

From: [JustGinA <justgina@justgina.org>](mailto:JustGinA@justgina.org)
To: rjhawkins@ccmaine.org
Date: 5/17/2016 5:07:22 PM
Subject: FW: Human Rights Intake Form Submission

This is the formal complaint I made with the Maine Human Rights Commission, which is basically the exact same complaint I made with the AG's office also.

From: Intake Officer [mailto:noreply+2a7a34957eaee8a7@formstack.com]
Sent: Monday, May 16, 2016 5:06 AM
To: justgina@justgina.org
Subject: Human Rights Intake Form Submission

Confirmation for form Intake

Submitted at 05/16/16 5:06 AM

COMPLAINANT CONTACT INFORMATION:	GinA GinA
Email Address:	justgina@justgina.org
Address:	455 Kennedy Memorial Drive Room 241 Waterville, ME 04901
County:	Kennebec
Home Phone Number:	(207) 209-1767
Cell Phone Number:	(207) 333-0628
NAME A FRIEND, RELATIVE OR NEIGHBOR IN THE AREA THAT WOULD KNOW HOW TO REACH YOU:	Railynn Hawkins
Address:	Catholic Charities of Maine Waterville, ME 04901
Phone Number:	(207) 314-8688
I BELIEVE I HAVE BEEN DISCRIMINATED AGAINST IN::	PUBLIC ACCOMMODATION HOUSING
Disability:	Disability (Physical / Mental)
Receipt of Public Assistance:	Receipt of Public Assistance
Retaliation:	Retaliation
*What is/are your disability(s)::	PTSD (trauma-based from abuse), scoliosis, degenerative disc disease
*What type of public assistance do you receive?:	SSDI, MaineCare, Medicare, SNAP, LIHEAP
I WAS DENIED THE SAME OPPORTUNITY OF TREATED DIFFERENTLY THAN OTHERS IN:	Sale Benefits Other: fair housing rights, civil rights as disabled low income homeless woman

I WAS DENIED THE SAME OPPORTUNITY OR TREATED DIFFERENTLY THAN OTHERS IN:	Harassment Reasonable accommodation modifications Discriminatory terms and conditions of application Discriminatory terms and conditions of occupancy Other: fair housing, civil rights to keep service animals, civil right to allow service animals to use public spaces at public accommodations for residential housing
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1. Name::	GinA
Minor Child?:	No
1: Organization Name:	Inn at Waterville (formerly EconoLodge)
Type of Organization:	motel
Contact Person:	Beena
Title:	Manager
Phone Number:	(207) 872-5577
Address:	455 Kennedy Memorial Drive Waterville, ME 04901
Affiliation:	Manager
County:	Kennebec
Name of apartment complex:	Inn at Waterville
Address:	455 Kennedy Memorial Drive Waterville, ME 04901
Earliest date of discrimination:	May 02, 2016
Latest (most recent) date of discrimination:	05/16/16
Is the discrimination ongoing?:	Yes
Is this a Single Family Dwelling:	No
Mobile home park:	No
Owner occupied:	No
Apartment *:	Yes
How many units are in the Apartment building?:	35
Rental Amount:	\$300/wk
Security Deposit:	none
Utilities Included?:	Yes
# Bedrooms:	1
# Rooms other than Bedrooms:	1

