1 2 3 4 5 6 7 8 9 10 11 12	LEGAL AID FOUNDATION OF ANGELES Manuel Villagomez, Esq., SBN 30845 <u>mvillagomez@lafla.org</u> 1550 W 8th St. Los Angeles, CA 90017-4316 Tel: 213-640-3826   Fax: 213-640-385 DISABILITY RIGHTS EDUCATION DEFENSE FUND Michelle Uzeta, Esq., SBN 164402 <u>muzeta@dredf.org</u> 3075 Adeline Street, Suite 210 Berkeley, CA 94703 Tel: 510-644-2555   Fax: 510-841-864 Attorneys for Plaintiff, Noor Tamshoona	7 0 N &
13	UNITED STATES I	
14	CENTRAL DISTRICT OF CALIFORNIA	
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16	Noor Tamshoona,	Case No. 2:24-cv-00562
17	Plaintiff,	Complaint for Injunctive Relief and Damages for Violations of:
18	V.	
19 20	Beach Front Property Management, Inc; and Does 1-10	1. The Fair Housing Amendments Act of 1988, 42 U.S.C. § 3601 <u>et seq</u> .;
21	Inclusive,	2. California Fair Employment and Housing Act, Cal. Gov't
22 23	Defendants.	Code § 12955 <u>et seq.;</u> 3. California Unruh Civil Rights
23 24		Act, Cal. Civ. Code § 51; 4. Disabled Persons Act Cal. Civ.
25		Code § 54.1 (b); and 5. Negligence
26		Jury Trial Demanded
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	Complaint	Case No.: 2:24-cv-00562

**INTRODUCTION** 1 2 This is an action for injunctive relief and damages against 1. 3 Beach Front Property Management, Inc., and Does 1-10, inclusive (collectively "Defendants"), for housing discrimination based on disability. 4 Plaintiff Noor Tamshoona ("Plaintiff") alleges that Defendants 5 2. have discriminated against her by denying her request for reasonable 6 7 accommodations for her disability. Specifically, Defendants denied Plaintiff's request to allow her to continue to store and charge her power 8 wheelchair in a locked storage room located in the parking garage area at 9 ground level of the apartment building where she lives as she had been doing 10 11 since she first obtained her power wheelchair on May 10, 2010. 3. 12 This action is brought pursuant to the Fair Housing Amendments Act ("FHAA"), 24 U.S.C. § 3601 et seq., as well as related 13 California statutes. Plaintiff also asserts a claim for negligence, as an 14 additional or alternative theory of liability. 15 Through this action, Plaintiff seeks injunctive relief, actual and 4. 16 punitive damages, reasonable attorney's fees, and costs of suit. 17 18 19 **JURISDICTION & VENUE** 20 5. This Court has jurisdiction pursuant to 28 U.S.C. § 1331 in that the claims alleged herein arise under the laws of the United States, 21 specifically the Fair Housing Act, 42 U.S.C. §§ 3601-3619. 22 This Court has supplemental jurisdiction pursuant to 28 U.S.C. 23 6. § 1367 to hear and determine Plaintiff's state law claims because they are 24 related to Plaintiff's federal claims and arise out of a common nucleus of 25 26 operative facts. Plaintiff's state and federal claims form part of the same case 27 or controversy under Article III of the United States Constitution. Venue is proper in the Central District of California under 28 28 7.

U.S.C. § 1391(b)(2) because the events or omissions giving rise to Plaintiff's
 claims occurred in this District, the property that is the subject of the action
 is situated in this District, and the Defendants conduct business in this
 District.

PARTIES

8. Plaintiff is, and at all times relevant herein was, an individual and resident of the State of California.

9 9. Defendant Beach Front Property Management, Inc. ("Beach
10 Front") is stock corporation incorporated in the State of California, with a
11 primary business office located at

13 10. Plaintiff is currently unaware of the true identities of Does 1-10,
14 inclusive, and will seek leave to amend her complaint when their true names,
15 capacities, connections, and responsibilities are ascertained.

