that my unit have a door that was easier to open. I did not care if that entailed an adjustment of something, a removal of something or a replacement of the door. I asked if my fan could be adjusted to an off position or turned to the lowest setting of sound. I asked for a functional dishwasher and sink faucet. I asked that my

disability be taken into consideration due to their affect on my ADLS to be more significant than inconveniences of a general tenant.

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If Redstone "still did not know what my requests for reasonable modification were" they had every opportunity to ask me to clarify.

The more accurate account of events is :I was clear in what I needed from Redstone and I asked. You had more than enough medical documentation from 3 sources to corroborate that my disability fit the criteria to be reasonable for the request made. The facts are, Redstone simply did not handled the request properly... I asked Sean (new to me/my unit) to evaluate my door and its open ticket. He was able to alter the door so that I/tenant could open it despite my disability; however, an inspector will have to determine whether the door in its current state is an increased safety or life risks.

9/10 Email from Redstone CFO

The work request you submitted stated the following – "the entry door. It is extremely hard to open. The weight and the resistance/tension seems off." There is nothing in this request that indicates a modification request. **Though it sounds like it is now functioning to your satisfaction,** I will reply on this item here in writing so that it is clear. We would approve your request for reasonable modification to your door upon our review and approval of a proposal by a qualified contractor. The cost of these modifications are yours to cover and upon move out we ask that the door and its mechanical parts be put back to original condition. I do not interpret anything else in your letters to be a request for modification.

9/10 Email response Redstone CFO

My Reasonable Modification Requests were made in multiple formats to include phone conversations (which are logged), in person, by emails, maintenance requests and in other documents. Supportive evidence above and beyond what the law requires was in your possession to substantiate my disability and reference in my communications with said individuals where it could be found.

To be clear what I think is necessary to resolve this discussion extends beyond myself and a financial concession. I believe it is evident that an education of the law and how landlords are called to interpret it is appropriate as well as assistance from neutral experts in this area to provide a guideline to avoid further misunderstandings and hardships but also for other disabled persons and Redstone entire group of properties. I have reached out for assistance and to that end, I anticipate I will be back in touch in some form next week once I have learned more. I 'd like to believe both the tenant and landlord can learn something productive from this. I wish you no ill

9/10 email from Lisa Black (partially redacted)

Since the mailing of the original letter sent, I have gained additional knowledge of additional supportive information I can include as an addendum to my original letter. Prior to contacting Vermont agencies and filing their suggested formal complaints, I was unaware of any other additional reports that could be adjunct to the my request and the medical documentation I had already provided. I am in the process of doing my part to schedule/provide inspection reports pertaining to matters of safety violations and other pertinent code violations. I will forward any additional information I get when the backlog of appointment requests for inspections and reports reaches my turn in line. Additionally, this timing is ironically beneficial because I/tenant will ask for an all-inclusive report to address concerns not only in my individual unit, but those that are building wide.

9/10 email from Glenn Bernewitz (partially redacted)

Regarding your second letter about withholding rent, we don't agree that you are allowed under Vermont law to do this. Under Vermont law, you need to give the landlord a written notice of "health code or life safety violations" and allow us a reasonable period of time to fix the problem. Your letter received yesterday does not contain any report of a health code or life safety violation. Therefore we do not have any action to take and your rent is due per the terms of your lease.

My Response regarding Redstone email content of 9/10 above-excerpt from certified letter 9/23-partially redacted...

The above information outlined in the email dated 9/10/21 and the terms within the email to obtain a proposal from a qualified contractor, reasonable modifications etc. SHOULD have been provide to the me/tenant by Redstone in June shortly after the phone conversations initiated with Bill in maintenance, and/or Dennis, Ashley, Brendan, Beth, and others. Redstone staff failed to recognize my disability rights. Redstone staff was clearly unfamiliar with procedures related to disabled tenants. It is the owner of Redstones responsibility to educate any and all staff who represents Redstone. Ms. Perlongo has acknowledged internal communication issues and many other tenants are willing attest to their own personal experiences with Redstone's failures in the area or response and communication

9/11 Maintenance ticket ONLY elevator down

Sept 13th email to Gilpin he requests an update, I tell him I haven't heard from anyone he referred me to

Sept 15 call to John Human Rights division - up after no call as stated on Friday. His delay apologized, will meet with boss tomorrow and try to get back to me -his boss is out on Friday the 17th

9/15 Notice to Vacate Letter Sent by Redstone

9/17 Maintenance ticket Elevator Broken again

9/18 Maintenance ticket Elevator Broken again, advise emergency hotline, I am disabled and stuck in my apartment and unable to perform ADLS

9/23 2nd Certified Letter (partially redacted see portion below regarding Notice to Vacate)

I/tenant have never been in a position to need to request a reasonable modification; nor am I/tenant a Vermont attorney, a maintenance man or a qualified contractor; therefore, I did everything I knew of to request help in June, July, August, and September.

