

Fact Sheet: Snow Removal

Housing (Apartments, Condos, Etc.)

Process for Residential Issues

- Submit a formal request for an accommodation regarding the snow removal issue and how it relates to your disability to your landlord or property manager.
 - It is important to include supporting medical documentation with your request.
- Document incidents and correspondence with dates and times.

If the issue is not resolved in a timely manner, you can file a formal complaint with the following entities:

Local Complaints

If you reside in a municipality that has an Office of Civil Rights, they also may be able to help.

Name: Wisconsin Department of Agriculture, Trade, and Consumer Protection (DATCP)

Phone: 800-422-7128 or 608-224-5012

Website: mydatcp.wi.gov/Complaints/complaint/create/f242c589-da19-e511-af89-0050568c06ae

Name: Wisconsin Equal Rights Division

Phone: 608-266-6860

Website: dwd.wisconsin.gov/er/civilrights/housing/default.htm

Federal Complaints

Name: US Department of Housing and Urban Development (HUD)

Phone: Local Agency Number:
414-297-3214, TTY: 414-297-1423
Housing Discrimination Hotline:
800-699-9777, TTY: 800-877-8339

Website: [www.hud.gov/program_offices/fair_housing_equal_opp/
online-complaint](http://www.hud.gov/program_offices/fair_housing_equal_opp/online-complaint)

Public Property (Streets, Sidewalks, Etc.)

- Contact your local public works department.
- If the issue is not resolved in a timely manner, contact your local elected officials.
 - Local officials and their contact information can be found via the My Elected Officials search on My Vote Wisconsin:
myvote.wi.gov/en-us/My-Elected-Officials
 - You can also contact the Wisconsin Elections Commission:
Local Phone: 608-266-8005
Toll-Free Phone: 866-868-3947

Places of Public Accommodation (Businesses)

Submit a formal notice of the snow removal issue to the owner of the property or business.

If the issue is not resolved in a timely manner, you can file a formal complaint with the following entities:

Name: Wisconsin Equal Rights Division
Type: Local Complaint
Phone: 608-266-6860, TTY: 608-264-8752
Website: Learn about discrimination in public places of accommodations or amusement via the Equal Rights Division:
dwd.wisconsin.gov/er/civilrights/discrimination/publicaccommodation.htm
Find the Discrimination Complaint form here:
dwd.wisconsin.gov/dwd/forms/erd/erd-10241-e.htm

Name: US Department of Justice
Type: Federal Complaint
Phone: 202-307-0663; Voice: 800-514-0301; TTY: 800-514-0383
Website: For information about how Title III applies to businesses:
www.ada.gov/topics/title-iii/
Learn about the ways you can file a federal complaint:
www.ada.gov/file-a-complaint/

This resource material is intended as a self-advocacy guide for people with disabilities. Nothing written here shall be understood to be legal advice. For specific legal advice, please contact an attorney.