Plaintiff is informed and believes, and on that basis alleges that 16 11. each of the Defendants is the agent, ostensible agent, alter ego, master, 17 18 servant, trustor, trustee, employer, employee, representative, franchiser, 19 franchisee, lessor, lessee, joint venturer, parent, subsidiary, affiliate, related entity, partner, and/or associate, or such similar capacity, of each of the other 20 Defendants, and was at all times acting and performing, or failing to act or 21 perform, within the course and scope of such similar aforementioned 22 capacities, and with the authorization, consent, permission or ratification of 23 each of the other Defendants, and is personally responsible in some manner 24 for the acts and omissions of the other Defendants in proximately causing 25 26 the violations and damages complained of herein, and have participated, directed, and have ostensibly and/or directly approved or ratified each of the 27 acts or omissions of each of the other Defendants, as herein described. 28

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1 2 **FACTUAL ALLEGATIONS** 3 12. Plaintiff is an individual with physical impairments resulting from Morquio A syndrome, a rare genetic disorder which affects her body 4 weight and size, bones, joints, spine, and vital organs. 5 Due to her impairments, Plaintiff's physical abilities are 6 13. 7 substantially limited, and she depends on a power wheelchair to be independently mobile. 8 9 14. Plaintiff's physical impairments and physical needs prevent her from being able to use a manual wheelchair. 10 11 15. Plaintiff has lived with her family in an apartment at a multifamily rental housing complex located at 3223 Bagley Avenue in the City of 12 Los Angeles ("Property") since April 2009. 13 On or about May 10, 2010, Plaintiff received a power 14 16. wheelchair through her insurance carrier, which was customized for her 15 body size and physical needs. 16 Due to existing physical access barriers at the Property, 17 17. 18 including stairs, Plaintiff's power wheelchair cannot be driven into her unit. 19 18. Because of its size and weight, any attempt to carry Plaintiff's power wheelchair into her unit would require multiple people. It would also 20 risk damaging the chair. 21 22 19. Upon receiving the power wheelchair, Plaintiff's parents asked Dickran Ayarian ("Ayarian"), Property Manager at the time, for permission 23 to store and charge Plaintiff's power wheelchair in a locked storage room 24 located in the parking garage area at ground level of the Property ("Storage 25 26 Room"). Plaintiff's power wheelchair can be easily driven in and out of 27 20. the parking garage area at the ground level of the Property. 28

21. Ayarian allowed Plaintiff to store and charge her power wheelchair in the Storage Room as an accommodation for her disability.

22. The accommodation requested by, and provided to Plaintiff allowed her access to her power wheelchair whenever she needed it and allowed her to travel in the community independently, without having to rely on or be accompanied by others. Plaintiff's family members would simply assist Plaintiff to the Storage Room, at which point, Plaintiff could use her power wheelchair to independently travel wherever she needed or wanted to go.

10 23. The accommodation requested by, and provided to Plaintiff was
11 never for the exclusive use of the Storage Room. Plaintiff has only required
12 a corner of the room to safely place and charge her power wheelchair when
13 she is in her unit.

14 24. Consistent with fair housing law, Plaintiff's reasonable
15 accommodation was not conditioned on her paying a cost, fee, deposit, or
16 surcharge.

Plaintiff's reasonable accommodation was in place at the
Property for approximately twelve (12) years with no issue or demand for
compensation.

20 26. Beach Front assumed management responsibilities for the
21 Property on or about December 1, 2021.

22 27. Approximately four (4) months after assuming management
23 responsibilities at the Property, Beach Front changed the locks to the Storage
24 Room with Plaintiff's wheelchair locked inside and did not provide keys to
25 the new locks to Plaintiff.

26 28. Beach Front did not provide notice to Plaintiff about their
27 withdrawal of her reasonable accommodation.