Management has already chosen to send me a letter to vacate citing that I am withholding rent in September without cause. It was not my intention to be litigious and it is unfortunate Redstone would prefer this path. In turn, I have contacted legal counsel and the appropriate department advocates. It is my intention to remain in my apartment as they assist me. I request to live peacefully and without retaliation. I also ask that Redstone continue to maintain the building and my unit as necessary and to do so in compliance with ADA regulations and other rights afforded to me as a disabled person and according to my lease. If I am sued for eviction/ breach of lease after October 15th as indicated in the letter Redstone sent to me, I assert that it is my right to request that the judge review the lease in its entirety to include the landlords' responsibilities.

Call logs below to both regular maintenance and emergency maintenance.

09/17/2021 03:55PM

09/17/2021 04:27PM

09/18/2021 01:51PM 802.350.6210

09/18/2021 02:03PM 802.556.1689

09/18/2021 02:04PM 802.350.6210

09/18/2021 02:05PM 802.556.1689

09/18/2021 05:49PM 802.350.6210

09/19/2021 09:33AM

802.863.2569

9/17 Spoke to Nicole Bishop Residence Service Coordinator(maintenance) advised her I was concerned because disabled, if simple rest doesn't work, what will I do. Was NOT provided an emergency policy plan or advised of alternatives for temporary housing at a hotel or any assistance available to me. Only provided the emergency number if it happened the following day(Saturday) Pete maintenance man was in the office with her and she asked Pete what that number was. She said she would bring my concerns up at their next asset meeting and send me an email summarizing the chronic problem with the elevator needing reset. She never sent it and ignored my emails requesting it in subsequent days.

9/18 Sean regular maintenance finally dispatches elevator repair company when he cannot reset on his own. (*Video available where Redstone staff states they attempt to reset first which is not ideal because it causes problem with electronic codes)

I was told by Nicole Bishop the maintenance service coordinator, that she was going to send me an email with explanation and updates before she left on 9/17 and she never sent it. I can tell you that the elevator was broken for sure from 9/17-through 9/18 I placed a second call to emergency maintenance in the 6:00pm hour and saw the elevator service man arrive around 6:30 pm and to the best of my recollection it was not working at 9:00 pm.(see attached call log Brendan Nicole Emergency)

9/22 Maintenance ticket Elevator down again advise disabled

9/23 Maintenance ticket Elevator down again advise disabled

9/23 2nd Certified Letter to Redstone portions redacted:

timing of the previous letter directly corresponds to the timing of the date (9/8) that I was finally able to speak directly to the Redstone supervisor Mr. Von Bernewitz who held the power to make a final decision related to the request I placed on July 8th. That request on 7/8 was to speak to a supervisor regarding a concession

Management has already chosen to send me a letter to vacate citing that I am withholding rent in September without cause. It was not my intention to be litigious and it is unfortunate Redstone would prefer this path. In turn, I have contacted legal counsel and the appropriate department advocates. It is my intention to remain in my apartment as they assist me. I request to live peacefully and without retaliation. I also ask that Redstone continue to maintain the building and my unit as necessary and to do so in compliance with ADA regulations and other rights afforded to me as a disabled person and according to my lease. If I am sued for eviction/ breach of lease after October 15th as indicated in the letter Redstone sent to me, I assert that it is my right to request that the judge review the lease in its entirety to include the landlords' responsibilities.

9/22 Sent an email to Ryan Murphy about the elevator.

I provided photos of the elevator certificate posted in the elevator. In part the email I sent suggested

"I suggest some government officials with the appropriate credentials and access should contact the elevator repair company and request their service requests from Redstone and compare them with the maintenance requests and emails from residents. I would wager anything that these two sources of information contradict Redstone's statement this morning regarding the elevator. It is also my understanding after speaking with several other tenants that this has been a very long-standing issue. Someone should request the maintenance requests and service calls over the past several years to show how long this has been ignored./partially addressed on the cheap. "

9/23 Ryan Murphy contacted the Division of Fire Safety and left a message on my behalf asking if they have oversight over malfunctioning elevators

9/23 I was also advised to contact John Audy and request an inspection of my unit. I left a message on a voicemail

9/27 I filled a complaint (Minimal Housing Complaint Form) with Department of fire and safety in Winooski VT on 9/27 /21 online

9/27 I sent additional documents to Mr John Audy per his assistant Chris' request. To include photos of the elevator information posted in the elevator

10/1 Called John Audy because I hadn't gotten an email acknowledgement of a call to schedule the inspection of my unit and elevator/building as requested. He confirmed receipt of my information but stated that he needed to look into how to properly handle the concerns as some are ADA issues and he did not think that was a city issue. He told me he would do some research and get back to me. I have not heard from him.

