

Item 6.D. STR-0149
Submitted by Tanya Mitchell

CPC 10.17.19

10/02/2019

Dear Planning Commission of the City of Colorado Springs,

I read through the series of complaints/violations and was very disheartened. Just two days ago I emailed city council members regarding how Mr. English continues to harass my family and guests by making petty complaints, false allegations and false ordinance violations about my families short term rental.

Below you will find:

1. The email I sent to city council members
2. A correct count of guests taken right from Airbnb
(Not one of all the complaints with guests amounts was honest or correct)
3. A text I received from the reporter who had interviewed Mr. English and then myself
4. A request based for the short term rental process when a real violation occurs, including whether or not the city gives warnings, which I thought was the first step in correction

Email to City Council Members:

I purchased the Castlewood home in November and used "Colorado Springs Good neighbor Guidelines" by introducing myself to the surrounding neighbors and giving my contact information so that if they had any issues with my guests, I could be a good neighbor and take action.....Mr. English's wife slammed the door on me and told me she didn't want my contact information and that she would be calling the police....that was my first interaction with them.

A couple months ago, my guests (a family) let me know that a TV station had cameras pointed at my house and that he was very uncomfortable (a second TV station would show up the next day) and wanted to know what to do. I spoke with the reporter, who shared all of Mr. English's complaints and that he had sent numerous complaints to the city without any action. I spoke with both him and his wife the next day, asking what I could do to make this work.

They told me that nothing would make it work except me leaving. Among their top complaints were:

1. Kids playing corn hole on the front lawn
2. Street parking (I do notify my guests to use the garage and driveway first)
3. Dogs playing in the front yard
4. Guests eating dinner and grilling out on the front patio
5. And the tour bus (I know you've seen a picture...my response is below)

My takeaway from his complaints was that he didn't want kids, families, or dogs in his neighborhood. The neighborhood had grown up over time, and I purchased the home from a couple in their 80's. He called me a Dipshit (excuse my language) to my teenage son and then called him a Dipshit too. About a week later, I received numerous calls/emails/texts from moving companies, asking me when I was moving....

He has never once called and requested anything from me, which he said he had done at the last meeting. He has also gone to everyone in the neighborhood and complained to them, which is starting to feel like harassment to me. You should take his complaints with a grain of salt. This has never been about my family being a bad short-term rental owner, but always about him keeping the neighborhood void of families and kids....And this is not to say that I haven't received text messages from some neighbors asking me to have the guests stop "singing and laughing too loud" or can you ask them to "quiet their fools ball game". Even though my guests were not breaking any laws, I asked them to quiet down. I've added a Quiet Time policy to the backyard after 9:00 pm in my house manual.

The tour bus by the way, was a group that was renting several homes within Colorado Springs and was only there to drop off or pick up some of the group. They were not all staying in my home and I think you've been giving false information about that several times. The tour bus and bus driver were staying at a local hotel.

I will continue to try and be a good neighbor and if ever in the future Mr. English wants to talk to me About how I can make things better, without selling my home, I would be happy to meet with him.

For now, I ask that you take my story into account when you look through his complaints and reported violations,

and do not use his story/complaints/reported violations, in making any decisions affecting short-term rental licensed permits.

Guest name	# of adults	# of children	# of infants	Start date	End date	# of nights
Sherri	9	0	0	9/29/2019	10/1/2019	2
Alex	5	0	0	9/25/2019	9/29/2019	4
Anthony	10	0	0	9/20/2019	9/23/2019	3
Ruthvik	12	0	0	9/12/2019	9/15/2019	3
Katelyn	10	0	0	9/6/2019	9/8/2019	2
Marianne	6	0	0	8/27/2019	9/3/2019	7
Anne	16	0	0	8/20/2019	8/26/2019	6
Jesse	13	0	0	8/16/2019	8/18/2019	2
Drusilla	10	0	1	8/9/2019	8/12/2019	3
Caroline	2	2	0	8/7/2019	8/9/2019	2
Kyle	8	6	1	7/28/2019	8/3/2019	6
Susan	4	0	0	7/23/2019	7/25/2019	2
Chase	12	0	0	7/11/2019	7/14/2019	3
Matt	6	4	0	7/3/2019	7/10/2019	7
Joshua	8	7	0	6/30/2019	7/3/2019	3
Pam	16	0	0	6/27/2019	6/30/2019	3
Steve	15	0	0	6/13/2019	6/15/2019	2
Shelby	16	0	0	3/19/2019	3/22/2019	3