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29. Plaintiff's mother, Shahroz Ayaz ("Ayaz") was the first person

in Plaintiff's household to discover that the Storage Room locks were 1 2 changed. Ayaz discovered the change when she couldn't unlock the Storage 3 Room door so that she could take out Plaintiff's power wheelchair for Plaintiff to be able to attend to an errand. Another resident at the property 4 5 who saw that Ayaz could not open the Storage Room door informed her that the locks had been changed. Plaintiff's mother then returned to the unit and 6 informed Plaintiff and Plaintiff's brother, Arsal Ansari ("Ansari") that the 7 locks had been changed. 8

30. Ansari then called Marvin Ochoa ("Ochoa"), Sr. District
Property Manager for Beach Front, to inform him about Plaintiff not being
able to open the Storage Room to access her power wheelchair. Ochoa
confirmed that the locks had been changed and informed Ansari that the
Storage Room was for management use only.

14 31. During this call Ansari informed Ochoa about Plaintiff's
15 disability and requested reinstatement of Plaintiff's reasonable
16 accommodation.

32. Ochoa told Ansari that he was not available at that time but
would be at the property later that day to unlock the Storage Room so the
power wheelchair could be removed.

33. Ansari approached Ochoa later that day when Ansari saw
Ochoa at the Property and communicated his previous request for
reinstatement of Plaintiff's reasonable accommodation. Ansari explained the
reasons behind Plaintiff's need for accommodation, including that the power
wheelchair must be charged, and the Storage Room has an outlet where it
can be plugged in.

34. Ochoa refused to reinstate Plaintiff's reasonable
accommodation and told Ansari to remove the power wheelchair from the
Storage Room, otherwise it would be locked inside. Ochoa made it clear that

once the Storage Room was locked with the power wheelchair inside, he would not be coming to the Property to provide access whenever Plaintiff required it.

4 35. Ansari decided to leave the power wheelchair in the locked
5 Storage Room since it was too heavy and dangerous to carry up the stairs
6 and bring inside the unit.

7 36. Approximately two weeks after becoming aware that the
8 Storage Room locks were changed, Ansari approached Ochoa at the
9 Property for a second time. Ansari told Ochoa how long Plaintiff and her
10 family had been tenants at the Property and again explained the need for
11 reinstatement of Plaintiff's accommodation.

37. Ochoa informed Ansari that Plaintiff's disability
accommodation would not be reinstated unless Plaintiff paid a monthly
surcharge of \$100. Ansari told Ochoa that he would need to discuss this
proposed surcharge with his family and would follow up with him at a later
time.

38. After discussing the issue with Plaintiff and their family,
Ansari approached Ochoa at the Property and attempted to negotiate a lower
surcharge, Ochoa responded by telling Ansari that the monthly fee he was
demanding to reinstate Plaintiff's disability accommodation was now \$200.
Ansari told Ochoa that he would have to think about it and would discuss the
increased surcharge with his family.

39. On or about April 27, 2022, after coming home from work,
Ansari noticed that a truck parked in front of the Property was being loaded
with items from the Storage Room. Ansari observed that Plaintiff's power
wheelchair was taken out of the Storage Room and was next to the truck
about to be loaded on to the truck and hauled away.

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40. Ansari immediately contacted Ochoa to request that he contact

the individuals loading the truck to instruct them to not take Plaintiff's 1 2 power wheelchair and to request that the wheelchair be returned to the 3 Storage Room. Ochoa agreed to return Plaintiff's power wheelchair to the Storage Room but continued to refuse to provide Plaintiff with keys to the 4 Storage Room. Ochoa continued to deny Plaintiff's request that her 5 reasonable accommodation be reinstated and continued to deny her access to 6 7 her medically necessary wheelchair. Approximately one week later, Ansari approached Ochoa at the 8 41. Property and asked that his demand for a monthly surcharge to reinstate 9 Plaintiff's disability accommodation be put in writing. 10 11 42. Ochoa refused the request and demanded that Plaintiff just 12 remove her power wheelchair from the Storage Room. Ansari explained that he would not be able to carry the wheelchair into their apartment because of 13 how much it weighed. Plaintiff's power wheelchair continued to remain 14 15 locked in the Storage Room. On May 9, 2022, Ansari sent an email to Maria Alejo ("Alejo"), 43. 16 Regional Property Supervisor for Beach Front which stated: 17 18 "My sister and I reside at 3223 Bagley Ave Apt# 115 Los Angeles CA 19 90034. We have been living here since summer of 2009 and haven't 20 had anything but a pleasant experience. My sister is 23 years old and fully disabled who heavily depends on a electronically powered 21 wheelchair for her day-to-day activities. The apartment building does 22 not have any access ramps to drive up the wheelchair; therefore, 23 previous management had permitted us a spot to park in one of the gated storage rooms at ground level. 24 25 Now, since the new management has take [sic] over, we have been 26 told to remove the wheelchair from the room that we were previously granted. The wheelchair weighs about 350 pounds and we neither 27 have a place to park the wheelchair at ground level nor an option to 28 drive it up into our apartment unit due to the lack of an access ramp.