I ended up paying rent for September, October, November

No elevator emergency policy in place for disabled.

emails to John Audy Fire Marshall Chief directly or cc'd 9/23, 9/27, 10/1
10/6,10/11,10/21/10/21/10/22/10/23/10/23,11/1
Calls to John Audy

9/27 City of Winooski Minimal Housing Complaint Filled

Call Log DFS/John Audy

9/23-call to city Winooski-John Audy office
(9/23-11/1) calls to John Audy
9/27 6410 call

9/27 Spoke to Legal Aide

10/1 Email from HRC intake investigator John McKelvie-HRC *initially* denied grounds for complaint against Redstone. The letter appeared to be a fairly standard template denial stating...*"Based on the information that you provided, we are not accepting your complaint for an investigation. Generally, in order for the VHRC to accept such a case, there must be a clear denial of a request for a reasonable accommodation or modification. It is not clear from the facts that you've shared that there has been an outright denial to any of your requests."*

10/1 Email sent from me to John McKelvie in response saying "What about the elevator?"
There was no response.

****Water pressure and hot water are documented to be a problem by another tenant NOV 2019 (this was not an emergency fix in 12/2021 as they elude to)**

Portion redacted from BEN WL to Ashley Redstone

In any event, and with all due respect, it is not unreasonable of me to expect that I will have hot water and adequate water pressure for showering and use of my kitchen sink in the morning and evening hours. Riverhouse is a modern-era multiple-dwelling and I do not recall experiencing any serious lack of hot water or water pressure at any other point in my four-year tenancy at Riverhouse. To give you some context, I put in the maintenance requests at issue because I was unable to shower or use my kitchen sink on at least four or five separate occasions (morning and evening) in a single week. I'm sure you can appreciate my frustration with that situation.

BACK TO CURRENT 2021 October

10/5 Notice from Redstone Hot water being assessed no hot water

10/6 Notice from Redstone Hot water being assessed no hot water

10/7 Thursday Email for John McKelvie HRC intake

"Apologies for my belated response. Let me ask you a few more questions to ensure we fully understand the situation with the elevator." Remainder redacted

10/7 Email from me to Ryan Murpy

Portion redacted.

"See below in response to the email I sent 6 days prior to the HRC in which I said, "what about the elevator?" I received this email and have not responded yet. I am going to try to respond to them by the end of the day tomorrow. I have a feeling you contacted them and lit a fire under them for their lack of response to my email and their omission of the elevator in their decision. if so, thank you"

10/7 Email response from Ryan Murphy to me

"I did speak with John today" portion redacted

10/6 Maintenance ticket repeat request meeting area in lobby overhead music- request denied previously Brendan Burris. This ticket was closed as completed but the music was still playing on 10/16 and I had to contact them again, send a video to assure it was actually addressed prior to writing group sponsored once monthly in the lobby. A pastor professor hosts this even.

10/8 From John McKelvie out of the office and will respond to emails on Monday morning

10/8 Email from me to John McKelvie

Portions redacted

What if I were an intellectually disabled person who got that same letter. How could I not interpret the concerns put forth regarding the elevator as invalid in the eyes of HRC ? If I were intellectually disabled, I might not have had the capacity to continue to advocate in other departments at various levels of governmental levels until I happened upon someone who was willing to make an inquiry on my behalf a week later. My point is the system is broken and we have to figure out how to work better within the system so the end result isn't a disabled person being on their own because HRC looks at some legal pathway of how a request would be handled in a perfect world where the disabled have timely access to the appropriate professionals to comply the archaic laws that existed prior to the internet. I'm stating this not as a general commentary on a long standing complex issue, I am stating if the reality is the assistance Vermont has to provide is short staff, inundated with double the workload etc. they if is completely counterproductive base decisions on variations to the ideal pathway of a complaint filed by a disabled lay person who has delayed representation and advisement because of that same broken system. The reason why is because the system (in this case HRC) is protecting the wrong side.

10/ 8 Email to Ryan from me

of higher importance to me, was my right to preface those answers before I interact further with HRC, by stating on the record I am dissatisfied with HRCs initial review. I believe it to be less than thorough. In part, that opinion is based on subject matter completely omitted from HRCs decision that I would argue has the highest level of acuity and time sensitivity to be addressed. I believe entirely that if you had not contacted HRC on my behalf, I would not have received a response from them on the question I asked a week prior. I undoubtedly, I would have been lost to the system and left with the inability to afford to retain private legal counsel. Again, thankful

to you and hopefully it is reaffirmation that you are making a difference. That said, it is unfortunate, to say the least, that it is a necessary step.

10/10 Maintenance sink faucet #4 , no dennis

10/10 email to John Audy Ryan Murphy, Sean Guilpin

Portions redacted..

“ am still waiting for an inspection or even a call back from Mr Audy and whoever else is coming alongside him”

It is the same problem that existed on the day I moved in on 6/1/21. To those of you who said, the law says, if a landlord attempts to fix something there is nothing to be done, they are making attempts. I call BS. I call BS that Redstone **ever fully attempts to fix** the broken elevator, my broken sink and other examples I have been told by Redstone themselves and other tenants *what the real problem is* and Redstone elects not to choose that permanent option

Yes, some of the issues of general tenant issues and some of the issues rise to the level of disability discrimination, I don't care how you all divy up the complaints; I care that someone actually start helping and that I see action. Stop calling each other, passing the responsibility to someone else. So here it is. Stop asking me to fill out more reports. Stop telling me to wait for people to schedule appointments with me. Stop telling me that I have to pay money I don't have to a private attorney I cannot afford to retain because your government's systems are backlogged and overwhelmed and can't figure out who is responsible for what. Please start showing me action and think about how every day since June I have live in scenario that has general tenant issues, disability issues, code issues and how ever else you want to classify it. If it takes 5 different departments to figure it out, please do it and realize that you all might be splitting the responsibility and workload but I am one person living it all everyday 24/7..

