

**Town of Truckee Hearing
March 28, 2024**

Hearing Purpose

Address citations issued by Town of Truckee to 10161 Palisades #1 on 2/12/24 & 3/12/24

Post Meeting Comments:

Thank you for taking the time to meet with me. I now understand that the citations were issued due to previous warnings which I was unaware of and the delayed response time by Vacasa to the recent complaints, rather than the context of the complaint (ie trash issues) plus lack of 2nd can service. I appreciate you allowing me to share my information and perspective. I recognize that the information shared is not as relevant to the appeal process as I expected, however, I hope it provides insight to my desire and commitment to correct this situation and follow Truckee ordinances.

Response Summary

The issue with trash overflow has been addressed on various occasions with my neighbor since December 2021 when I initially started renting my home. I have reactively and proactively addressed this matter with my neighbor, Vacasa and Palisades HOA/property management with concern in a timely manner. I understand the frustration my neighbor may experience and have always taken immediate action to minimize the inconvenience and rectify the problem.

I have communicated with my neighbor directly providing my contact information, direct contact to Vacasa and working with our HOA/property management company. Below is a summary of documented communications initiated by my neighbor, email follow up and the action taken. Ideally, there should not be any issues and there have been missteps; however, the number of issues is not excessive between Dec '21 and March '24. Prior to the citations issued by ToT, I am not aware of any request or concern that was not directly responded to and resolved in a timely manner.

I am a proud homeowner, and I am committed to being a good neighbor, following HOA guidelines and Truckee ordinances. Below is a summary of steps that have been taken in support of this.

Summary of Communications 12/21 - 3/24

Date	Description	Comment Resolution
12/01/21	First Rental	
12/20/21	HOA notification	Trash Overflow Notified by HOA Contacted Vacasa
12/20/21	Contacted Vacasa	Runner sent for Trash Picked up Signs already posted in the bear box
12/21/21	Met HOA at property	Discussed options HOA shared my contact info with neighbor
12/30/21	HOA Notification	Trash Overflow Responded Vacasa picked up trash
12/30/21	Contacted Vacasa	Runner sent for Trash Picked up
12/05/22	Neighbor email	Subj: Potential Issue HOA cc:d My can was full - his was empty I was on property trash removed by Vacasa
12/05/22	Response to neighbor	Responded to neighbor cc: HOA I was on property confirmed Vacasa was picking up trash

07/21/22	Neighbor email	Excess TTSD fee Fee was assessed & then removed by TTSD neighbor suggested additional Bear Box
07/22/22	Email to Vacasa	Reconfirmed housekeeping guidelines, additional signage & options Confirmed can in garage
	Met with HOA at property in July	Discussed add'l bear box expressed commitment to correct shared steps taken with Vacasa
	Spoke directly to the neighbor	Expressed concern & desire to correct Provided personal contact info & Vacasa contact info
12/01/22	HOA Notification - Complaint & Hearing	Neighbor "We have given her a warning in the past several times so it's time to give her the first fine of \$50."
12/1-9/22	On-going comms with Vacasa	Confirmed trash p/up, reiterated procedures, proactive
12/07/22	HOA Violation letter	HOA for request for executive session 12/9 traveling & provided written response
12/08/22	Spoke to Camco Property Mgmt	Expressed concern submitted summary of actions to date and requested advise on action by HOA
12/21/22	HOA response to violation review	Reiterated to Rental company remove trash & confirmed additional trash cans in garage - no fine imposed
2/27/24	ToT Citation #1 issued	Received registered letter with notification
	Responded to ToT	Requested a hearing spoke to Katie
3/12/24	ToT Citation #2 issued	Notified by Katie M & letter reviewed 3/22 at Truckee home
3/22/24	(2) can service ordered	Confirmed with TTSD
3/28/24	ToT Hearing Scheduled	
* This represents all documented correspondence that I have for this time period Highlighted - pictures available		

Summary of Actions 12/21 – 3/24

The following steps have been in place to ensure Vacasa staff & renters abide by guidelines specially related to trash:

1. Signs posted in the house instructing renters to only use the single trash can labeled for my unit in the bear box
2. (2) additional trash cans have been in the garage since early 2022
3. Instructions online & written for Vacasa housekeeping to remove trash from the premise when cleaning the house and use trash cans in garage when necessary
4. Timely calls to Vacasa to remove trash when notified by my neighbor/HOA
5. Vacasa committed to respond directly to neighbor's requests if/when trash is put in his can. Neighbor was provided Vacasa contact information
6. On-going discussion with Vacasa management to reiterate the importance of following process for removing trash and monitoring adherence to their protocol
7. Discussions with HOA/Property Management for guidance
8. Requested permission to install an additional bear box in 2022 – no HOA response

Summary of Actions in Response to Citations

- **Contacted ToT**
 - Requested insight into the violations & ordinances

- Requested guidance & advise on actions to be taken
- Followed guidance including installing camera and action with TTSP
- Requested a hearing for appeal
- **Installed a camera**
 - Directed at my bear box on 3/13
 - This multi-family development with shared bear boxes – who’s using what bear box?
- **Contacted TTSP**
 - Ordered 2nd can service – confirmed
 - Requested summary of overage fees since 2021 – (2) incidents April 2022
 - Inquired on overage charges for 10161 #2 – could not provide details – said “little action”
 - Spoke to Trash collectors on property (3/22/24) – they shared that that my bear box is rarely full/overflowing, however the adjacent bear box often has overages
- **Contacted Palisades HOA President**
 - Requested review for installation of additional bear box – meeting him next week
 - Inquired about similar situations – there have been issues and they’ve been resolved though communication and grievance process
 - Learned my neighbor was on the board, hence had knowledge and access to act within the HOA grievance process to resolve his concerns
- **Contacted Vacasa Management**
 - Spoke with Len Cavanaugh, Regional Manager, discussed specific concerns & protocol for my home, Vacasa process for responding to complaints, potential extenuating circumstances and actions & expectations to alleviate any further issues
 - Spoke with Sierra McGovern, General Manager for Truckee to get details on housekeeping, response time to complaints and actions taken to alleviate any further issues
 - The following was shared with me by Vacasa
 - Recent turn over
 - Sierra took on the GM role as of 1/29/24
 - Managers left Vacasa - Heather Phillips, Ryan Platt, Mark Pavano
 - Notification of management change & point of contact sent to ToT on 2/4/24
 - Communication process btwn Vacasa & Truckee changed recently
 - Ph# used by Vacasa was changed
 - Previous number deactivated 2/28/24
 - Ari Capellini, Compliance Coordinator updating ToT w/ local ops managers
 - Housekeeping has protocol and documented processes about trash removal
 - Specific instructions for my home are posted for housekeeping
 - Signage with instruction on trash is posted in house and in the bear box
 - Dedicated housekeeper has been assigned to my home who is familiar with issues
 - Assigned new Ops Manager, Megan West to manage my home
- **Contacted local real estate contact**
 - Requested advice and feedback on local property managers

Request for Appeal

I am respectfully requesting consideration for appeal and withdrawal of the citations based on the information provided. Although there have been instances of problems with a shared bear box, based on my knowledge it has not been an excessive problem. Multiple points of contact have been established (owner, property management & HOA/property management) and demonstrated timely response and

resolution. While this is a communal development with multiple rental units and shared bear boxes leading to possible misuse of assigned trash cans by other residents and guests, I personally have acted with urgency and concern in each & every matter that has been brought to my attention.

I am open to the recommendations and guidance from ToT and will act accordingly to safeguard compliance and good standing with ToT rental ordinances.

Jana Tomasello
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