We kindly request you to work with us to find a suitable solution for vou and for us. We look forward to you [sic] response. You may reach us by e-mail or mail addressed below."

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44. Alejo did not respond to Ansari's May 9, 2022 email.

45. On May 18, 2022, Ansari sent Alejo a second email, with the same content as his May 9, 2022 email. Later that day, Alejo replied to Ansari in an email which stated: "I believe you have been speaking to 8 Marvin [Ochoa] in regards to this issue. You are welcome to rent out a storage area. We are also ok for you to build a ramp with city approval and 10 using a licensed and bonded contractor." 11

46. Plaintiff and her family are low-income tenants. They do not 12 have the means to rent out a storage area. Nor does Plaintiff have the means 13 to pay for a ramp to be constructed at the Property, as suggested by Alejo. 14 Further, upon information and belief, installing a code-compliant ramp at the 15 Property is not feasible. 16

Plaintiff's family subsequently sought assistance from the Legal 47. 17 Aid Foundation of Los Angeles (LAFLA) and on or about August 3, 2022, 18 LAFLA sent a letter to Alejo on behalf of Plaintiff setting forth Plaintiff's 19 need for, and right to reinstatement of her reasonable accommodation. 20

On or about August 12, 2022, LAFLA received a letter from 48. 21 Charlie Stein ("Stein"), an attorney with the Davidovich Stein Law Group, 22 stating that his office represented Beach Front. Stein's letter denied 23 Plaintiff's accommodation request, claiming in part that it was unreasonable, 24 a financial burden, and would convey a preference to Plaintiff. 25

49. In or around February 2023, LAFLA sent a letter to Stein that 26 addressed the inaccurate factual and legal assertions made in his August 27 letter and reiterated the request that Plaintiff be reasonably accommodated 28

by allowing her to store her wheelchair in the Storage Room. LAFLA did not receive a response to this correspondence.

50. On or about September 5, 2023, LAFLA sent another letter to
Stein, in a final attempt to resolve Plaintiff's need for an accommodation.
That letter again requested that Plaintiff's accommodation be reinstated and
detailed the facts and law establishing the accommodation request to be both
necessary and reasonable. Stein did not respond to LAFLA's letter,
prompting this lawsuit.

9 51. Since March 2022, Plaintiff's power wheelchair has remained
10 locked in the Storage Room.

11 52. Since March 2022, Beach Front has refused to provide Plaintiff
12 with keys to the Storage Room.

13 53. Since March 2022, Beach Front has refused Plaintiff's request
14 that she be allowed to store and charge her power wheelchair in the Storage
15 Room without surcharge as a reasonable accommodation for her disability.

16 54. Plaintiff has been significantly impacted by Beach Front's
17 failure to reinstate her accommodation and refusal to allow her access to her
18 power wheelchair.

19 55. The pain, discomfort, and dangers of transportation that Plaintiff must endure as a result of Plaintiff's conduct have increased 20 significantly. Plaintiff's family has a van that has been modified to 21 accommodate her power wheelchair. It allows her wheelchair to be raised 22 through a ramp and positioned inside so she does not need to be seated on a 23 24 standard van seat to travel. Without access to her wheelchair, Plaintiff has to sit in the regular van seat. The lack of support causes her heart and lungs to 25 26 press against each other, causing her serious discomfort.