Complaints listed from "Notice To Show Cause" with Screenshots and Actual Airbnb Guest Numbers Below each complaint

On or about March 22, 2019 a complaint of a large "Red Carpet" tour bus parked on the street in front of the aforementioned property was received by Colorado Springs Police Department. Colorado Springs Neighborhood Services received a complaint of 22 guests staying at this property.

XVI. A cursory search on October 1, 2019 of reviews listed on AirBnB for the property listed at 6040 Castlewood Lane, Colorado Springs includes a review from Shelby in March 2019 stating:



Shelby
March 2019

Such a great space! The hot tub is amazing, the kitchen was spacious (cooked spaghetti for 45 people- how many other places can you do that?) Honestly I would really recommend. And Tanya is such a gracious and attentive host!



Response from Tanya:
Thank you for the kind review

March 2019

They did have a short dinner one night at the house, but they were not all staying in this home, some were at other str's and the bus was parked at a hotel with some of the guests.

II. On or about June 13, 2019, Colorado Springs Neighborhood Services received a complaint alleging "18+ Guests" and 2 large vans at this property.

June 13, 2019 A family from AR: We're excited to bring our family to Colorado. The house looks beautiful. 14 Guests

Overall rating ★ ★ ★ ★ ★

This was an outstanding stay. My entire family (14 guests total) had a wonderful

[View details](#)

III. On or about June 29, 2019, Colorado Springs Neighborhood Services received a complaint alleging 9 cars at this property, of which 4 left at 10pm.

June 29, 2019 A family from Kansas City, KS 16 total guests including children

IV. On or about July 1, 2019, Colorado Springs Neighborhood Services received a complaint alleging 10 adults, 5 cars, and multiple children at this property.

July 1, 2019, A family from Iowa, 8 adults and 7 kids

V. On or about July 12, 2019, Colorado Springs Police Department received a complaint alleging loud chanting and cheering occurring at this property at 10:40pm.

I received a text from a different neighbor telling me to ask the guests to stop singing and laughing in the backyard....I messaged the group and asked them to quiet down, they messaged me back and said they would.

VI. On or about July 26, 2019, Colorado Springs Police Department received a complaint alleging a vehicle was blocking the driveway at 12:40pm at this property.

July 26, 2019... Is it illegal to park in front of your own driveway?

VII. On or about July 27, 2019, Colorado Springs Neighborhood Services received a complaint alleging 28 guests staying at this property.

I did not have any guests at the property.

August 9, 2019

complaint alleging 20 guests staying at this property.

- VIII. On or about August 9, 2019, Colorado Springs Neighborhood Services received a complaint alleging 7 cars and 15-20 guests at this property.
- IX. On or about August 9, 2019, Colorado Springs Neighborhood Services received a complaint alleging 8 cars and 16-20 guests staying at this property.
- X. On or about August 10, 2019, Colorado Springs Neighborhood Services received a complaint alleging that there was a large "Frat Party" at the property on August 9, 2019.

Aug 9-12 Drusilla had 10 guests and a baby

Aug 7-9 Caroline had 2 adults and 2 children

- XI. On or about August 16, 2019, Colorado Springs Police Department received a complaint alleging loud noise at this property.
- XII. On or about August 17, 2019, Colorado Springs Neighborhood Services received a complaint alleging 12 guests and 3 cars at this property with a party lasting until 2:00am.

I did get a text from the neighbor asking them to quiet their football game down. I messaged them and they said they would quiet down.

Aug 16-18 Rick had 8 guests

Implemented "Volume Guidelines" for backyard

- XIII. On or about August 21, 2019, Colorado Springs Neighborhood Services received a complaint alleging 8 cars and 20+ people staying at this property.

