

MOTION

CIVIL RIGHTS, EQUITY, IMMIGRATION,
AGING AND DISABILITY

In 2025, the Civil, Human Rights & Equity (LA Civil Rights) Department filed two Notices of Violation arising from complaints by residents of discriminatory actions.

On January 14, 2025, the LA Civil Rights Department filed a Notice of Violation following an investigation into a discrimination claim made by a tenant, Sara Macy, that a request for an emotional support animal as a reasonable accommodation had been denied. The investigation regarding these allegations revealed discriminatory conduct that violated the City's Civil and Human Rights Law.

The incident involved multiple denials by the landlord for a reasonable accommodation in the form of an emotional support cat, despite the tenant providing medical documentation stating the need for an emotional support animal. Thereafter, the landlord moved to evict the tenant for violating the "no pets" clause in the lease. The eviction was unsuccessful.

Following an investigation, the LA Civil Rights Department issued a Notice of Violation against the landlord, Lynn Tollakson. After engaging in settlement discussions, Lynn Tollakson agreed to a \$62,500 penalty.

On April 28, 2025, the LA Civil Rights Department filed a Notice of Violation following an investigation into a discrimination claim made by a person with a disability who visited the Century Hill Association event facilities and was denied entry with her service animal. The investigation regarding these allegations revealed discriminatory conduct that violated the City's Civil and Human Rights Law.

The incident in question involved a person, Marl Lemmer, who was attending a collegiate alumni event being held at the Century Hill Association event facilities. The Complainant entered the event with her service animal, which was clearly marked as a service animal. Staff of the Century Hill Association questioned the Complainant about her service animal on the way into the event, and she explained that the animal was a service animal and was working. A short while later, the event staff removed Complainant from the event, questioned her further about her service animal, and requested documentation be produced regarding the animal's status. Questioning by the event staff about the Complainant's disability became deeply upsetting to the Complainant, and she was humiliated that she had been asked to step out of the professional networking event to speak with security. The Complainant felt so distressed that she eventually informed the event staff that she was leaving the event to avoid further illegal questioning about her personal medical information.

Upon concluding the investigation, the LA Civil Rights Department issued a Notice of Violation against the Century Hill Association. After engaging in settlement discussions, Century Hill Association agreed to a \$18,700 penalty.

The Civil and Human Rights Ordinance (Ordinance No. 186084) mandates that a portion of the penalties collected as compensatory penalties be paid directly to the complainant who filed the initial complaint with the Department. These payments serve as a form of compensation to an individual for harm caused by the offending third party.

MAY 30 2025




I THEREFORE MOVE that the Civil, Human Rights and Equity Department be authorized to accept \$62,500 from Lynn Tollakson and \$18,700 from the Century Hill Association;

I FURTHER MOVE the Civil, Human Rights and Equity Department to be authorized to deposit said funds into the Commission on Civil Rights Fund No. 64H Appropriation Unit 150000.

I FURTHER MOVE that \$31,250 be paid to Sara Macy and \$9,350 be paid to Mary Lemmer from the Commission on Civil Rights Fund No. 64H Appropriation Unit 150000.

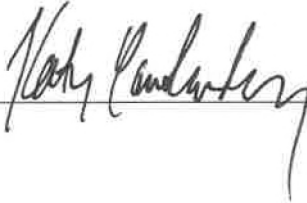
I FURTHER MOVE that the Civil Human Rights and Equity Department, the Controller's Office, and/or the City Clerk's Office be authorized to make any corrections, clarifications, or revisions to the above fund transfer instructions, including any new instructions, in order to effectuate the intent of this Motion.

PRESENTED BY



HUGO SOTO-MARTÍNEZ
Councilmember, 13th District

SECONDED BY



ORIGINAL