27 56. Plaintiff has also lost her independence. When she had access to
28 her power wheelchair, Plaintiff was able to leave her unit on her own,

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1 without a family member having to accompany her and carry her. Prior to 2 having her reasonable accommodation taken away, Plaintiff had attended 3 elementary school, middle school, high school, and completed two semesters at Santa Monica Community College independently. While in elementary 4 school, Plaintiff's parents would drop her off and pick her up in her power 5 6 wheelchair using a wheelchair accessible vehicle. During middle school and 7 high school, a LAUSD school bus that was wheelchair accessible would come to the Property to pick her up and drop her off in her power 8 9 wheelchair. In college, a blue bus that was wheelchair accessible would come to the Property, pick her up in her motorized wheelchair, and take her 10 11 to campus so she could attend classes on her own. Plaintiff can no longer 12 attend school; she would need a family member to go with her to classes and 13 carry her around.

14 57. Since her accommodation was removed, anytime Plaintiff 15 wants or has to leave her building, a family member must be with her to carry her. As a result, her outings have been reserved for essential outings; 16 she remains largely confined to her unit. This, in turn, has resulted in 17 18 emotional difficulty and distress, a diminished quality of life, reduction in 19 physical activity, and weight gain. This has also caused Plaintiff significant embarrassment and feelings of being a burden. Plaintiff's family members 20 21 have had to miss work and re-arrange their schedules to accompany her on outings and for tasks she is able to complete independently when using her 22 power wheelchair. 23

58. Allowing Plaintiff to store and charge her power wheelchair in
the Storage Room without surcharge as an accommodation for her disability
would not fundamentally alter the nature of Defendants' operations.

59. Allowing Plaintiff to store and charge her power wheelchair in
the Storage Room without surcharge as an accommodation for her disability

would not cause Defendant an undue financial burden.

60. Allowing Plaintiff to store and charge her power wheelchair in the Storage Room without surcharge as an accommodation for her disability would not cause Defendant an undue administrative burden.

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61. Plaintiff has been and continues to be irreparably harmed by Defendants' refusal to allow her to store and charge her power wheelchair in the Storage Room without surcharge as a reasonable accommodation for her disability.

9 62. As a person / entity that is in the business of renting housing
10 accommodations, Defendants knew, or should have known that refusing to
11 allow Plaintiff to store her power wheelchair in the Storage Room without
12 surcharge as a reasonable accommodation for her disability is illegal.

63. As herein alleged, Defendants' refusal to store her power
wheelchair in the Storage Room without surcharge as a reasonable
accommodation for her disability was intentional and/or with reckless
disregard of Plaintiff's fair housing rights.

64. As the direct and proximate result of Defendants' refusal to
store her power wheelchair in the Storage Room without surcharge as a
reasonable accommodation for her disability, Plaintiff has suffered damages,
including loss of housing opportunity, emotional and physical distress, loss
of civil rights, loss of dignity, frustration, difficulty, embarrassment, and
inconvenience.

65. On information and belief, Defendants do not have policies in
place for processing accommodation requests made by tenants with
disabilities.

26 66. Upon information and belief, neither Ochoa nor Alejo have
27 attended training on the fair housing rights of people with disabilities.
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1	67. The nature of Defendants' discrimination constitutes an
2	ongoing violation, Until Defendants' unlawful practices are enjoined,
3	Plaintiff will continue to be denied full and equal use and enjoyment of her
4	housing and will suffer ongoing and irreparable injury.
5	68. The unlawful practices of the Defendants as described herein
6	were and are wanton, willful, malicious, fraudulent, or oppressive; were
7	intended to cause injury to Plaintiff; and/or were done in conscious, callous,
8	reckless, or blatant disregard for the federally protected rights of Plaintiff,
9	entitling her to punitive and/or treble damages.
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11	FIRST CLAIM
12	Fair Housing Amendments Act of 1988
13	42 U.S.C. § 3601 <u>et seq</u> .
14	69. Plaintiff hereby re-pleads, restates, re-alleges and incorporates
15	by reference all the allegations contained in the preceding paragraphs.
16	70. The Fair Housing Amendments Act of 1988 ("FHAA"), 42
17	U.S.C. § 3601 et seq., prohibits discrimination in the sale, rental, and
18	financing of dwellings, and in other housing-related transactions, based on a
19	number of protected characteristics, including disability.
20	71. Plaintiff is, and at all times relevant herein was, an individual
21	with a disability as that term is defined by the FHAA and its implementing
22	regulations. 42 U.S.C. § 3602(h); 24 C.F.R. § 100.201.
23	72. Defendants are, and at all times relevant herein were "persons"
24	engaging in the "rental" of "dwellings," as those termed as defined by the
25	FHAA and its implementing regulations. 42 U.S.C. § 3602(b), (d), and (e);
26	24 C.F.R. §§ 100.20 and 100.201.
27	73. The FHAA requires that housing providers make reasonable
28	accommodations in rules, policies, practices, or services, when such

