

Jones, Beth A.

From: Jonathan Klunk <jonathan@keysourceproperties.com>
Sent: Friday, May 18, 2018 6:00 PM
To: Jones, Beth A.
Cc: Gant Hill; Justin Reid; Linda Stephens
Subject: Re: Read Jonathan's review
Attachments: Edgehill Rd Events of 5.13.18.docx

Beth, my apologies. This is 2122 EDGEHILL Rd.

And attached is my timeline from that day. We THOROUGHLY investigated the situation when reported, and found nothing. I'd like for copies of both of these documents (review and timeline) to be available for BOZA members during this hearing. It will be spirited.

Thank you,
Jonathan

From: Jonathan Klunk
Sent: Friday, May 18, 2018 5:53:47 PM
To: Beth Jones
Cc: Gant Hill; Justin Reid; Linda Stephens
Subject: Fwd: Read Jonathan's review

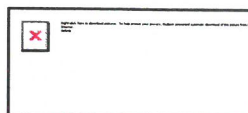
Beth,

Please see the Airbnb review and private comments below from the guest that stayed at 2122 Cheeokee Rd last weekend. I understand that you have received numerous complaints and letters from neighbors regarding a "party" at this residence. Likewise, I shared my interactions and actions that we took, at this guest's expense to appease the neighbors.

Please note the type and age of people in attendance and relationship to the guest. This was not a "party". This is undeserved and unwarranted from the neighbors. Several neighbor during the CUP meeting indicated that they will do whatever it takes for Mr Hill to receive poor reviews in order to lower his Airbnb ranking so that he does not have guests at this property. I will be addressing this during the CUP meeting.

Thank you,
Jonathan

From: "Airbnb" <automated@airbnb.com>
Date: May 18, 2018 at 5:07:16 PM EDT
To: gant@ganthill.com
Subject: Read Jonathan's review





Here's what Jonathan wrote

"Airbnb house was very neat, clean, and spacious for my 12 person group. The Airbnb hosts were very helpful and were quick to contact/repond to any issues presented. Although, the only comple are the neighbors constantly harassing and taunting my group. My family came to Louisville for m doctoral graduation, and returned to the home between 1p-4pm with multiple continous disturban and nuisance."

Jonathan's private feedback for you:

"The neighbors consistently harassed my group. My Parents and elderly aunts/uncles were at the house celebrating my doctoral graduation from 1-4pm and the neighbors continued to watch and taunt us despite following all Of your hosts request to move group inside, discontinue celebration prior to nightfall, etc. very rude neighbors"

Location feedback:

"“Neighbors we're very presumptuous of my family. I had my family come up from Georgia for my doctoral graduation and the neighbors were continuously harassing us while celebrating from 1pm 4pm on a Saturday. No rules were broken and we adhered to all reque”"

Now that you've both written reviews, we've posted them to your Airbnb profiles.

While Jonathan's feedback can't be changed or removed, you can write a response that will appear directly below it.

Edgehill Rd
Description of events and timeline from May 13, 2018

Jonathan Klunk | 05.14.18

3:23 – Gant received a text from Jim, the neighbor who shared a driveway with 2122 Edgehill Rd, claiming there was a party in process next door and all parking spaces on the road were taken (presumably from “guests” at the “party”)

3:33 – Call received from neighbor that claimed to be immediately behind 2122 Edgehill Rd. She stated there might be a game of beer pong in progress. And while that is ok, she wanted us to be aware in the event a party developed later.

4:30 – I drove past the house and sat out front to gauge the noise level. Nothing at all could be heard from the street. There was also a minimum of four parking spaces nearby.

5:11 – Second call received from neighbor to the rear of 2122. She said she has decided to call and file a noise complaint if they did not stop the back yard party. She noted base coming from a speaker and screaming. I mentioned that I drove by less than 30 minutes prior and didn’t hear anything at all. She didn’t have an additional statement.

5:18 – Guest was contacted. Everyone went inside. Neighbor confirmed all was well.

7:30 – Gant received a text from Jim, the shared driveway neighbor, that a guest vehicle was blocking the driveway. We immediately contacted the guest, but the vehicle had already been removed. The guest stated the car was there for a few minutes for loading, which is well within our 15-minute loading/unloading policy.

The neighbor stated they were there longer, but he was returning to the house, which would indicate he sat in the street for longer than 15 minutes. We are installing a security camera for the driveway to monitor.