I am overwhelmed. I am disabled. I moved back to Vermont in June to recover from the sudden death of my father in April. I had major surgery in April. Six weeks before that, where I lived in Virginia sent a notice to their tenants that our building was being converted to condominiums and the tenants had to buy or be displaced. I moved to Vermont to recover, respit and heal. Since I got here in June, Redstone has been the antithesis of what I'd expect.

10/11 Email to John McKelvie intake HRC to re-open case and further review...

Lastly, I request you that you reopen the other portion of the case. I will send a brief concrete reason why you are in error on the ruling of my reasonable modification requests. I will send it under a separate email. I asked for a reasonable modification. They didn't answer me for 4 months. According to the law. No answer or one with a prolonged delay in answering (usually more than 30 days) is considered the same as a NO answer. Also, Redstone states in writing that I never asked for an accommodation at all. That is totally false. I will provide an email where I used the word accommodate several times within two paragraphs.

10/12 Ryan Murphy is the only one out of the et all email I sent on 10/10 that responded and tried to help me.

10/12 Email John McKelvie HRC investigator reconsidered and accepted complaint.

*Portion redacted specifically comments on trusting inspections were soon coming ...
I acknowledge that the letter I shared with you on October 1st did not fully address the concerns and complaints that you expressed to me; specifically the outstanding issue of the elevator outages. In retrospect, I would have written that letter more thoughtfully to explain that the Executive Director and I did discuss the elevator issues during our intake review but our initial conclusion was that 1) there did not appear to be an outright denial or delay by Redstone in addressing your requests and 2) it appeared that the proper regulatory entity (Division of Fire Safety) would soon be inspecting and hopefully remedying the issue. I apologize that I did not make that position more clear at the time, and I regret the understandable frustration that you felt.

In the spirit of, as you said, moving forward with a collective goal of getting to the crux of the issues, I carefully examined your documentation and sat down with our Executive Director again this morning. At second glance, we agreed that the frequency of elevator outages, the unacceptable length of at least some of the outages, and the overall impact that these outages have on your health are all factors that allow us to accept your allegations for a formal complaint and investigation.

Please find attached an initial draft of that complaint. The complaint focuses on Redstone's response to the elevator outages as the primary discriminatory act; however, I do briefly reference the earlier (and perhaps ongoing) reasonable modification concerns within your apartment. Though not a central part of the complaint, this brief reference will allow our investigator to potentially expand the investigation to these issues if the facts lead her in that direction.

10/13 Email Ryan Murphy about stove being dead and what I can do to stop all the maintenance incompetence and disrepair

10/14 Email Ryan Murphy advises me to contact same department/person who is responsible for other delays, Fire Marshall John Audy and possibly even file another complaint

CALL LOG

?10/11-540-6400 Call to DFS

10/14 cell 7891 Call to DFS FireMarshall

10/13 Outside appliance eval stove Shawn Garret. Video available showing the problem and indicating that Redstone did not install it properly. Receipt available and paid by me.

10/13 Maintenance ticket Broken stove, improper eval by Redstone Bill. Video of that evaluation and of me requesting that on the next day, please no unannounced arrival for next day. *It still happened*

10/14 email Nicole @

10/14 woken up by maintenance unannounced despite specific request that are disability related to request otherwise

10/14 maintenance returns 2nd replacement stove

10/18 Maintenance ticket Dryer Vent tubing off

10/18 spoke to Barb Pine legal aide. She recommended request elevator policy for the disabled and otherwise was very conservative and fearful of risk eviction court case would occur prior to HRC investigation being completed. Indicated they are over worked and understaffed and take more severe cases

10/20 Email to Ashely regarding woken unannounced PTSD her lack of response to previous email:Portions redacted

Also, I did not hear back from you after you were going to speak with Nicole to investigate where the specific disconnect occurred that caused me to be woken up unannounced on Oct 14th? You said you would email me after you spoke with her? Believe me, I do not want to belabor the broken stove delivery; however, since Redstone has said I have been "unclear" in my communications, I want to clarify exactly why this is an issue. Sleep and safety are very significant issues for my physical and psychological disabilities (PTSD). I have a letter from my clinician specifically on this subject. For example, if my pain or PTSD is severe throughout the night, I may not get to sleep until 6am or later. I almost never make early morning appointments for this reason. I have elected to live in a secure building. Having someone knock on my door unannounced and waking me up is a safety trigger for PTSD. I want to know what happened? Since I did not receive an explanation/email from you, I have also asked Beth to speak to you and Nicole to find out and let me know. I want to isolate what the disconnect is, know what it was and also have Redstone tell me how they have solved the problem and developed a plan and readjustment in internal communication to prevent it from repeating. Please respond on this matter

10/20Emailed Redstone request for elevator policy

Portion redacted

Would you please send me Redstones' Riverhouse Apartments plan/policy for the disabled in the event that the elevator is broken ? I imagine that the same policy/plan covers emergency situations such as fires and other reasons for evacuation for the disabled? I was not provided with such a policy/plan as part of my welcome packet; nor was I able to find the information on the resident portal or Redstone's website. Please attach it in tomorrow's response to this email. For my safety, I want a copy of it.