accommodations may be necessary to afford such person equal opportunity to use and enjoy a dwelling. 42 U.S.C. § 3604(f)(3)(B); 24 C.F.R. § 100.204.

74. Under the FHAA, housing providers may not charge an extra
fee or require an additional deposit from tenants with disabilities as a
condition of granting a reasonable accommodation. U.S. Department of
Housing and Urban Development and the U.S. Department of Justice [on]
Reasonable Accommodations under the Fair Housing Act (May 17, 2004) at
Question 11.

Under the FHAA, "[a]ccommodations need not be free of all 9 75. possible cost to the landlord." Giebeler v. M & B Associates, 343 F.3d 1143, 10 11 1152 (9th Cir. 2003). Financial considerations do not automatically disqualify a requested accommodation. United States v. California Mobile 12 Home Park Management Co., 29 F.3d 1413, 1416 (9th Cir. 2003). Further, 13 waiver of generally applicable fees may be required as a part of a necessary 14 15 reasonable accommodation under the FHAA because "it is clear that 16 generally applicable fees . . . can interfere with the use and enjoyment of housing by the [disabled]." Samuelson v. Mid-Atlantic Realty, 947 F. Supp. 17 756, 761 (D. Del. 1996). 18

19 76. In acting as herein alleged, Defendants have injured Plaintiff by
20 committing discriminatory housing practices, in violation of the FHAA.

77. Plaintiff is an "aggrieved" person within the meaning of the
FHAA. 42 U.S.C. § 3602(i)(1); 24 C.F.R. § 100.201. Plaintiff has been
denied a reasonable accommodation for her disability, impacting her use and
enjoyment of her housing.

78. Defendants' duties under the FHAA are mandatory and long
established. Defendants are deemed to have had knowledge of their duties at
all times relevant herein and were provided actual notice of such duties.
Defendants' failure to comply with their fair housing obligations was willful

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1 and knowing and/or the product of deliberate indifference. 2 Pursuant to 42 U.S.C. § 3613(c)(1) and (2), Plaintiff prays for 79. 3 judgment as set forth below. 4 5 SECOND CLAIM 6 **California Fair Employment and Housing Act** 7 California Civil Code §12955 et seq. Plaintiff hereby re-pleads, restates, re-alleges, and incorporates 8 80. by reference all the allegations contained in the preceding paragraphs. 9 81. The California Fair Employment and Housing Act (FEHA), 10 11 Cal. Gov't. Code §12955 et seq. prohibits discrimination in the sale, rental, and financing of dwellings, and in other housing-related transactions, based 12 on a number of protected characteristics, including disability. 13 Plaintiff is, and at all times relevant herein was, an individual 14 82. with a disability as that term is defined by California law. Cal. Gov't. Code § 15 12926. 16 17 83. Defendants are, and at all times relevant herein were, "owners" of "housing accommodations" within the meaning of the FEHA. Cal. Gov't 18 Code §§ 12927(d) and (e). Each of the Defendants is also a "person" as 19 defined under FEHA. Cal. Gov't Code § 12927(f). 20 Under the FEHA, it is discriminatory for a housing provider to 21 84. refuse to make reasonable accommodations where necessary to afford an 22 individual with a disability an equal opportunity to use and enjoy a dwelling 23 24 unit and public and common use areas, or an equal opportunity to obtain, use, or enjoy a housing opportunity. Cal. Code Regs. Tit. 2, § 12176(a) and 25 26 (c). 27 85. Under the FEHA, an individual with a disability may request a reasonable accommodation in financial policies or policies that impose a 28