How did you find out that the Maine Human Rights Commission handles housing discrimination complaints?:	I received a response on Friday, May 13, 2016, from Edward Mouradian of the AG's Office Consumer Protection Division who suggested I file this complaint.
What was the reason given for the adverse action?:	Discrimination and retaliation against me and my service animals because of my disability because the hotel manager, Beena, claims to have a personal irrational fear of all animals.
Have you ever filed a complaint with this office?:	No
Do you have an attorney?:	No
A1: A physical or mental impairment that substantially limits one or more daily life activities, such as seeing, hearing, speaking,: A2: A record or a history of having a physical or mental impairment which limits one or more major life activities?:	Yes Yes
A3: Is the person perceived as having such impairment, even if his or her daily life activities are not impaired?: 1. Do you believe that the housing provider or other person or organization that you believe has discriminated against you is aware that you have a disability, or thinks you have a disability?: 1. Do you believe that the housing provider or other person or organization that you believe has discriminated against you is aware that you have a disability, or thinks you have a disability?: 1. Do you believe that the housing provider has treated you differently than persons who are not disabled?: 2. Do you believe that the housing provider has treated you the same as others, but that this treatment still has a negative impact on you as a person with a disability?:	Yes Yes Yes Yes Yes
Please describe how you feel you were treated differently than a person who is not disabled: (Please refer to your answer "YES" to question C-1):	Beena says her personal fear of all animals is the reason I am required to keep my service animals inside my hotel room at all times. It appears that Beena applies this discrimination to everyone who utilizes a service animal at this motel.

Please describe how your housing provider's treatment is having a negative impact on you as a person with a disability::

This hotel's manager is causing me to experience extreme panic, anxiety, worry, fear, sleeplessness, crying, trembling, 48hr loss of benefit of an emotional therapy service animal, fear of permanent loss of service animal, fear of illegal retaliation for letting my service animals go outside, fear of illegal eviction for being disabled, fear of retaliation for filing this complaint. other emotional and physical injuries. Beena intentionally destroyed my potato seedling in retaliation for leaving my door open and letting my cat outside. Please see attached file for more details.

1. Did you request the housing provider to change policies or practices?*:

Yes

2. Did you request the housing provider for permission to modify the unit?*:

No

3. Would the changes/ accommodations/modifications benefit you in your housing?:

Yes

4. Did you request the changes in verbally?*:

Yes

5. Did you request the changes in writing?*:

Yes

6. Did the housing provider deny, delay or ignore your request for accommodation/modification*:

Yes

*What changes /accommodations or modifications did you request? :

To keep my two service animals (cats) with me in my room without paying 'pet fees' or other service charges, to allow the cats to defecate in their natural habitat outdoors, to get exercise outside the room and to benefit from necessary sunshine and fresh air outside of the room.

If the housing provider failed or refused to make the requested accommodation/modification, what reason was given?:

The hotel manager, Beena, claims to have a personal fear of 'all animals' which she told me about on May 2, 2016 and every day thereafter. The hotel housekeepers claim to have allergies to cats which prevent them from servicing my room. The hotel staff intentionally and repeatedly left doors open to "staff only" areas and other guest rooms which allowed my service animals to enter those rooms and get trapped inside because the hotel staff neglected to make reasonable accommodations for my animals natural instinct to explore their environment. (NOTE: 7 MRSA 4041 expressly EXCLUDES ALL CATS from the 'Animal Trespass' law) (NOTE: 17-A MRSA 1151 expressly supports enhanced criminal sentencing for all crimes committed against someone because of a person's homelessness and disability)

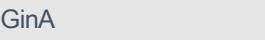
Please describe what you believe was a violation of the Maine Human Rights Act::

Preventing my cats from utilizing public spaces at public accommodations for natural unalienable purposes, claiming the motel is "private property" which requires me to surrender to the hotel manager's unreasonable irrational personal demands which do not serve the greater needs of the business or any other hotel customer, intimidating and harassing me because I exercise my unalienable rights to benefit from my service animals and allow them to behave naturally in their current temporary emergency environment while I await BRAP and Section 8 approval for emergency residential housing assistance.

Details::

Please see attached documents for actual complaint filed with the AG's office and the AG's official response and suggestions. Embedded within the attached .pdf file are 2 .mp3 files of raw, genuine unaltered audio recordings of Beena, the hotel manager, and the hotel staff talking with me about my service animals being locked in the 'staff only' laundry room (which had been left open to the public) and how I am required to keep my animals in my room at all times with my door closed.

You may attach documents to [View File](#) provide additional information, or you may wait until after the intake officer has reviewed your questionnaire. This feature is limited to PDF; DOC/X; XLS/X; JPG; MP3/4; file formats.:

Signature::  GinA

Date Signed:: May 16, 2016 05:04 AM