10/21 Beth Perlongo Redstone response

Portion redacted

"We will provide you with a copy of our policy on elevator outages as soon as we are able. If you find yourself in an emergency situation and are unable to use the elevator you should call the fire department via 911 for immediate support."

10/12 I responded to Beth Perlongo email on that subject

Portion redacted

In the event there is an emergency, I will call 911 as advised. In the meantime, since you are not able to provide me with such a policy today, I will assume a Redstone policy does not currently exist.

10/21 email update to Ryan Murphy and phone call

10/21 Email to John Audy

Portion redacted “

When you can, please give me a ballpark of what the latest time frame would be on us connecting for an inspection or otherwise for an update?”

Thank you for your help.

10/22 Maintenance ticket 2nd stove broken

10/22 email to Redstone Beth Perlongo et al. Elevator malfunction sign gone-“ There have been no notices to tenants from Redstone that an elevator repair/alteration has/ or is going to take place that would indicate the sign was no longer deemed necessary by management.

Therefore, I am advising you of its absence in the event it was removed by non-Redstone staff. I am a disabled tenant in 512.” NO RESPONSE

10/22 2nd stove replacement by Redstone with malfunction

10/22 Email to John Audy. He did not respond.

Portion redacted

*“FYI, 1 week after being installed by Redstone, my 2nd stove (used replacement) is now broken. The electrical concerns and other more general concerns that I voiced last week per our phone discussion are now renewed. do not know how this is pertinent to you and the departments you oversee and/or how they affect any pending scheduling of inspections. **“ I will continue to await your update regarding scheduling inspections.**”*

10/22 Maintenance come to fix dryer (video available)

10/23 Advise Redstone the do not hold elevator sign has been removed-request clarification-no response.

10/24 elevator ticket – Free floating loose and noisy cable sticking out- contacted emergency maintenance to see if it was safe to ride the elevator. No response and no service call or follow up.

10/24 emailed DFS John Audy about free cable to voice safety concerns and advise is safe to ride. He never responded. No one from Emergency Maintenance did either. Had no way to know if it was safe to take the stairs. Advised in the call to emergency intake I was disabled.

Portion redacted

Maybe that cable is always free floating and it just shifted its position and the noise means nothing; but how would I know that?

10/24 Maintenance ticket and email sent inspection ticket hung in elevator car is a provisional permit and the permit is expired

10/25 Maintenance ticket- elevator not working

I HAVE TO GO OUT OF TOWN 10/28-11/8 for medical evaluation and treatment secondary to falls related to increased weakness due to having to use the stairs. My spine has to be imaged with specialized equipment available at Johns Hopkin. Also my local PT not able to see me and treat my increased pain due to her being diagnosed with brain tumor (Glioblastoma), Had to drive to MD

11/8 upon return new elevator sign on door do not hold

11/10 left a voicemail Chris Boyd regarding elevator questions

11/12 Email from Ryan Murphy asking if I have heard from John Audy yet regarding outstanding joint inspection on the door and discussing the elevator and other matters

11/12 Email to Ryan Murphy- informing her I have not heard anything from John Audy

11/12 Another email from Ryan Murphy advising me to file a minimal housing complaint against DFS Winooski and John Audy the fire Marshall

11/12 Ryan Murphy advises me to escalate to the next step and contact Wendy Harrison the interim city manager of Winooski.

11/15 contacted VT center for independent living-no response back message for Jake- it took until 12/8 to speak to the appropriate person at VCIL

11/17 Maintenance ticket HOT Water and Water Pressure (video available)

11/18 I email the interim Winooski city manager Wendy Harrison per Ryan Murphy's recommendation to escalate the matter and complain about unresponsiveness of John Audy, Chris Boyd and DFS generally.

11/18 I email Ryan Murphy to remind her of the single conversation I had with John Audy explaining his reason for the delay as a coordination of schedules of the dfs ADA person

11/18 Ryan Murphy informed the HRC of John Audys delay in inspection and advised they be updated for possible 2nd complaint dealing with City undue delay because of special ADA request

11/19 Advise Ryan Murphy that Chris Boyd never called me back about the elevator. See call log of call I placed

11/19 Phone conversation Wendy Murphy briefly outlining the most immediate issues with DFS/city. She said she would get back to me after she speaks with appropriate people

11/22 Maintenance call

11/29 Redstone's Response to HRC complaint.