1 financial burden when such accommodations may be necessary to afford an 2 individual with a disability an equal opportunity. Examples of such 3 economic accommodations may include the waiver of generally applicable fees. Cal. Code Regs. Tit. 2, § 12176(f)(7). 4 5 86. Under the FEHA it is 6 7 8 9 10 Cal. Code 11 Regs. Tit. 2, § 12180(a) Under the FEHA it is discriminatory for a housing provider to 12 87. refuse or fail to engage in an interactive process regarding a tenant's 13 reasonable accommodation requests. Cal. Code Regs. Tit. 2, § 12177. 14 In acting as alleged herein, Defendants have injured Plaintiff by 15 88. committing discriminatory housing practices, in violation of FEHA. 16 Plaintiff is an "aggrieved" person within the meaning of the 17 89. FEHA. Cal. Gov't Code § 12927(g). Plaintiff has been denied a reasonable 18 accommodation for her disability, impacting her use and enjoyment of her 19 20 housing. Defendants' duties under the FEHA are mandatory and long 21 90. 22 established. Defendants are deemed to have had knowledge of their duties at all times relevant herein and were provided actual notice of such duties. 23 Defendants' failure to comply with their fair housing obligations was willful 24 25 and knowing and/or the product of deliberate indifference. 26 91. Pursuant to Cal. Gov't. Code § 12989.2, Plaintiff prays for judgment as set forth below. 27 28

1	THIRD CLAIM
2	California Unruh Civil Rights Act
3	California Civil Code § 51
4	92. Plaintiff hereby re-pleads, restates, re-alleges, and incorporates
5	by reference all the allegations contained in the preceding paragraphs.
6	93. The Unruh Civil Rights Act ("Unruh Act") provides that
7	individuals with disabilities "are entitled to the full and equal
8	accommodations, advantages, facilities, privileges, or services in all business
9	establishments of every kind whatsoever." Cal. Civ. Code § 51(b).
10	94. The Unruh Act applies with "full force to the business of
11	renting housing accommodations." Marina Point, Ltd. v. Wolfson, 640 P.2d
12	115, 120 (Cal. 1982) (internal citations omitted).
13	95. Defendants are in the business of renting housing
14	accommodations, and therefore must comply with the provisions of the
15	Unruh Act.
16	96. The provisions of the Unruh Act protect substantially the same
17	rights as FHAA and are subject to the same analysis.
18	97. Defendants' violation of Plaintiff's rights under FHAA, as set
19	out in Plaintiff's First Claim, also violates Plaintiff's rights under the Unruh
20	Act.
21	98. Defendants' duties under the Unruh Act are mandatory and long
22	established. Defendants are deemed to have had knowledge of their duties at
23	all times relevant herein and were provided actual notice of such duties.
24	Defendants' failure to comply with their fair housing obligations was willful
25	and knowing and/or the product of deliberate indifference.
26	99. Pursuant to Cal. Civ. Code § 52, Plaintiff prays for judgment as
27	set forth below.
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FOURTH CLAIM 1 2 **California Disabled Persons Act** California Civil Code § 54.1(b) 3 (Statutory Damages and Attorney's Fees Only) 4 100. Plaintiff hereby re-pleads, restates, re-alleges, and incorporates 5 by reference all the allegations contained in the preceding paragraphs. 6 7 The Disabled Persons Act ("CDPA") provides that 101. "[i]ndividuals with disabilities shall be entitled to full and equal access, as 8 other members of the general public, to all housing accommodations offered 9 for rent, lease, or compensation in this state, subject to the conditions and 10 11 limitations established by law, or state or federal regulation, and applicable alike to all persons." Cal. Civ. Code § 54.1(b)(1). 12 102. The CDPA also provides that "[a]ny person renting, leasing, or 13 otherwise providing real property for compensation shall not refuse to make 14 reasonable accommodations in rules, policies, practices, or services, when 15 those accommodations may be necessary to afford individuals with a 16 disability equal opportunity to use and enjoy the premises." Cal. Civ. Code § 17 18 54.1(b)(3)(B). 103. By unlawfully denying Plaintiff's request to store and charge 19 her wheelchair in the storage room without surcharge as a reasonable 20 accommodation for her disability, Defendants violated Plaintiff's rights 21 22 under the CDPA. 104. Claims of failure to accommodate under California Civ. Code § 23 24 54.1 are analyzed under the same standards as the analogous provisions of the FHAA. Accordingly, Defendants' violation of Plaintiff's rights under 25 26 FHAA, as set out in Plaintiff's First Claim, also violates Plaintiff's rights 27 under the CDPA. 28