Denied fault. Stated I lied. Stated that they want a doctor of their choosing examine me and my disabilities. Documents the furnished are either false, redacted and omitted or can be directly

refuted by my documentation, videos, photos, text messages and other forms of communication or research of the lease, tenant protective policies, laws etc.

11/29 Maintenance Ticket Water Pressure hot water-can't perform basic functions. Affects disability/pain regimen magnesium soak/myofascial release with magnesium gel in tub, unable to go to church

11/29 Email to Nicole requesting follow up for evaluation of pumps from maintenance ticket on 22nd,

Portion of email redacted

*On Monday November 22 at the end of my maintenance call, Sean indicated that I would receive a follow up from you regarding the findings of the cause of the water pressure issues that I was experiencing at the kitchen sink (also in the shower). He indicated that I was not the only person who had his problem and that they would evaluate the pumps in the basement as the probable cause. I did not hear from you. Please report what was discovered and what the plan is to rectify long term? * videos available of pressure issues and of water repair man stating his assessment of the problem and Redstone saying something different in the email update*

11/30 Email advised

Portions redacted

Property water pressure - Our facilities director also confirmed that the building systems are operating properly regarding building water pressure.

Demand from resident usage can intermittently impact water pressure, which is to be expected.

Ryan Murphy advises to inform them that is not satisfactory and file a complaint with the city about the water. It is the SAME department of DFS

12/2 Ryan Murphy advises she did not hear from Wendy Harrison interim city manager who said she would call her.

12/2 Ryan Murphy advised the HRC

I haven't heard from Wendy, but I did reach out to the Dept. of Health this morning for advice about this situation. They advised that you contact Winooski's Deputy THOs, Liam Keating and Erika Bailey. I have copy & pasted the contact information that the Dept. provided to me below: They also offered to contact Mr. Audy on your behalf if that is okay with you. Please let me know if you would like them to do this and I will provide your information to them.

12/2 Barb Prine Legal Aide (**not** my attorney she simply advised at the beginning only) emailed me to state John Audy emailed her with me in the subject line L Black.

John Audy still to date no responses to me directly ever in an email. Only spoke with him twice briefly on his cell after his assistant volunteered the number.

Barb Prine said no and referred him to contact me.

12/2 I emailed John Audy and told him I was aware of above contact to Barb Prine, requested he contact me directly and asked what he wanted.

12/2 I emailed Wendy Harrison and requested an update since I never received follow up from 11/19 She did not respond.

12/6 Treatment of increased pain and stress out of pocket medical myofascial release

12/6 Email HRC intake investigator John Mc Kelvin regarding 2nd HRC complaint pathway advised to pressure per housing coordinator and others

12/7 Email HRC John McKelvin

12/7 Call from the city of Winooski DFS - new person Bruce Palmer who replace Liam Keeting requesting to schedule part of the inspection I requested in September. Was clueless about the events up to that point. Clearly John Audy had not debriefed him or made any notes on the status/situation.

12/8 Email from DFS Bruce Palmer with available dates for inspection

12/8 Meeting with Vermont Center Independent Living

12/8 call with Ryan Murphy , *the inspection as stated in email from Bruce Palmer on 12/8 would likely bring the issue reported originally 6/1 & 6/7 back to its baseline by declaring Redstone's' solution to the door repair a fire hazard which would be worse for the Respondent because the inspector would order the door reattached to conform with fire safety code. But unless the 2nd person we have been waiting for comes, it will by not address ADA codes or possible need for general repair to the door of modification. And in the meantime, will restore the door back to where me as the disabled person would not be able to open it as on 6/1.*

12/ 10 pending joint meeting me, Ryan Murphy and VCIL rep. It was canceled on 12/9 because one the attendees got COVID.

12/10 Barb Prine to discuss possible conciliation terms to be presented by HRC investigator Big Hartman

12/10 8 Meeting with Vermont Center Independent Living

12/10 ONLY email John Audy has ever replied to.

Portions Redacted.

Please note that our office does NOT handle, or do electrical inspections, the State of Vermont Division of Fire Safety (VTDFS) handles these matters. The Williston Office of (VTDFS) covers this area and their contact is (802) 879-2300 or 1-800-366-8325. Reasonable Accommodation(s) and/or Modification(s) are an action that takes place between the tenant and landlord, we have NO jurisdiction as to if one happens or not. In many instances the modification(s) do require both State and local permitting (documentation of such at a minimum) to assure compliance with the many codes that apply. As Authority Having Jurisdiction (AHJ) we do and will often work with the many partners i

Attempt at conciliation with Redstone Attorney AJ Rossa and HRC attorney/investigator- asked for voluntary submission to ADA compliance investigation building and my unit. A new disability educated higher management points person for contact going forward, education for employees, notice of their intent to renew the lease or not and a monetary concession.
Portions Redacted

As for certain of the things Ms. Black is requesting, they have already been done. For example, all Catamount employees already go to regular housing discrimination training and the buildings are all already designed to meet ADA compliance standards (it's a requirement of the permitting process). She also already speaks to Glenn Von Bernewitz who is the person with authority.

This was rejected by me

12/13 Treatment of increased pain and stress out of pocket medical myofascial release

12/13 Email and update 2nd city DFS HRC complaint stalled, and appointments cancelled because one of the persons contracted COVID

12/13 phone call between Bill Brown

William H. Brown, Regional Manager - Williston

Department of Public Safety - Division of Fire Safety

and Ryan Murphy Statewide Housing Navigator, Housing Advocacy Programs Team

Champlain Valley Office of Economic Opportunity

Portion redacted summary of that call

I (Ryan Murphy) called earlier this week (I believe on Monday, the 13th) about a client in Winooski whose door needs to be both fire-safe and disability-accessible. At that time, you explained that the client should request an inspection from Winooski's fire marshal, who in turn would contact DFS and a joint inspection would be performed to ensure that this is possible.

When the client contacted the Winooski fire marshal, she was told that he has no jurisdiction over ADA as it is not an 'ADA apartment.' I called DFS and was told that DFS has no jurisdiction over Winooski but was also asked to confirm this with you.

12/14 Meeting with Stacy Heart ADA compliance educator for New England

12/15 Call with Ryan Murphy

12/15 Served a notice to Vacate

12/16 Vendor Fire Alarm testing for Redstone (not inspection)

12/16 Filed a Minimal Housing Complaint with the City of Winooski about hot water and water pressure (originally noted on move in sheet 6/1 and over the course of the tenancy in various forms of documentation)

12/16 Email to Redstone- water pressure explanation as to be expected is not acceptable and notification that I will be filling a complaint

Partially redacted

My official response to this ongoing problem is that the water pressure in my unit is still a significant problem. Your statement that it should not be expected by residents, is rejected. Tenants should be able to shower, wash their clothes, and use their sink, dishwasher etc. whenever they want. Redstone's position is unacceptable. The water pressure in my shower this past Sunday was so horrible I was unable to take a shower in order to attend church. This an official complaint and as soon as I am able to get to the post office, I will be sending a certified letter stating the same.

12/16 Email from Ryan Murphy

Partially redacted

Oy vey, it's one thing after another. I'll let you know once I hear from DFS.

12/17 Notice from Redstone emergency repair hot water mixing valve

12/17 Maintenance ticket Broken Dryer Vent 2nd time, photos provided

12/17 Email from Bruce Palmer at DFS regarding Hot water and minimal housing complaint, one response to email question then no other responses to follow up questions posed by Ryan Murphy or myself

12/17 Email between Ryan Murphy and Bill Brown to answer Ryan's question for 12/13. Mr Browns response was...

This is the responsibility of the City of Winooski and they do have authority to deal with ADA questions.

12/17 Late Fee forms sent to Redstone. They do not produce evidence of their losses

12/18 Email to Ryan Murphy

12/18 Email to John Mckelvin intake at HRC 2nd complaint

Who said what we were able to provide at the time was not yet blatant enough. (Despite Winooski and DFS' awareness that the requested inspections relate to your disability, their awareness and their failure to act expeditiously does not in itself amount to disparate treatment on the basis of disability. If there was direct evidence of discrimination such as discriminatory or derogatory statements made by the Respondents, or indirect evidence such as a similarly situated comparator receiving benefits that were denied to you, then there could be sufficient grounds to open an investigation. Based on the information we reviewed, we did not find such direct or indirect evidence. As a result, we must decline to accept these allegations for a formal investigation.) ;however he indicated when he spoke with Ryan 1/26 that they want to review the case again if I am able to get the FOIA reports and they establish undue delay in writing to help back up with I was told the cause of the delay was by Fire Marshall John Audy stated per phone on 10/14)

12/19 Redstone's Attorney AJ Rossa contacted me directly and stated all communication is to go through him

Portion redacted

Further, because of the nature of your communications to my client, and given that you have filed a complaint in this action, all further correspondence are to be through me as counsel.

12/19 Emailed Ryan video of no /low water

12/20 Email from Redstone another hot water repair and no hot water notice. Video of Water man available

12/20 Left a Voicemail for Jenn at disability rights attorneys, did not receive a call back until 1/26 (over a month) and it was with a second attempt by Ryan Murphy contacted her again on my behalf that we spoke-to follow

12/20 Phone call with Ryan Murphy

12/20 Email from Redstone about water pressure, inaccurate and contradicts what Vendor said on video I have

We did have a vendor at the property earlier today performing some emergency repairs to the building plumbing. We are going to close your work order regarding the water pressure as they indicated their repair should address that issue. If water pressure continues to be impacted in your unit please be encouraged to submit another maintenance request.

Please also note that you should not anticipate hot water to come out of your faucet immediately when you turn it on. It is normal for it to take a few moments for the hot water to reach your unit.

12/21 email to Redstone about dryer

12/22 email acknowledged by Redstone without comment on Health and Safety Code (photos of problem were provided on

12/22 Vendor Sprinkely testing for Redstone (not inspection)

12/22 HRC interview with Investigator Abigail "Big" Hartman

12/27 Treatment of increased pain and stress out of pocket medical myofascial release

12/28 Emailed Abigail Hartman HRC and requested an Injunction

1/5 Meeting with attorney and HRC investigator Abigail (Big) Hartman rescheduled from canceled appointment (per HRCs request) on 12/22.