105. Defendants' duties under the CDPA are mandatory and long
 established. Defendants are deemed to have had knowledge of their duties at
 all times relevant herein and were provided actual notice of such duties.
 Defendants' failure to comply with their fair housing obligations was willful
 and knowing and/or the product of deliberate indifference.

106. Pursuant to the remedies, procedures, and rights set forth in Cal. Civ. Code § 54.3(a), Plaintiff prays for statutory damages and attorneys' fees.

**FIFTH CLAIM** 

## Negligence (as an alternate/additional theory of liability)

12 107. Plaintiff hereby re-pleads, restates, re-alleges, and incorporates
13 by reference all the allegations contained in the preceding paragraphs.

14 108. Defendants owed Plaintiff a duty to operate the Rental Property
15 in a manner that was free from unlawful discrimination, and to educate and
16 train themselves and their agents to fulfill that duty.

17 109. Defendants negligently violated their duty to Plaintiff by
18 engaging in discrimination against her based on her disability; specifically,
19 by denying her request to store her wheelchair in the storage room without
20 surcharge as a reasonable accommodation for her disability. Defendants'
21 violation of that duty was the result of negligence, including but not limited

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- a. The negligent failure to educate and train themselves and their agents regarding the requirements of state and federal fair housing laws; and
  - b. The negligent failure to operate the Property in conformity with accepted industry custom and standards.

110. As the direct and proximate result of the negligence of
 Defendants as set forth above, Plaintiff suffered a loss of housing opportunity,
 emotional and physical distress, loss of civil rights, loss of dignity, frustration,
 difficulty, embarrassment, and inconvenience.

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111. Wherefore, Plaintiff prays for relief as set forth below.

## PRAYER

WHEREFORE, Plaintiff respectfully requests that this Court:

Issue an injunction pursuant to the FHAA, FEHA and Unruh Act:

 a. Enjoining Defendants from refusing to make reasonable accommodations in Defendants' rules, policies, practices or services as may be necessary to afford Plaintiff equal opportunity to use and enjoy the Property, and ordering them to allow Plaintiff to store and charge her power wheelchair in the Storage Room without charging a fee, surcharge, or requiring a payment, an additional deposit, or financial contribution as a condition of receiving, processing, or granting her reasonable accommodation.

- b. Ordering Defendants to adopt and implement objective, uniform, nondiscriminatory standards in the operation and management of the Property;
  - c. Ordering Defendants to adopt and implement policies and procedures for the processing of reasonable accommodation requests at the Property; and

 d. Ordering Defendants to submit themselves and their agents to fair housing training, including training on the housing rights of individuals with disabilities.

1	2.	Award Plai	ntiff general, compensatory, and statutory damages in
2		an amount	within the jurisdiction of this court;
3	3.	Award Plai	ntiff punitive damages according to proof;
4	4.	Award Plai	ntiff attorneys' fees, litigation expenses, and costs of
5		suit, as pro	vided by law; and
6	5.	Award sucl	h other and further relief as the Court may deem just
7		and proper.	
8			
9	Dated: 1/16	6/2024	LEGAL AID FOUNDATION OF LOS
10			ANGELES
11			h
12			By:
13			Manuel Villagomez Attorneys for Plaintiff
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	Complaint		Case No.: 2:24-cv-0

	DI	EMAND FOR JURY TRIAL
	Plaintiff hereby de	emands trial by jury.
Da	ted: 1/16/2024	LEGAL AID FOUNDATION OF LOS
		ANGELES
		la)
		By:
		Manuel Villagomez Attorneys for Plaintiff
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