1/7 Meeting with VCIL

1/7 Meeting with Abigail "Big" Hartman HRC

1/10 Treatment of increased pain and stress out of pocket medical myofascial release

1/10 Press releases about Bronx Inferno reveal 17 dead for EXACTLY what I have cited is occurring with my unit with my door. It is well documented that I have a Life Safety Concern and have requested inspections and help in writing to Winooski DFS and others since September.

"The 17 people killed in a Bronx fire this week all died from inhaling smoke that poured through a single malfunctioning door and billowed to the top of the 19-story building, New York City officials said on Monday, as they investigated how a fire that barely spread beyond one unit became the city's most lethal in three decades."

**sources available*

1/11 Meeting with Ryan and VCIL

1/14 obtained storage room incase evicted

1/14 3rd notice to vacate, deadline February 18th does not coincide with previous letter

1/20 Meeting with Ryan applied for VERAP

1/20 In order to gather more proof of the delay in my city inspection being discriminatory due to my disability and the complicated coordination that DFS John Audy did not arrange by turfed, I submitted a FOIA request asking the following to show that other inspections in September have since been performed and mine (with life safety concerns for my unit and the building)

have not been done. The FOIA has not been fulfilled and is in the same turf and lack of accountability cycle between Williston and Winooski.

1/24 phone call William Brown DFS Williston advised in apartment building the dryer vent inspection should occur once a year. In an owned home depending on use and situation, every two years is acceptable. He was not able to tell me where these inspections are specifically documented if at all and he did not know who would be able to provide me this information.

1/24 John Audy gets cc'd on a FOIA request by other DFS employees.

1/24 email from **Michael Desrochers, Executive Director**
Department of Public Safety - Division of Fire Safety stating he will get me the FOIA request

1/25 Meeting with Tim to discuss alternative living options and the Independence Fund/Loan

1/25 Meeting and site visit to Redstone property by VCIL

1/25 **Partial** DFS fire and Safety Inspection Requested by Redstone and announced in a vague description in an email 48 hours in advance that was occurring. Inspectors arrived without ADA code rep for DFS representative as requested by tenant, state housing coordinator and legal aide since September)

1/25 DFS inspector refused to forward or provide a copy of the report to me the tenant citing I did not request this specific report, this was for the landlord, and I would have to file a **FOIA** request with Kris Gaudet at city of Winooski.

1/25 DFS stated Redstone would be advised of 2 fire code safety violations. My unit door and my dryer. My unit door was put into its current state of noncompliance in August. My dryer has had the same problem on and off since October. DFS inspector state on video that Redstone did not repair the dryer correctly the first time. He states the wrong tubing and equipment was used for the repair. He stated the dryer should not be used. Investigator was unable to tell me how I could find out when the last time a dryer vent inspection was performed.

1/25 spoke with Abigail Hartman HRC investigator who advised per their attorney it is likely Redstone will not renew their lease. The assert that there a non-retaliatory nondiscriminatory reason for the non-renewal which is that the I have been rude and had an attitude. The attorney or landlord would not officially put in writing or comments officially when during a conciliation attempt, I requested answer about renewal.

1/25 Met with Real Estate Financial lender and discussed the Independence fund and possible scenarios if I am evicted or lease is not renewed.

1/26 Email to Abigail Hartman HRC investigator to request assistance on getting the DFS report from PARTIAL inspection on 1/25

1/26 Email from Wendy Harrison interim city manager city of Winooski regarding my FOIA request. In my response to her email on the same day, I asked her why she did not ever respond to my request for follow up email sent to her on 12/2 (regarding the only interaction we had about DFS, John Audy the minimal housing complaint/inspection etc). She did not respond or comment regarding this question at all.

1/26 I contacted 802 828 3333 Governor/Senates office- I think Senator Starrs office is where it got routed. Spoke to Maryanne who did an intake and am awaiting a call back for further assistance from either Cole or Frank

1/27 Interim city manager sent an email stating I would receive all the information I requested in a **my FOIA** report dated 1/20 by the end of the day today (Thursday 1/27). At last count the FOIA request had been turfed amongst at minimum 6 staff member of various branched of DFS to include the Fire Marshal and the Interim City Manager themselves. I **did not receive** any of the information she indicated I would be provided.

1/26 I emails interim city Winooski Manager Wendy Harrison to inform her that I **did not receive** any of the information she indicated that I would be provided on 1/27

12/27 Met with a relator discuss possible housing alternatives if evicted

12/27 Met with ADA Architect design organization about possible housing alternatives

1/27 Email to Abigail Hartman BIG, Ryan Murphy, referencing page 17 of Renting in Vermont attachment

If a tenant or landlord requests an inspection, Fire Safety Division inspectors should do the inspection in a reasonable time after notification. See the "Resources" section of this Handbook for a contact list for the Fire Safety Division's regional offices.