Aug 20-26 Anne had 16 guests

XIV. A cursory search on October 1, 2019 of reviews listed on AirBnB for the property listed at 6040 Castlewood Lane, Colorado Springs includes a review from Shayla in August 2019 stating:



Shayla
August 2019

Tanya was such a thoughtful host and really made sure to answer all of our questions and accommodate our plans for our wedding trip where we brought our family and friends to Colorado with us all the way from West Virginia. The house is gorgeous and close to so much in the Springs. Loved it all!

There was no event at the Castlewood home, but her family stayed there and got ready at the house...

XV. A cursory search on October 1, 2019 of reviews listed on AirBnB for the property listed at 6040 Castlewood Lane, Colorado Springs includes a review from Wendy in June 2019 stating:



Wendy
June 2019

What a spacious, beautiful home away from home! Loved the gift basket of local fares. Wonderful, secluded neighborhood with quick access to nearby attractions (ie Garden of the Gods, Airforce Academy and more). Tanya was quick to respond to our needs and requests. I would recommend this place to anyone that is looking for a multi-family gathering. The wonderful kitchen fed multiple people! The cooler nights made for a great cross-breeze through the house. Thank you, Tanya for the amazing experience!

She confirms in the review that they were family with 16 guests

A cursory search on October 1, 2019 of reviews listed on AirBnB for the property listed at 6040 Castlewood Lane, Colorado Springs includes a review from Anne in August 2019 stating:



Anne
August 2019

We rented this house for our Seattle Survivor SAKE dragon boat team while competing at the Club Crew National Championships. This was our first big trip as a team and we stayed 6 nights. The space is very comfortable and can accommodate a large group! There was enough space for everyone to congregate for team meals and meetings and also places where people could find a quiet place to nap, read, or just take in the lovely surroundings. The teammates leading meals had a "dream kitchen" to work in with tools, storage and counter space. The long dining table area was perfect for our team meals and the living room is a great space for our meetings. The house has a very pleasant ambiance where we could interact with one another graciously and take care of each other. The beds and baths are spacious and the neighborhood is a lovely, quiet place to be, yet close enough to shops.

Aug 20-26 Anne had 16 guests...a group of breast cancer survivors

Not one of the complaints regarding occupancy had correct information. He has been embellishing all complaints to make it show there were violations when in fact I have followed city ordinances in both my advertising on Airbnb (see my listing below) and guest counts.

If you still have questions regarding my home, I do plan on attending the Oct. 17th hearing and look forward to speaking with you.

Sincerely,

Tanya Mitchell

719-322-5556

tanyagmitchell@outlook.com

Wooded Oasis Retreat in COS, Sleeps 16 & Hot tub! (Edit listing)

Colorado Springs



Tanya

🏠 Entire house

16+ guests 4 bedrooms 10 beds 4 baths

🌟 Tanya is a Superhost

Superhosts are experienced, highly rated hosts who are committed to providing great stays for guests.

📍 Great location

95% of recent guests gave the location a 5-star rating.

🧼 Sparkling clean

15 recent guests said this place was sparkling clean.

Edit Summary

One of the nicest neighborhoods in Colorado Springs with a location that gives you easy access to all of COS... you will be 10-20 minutes from all the great activities Colorado Springs has to offer. This large custom home has 6 sleeping areas and can accommodate up to 16 adults and kids. Check out the nostalgic arcade, Galaga game in the bunk room and then wind down in the hot tub. Fully stocked kitchen and a fire pit in the fenced back yard.

The space

Wooded neighborhood close to Air Force Academy, Garden of the Gods, and easy access to all that Colorado Springs has to offer. This custom home is large but still cozy.

Other things to note


PARKING: No more than two cars should be parked on the street and only in front of the house. Please park in the driveway and garage first....we want to be good neighbors in a very nice neighborhood.

Things to keep in mind

Check-in: After 4PM

Checkout: 10AM

House Rules

 No smoking

 No parties or events

 Pets are allowed

[Read all rules](#) 

Reviews

★ 4.81 32 reviews

Communication  5.0

Cleanliness  5.0

Accuracy  4.9

Location  4.9

Check-in  4.9

Value  4.8

Wooded Oasis Volume Guidelines

Sound tends to bounce off the back into the neighbor's yards so if you would kindly follow our guidelines, we would be very grateful.

Please no loud activities outside.

Please refrain from any LOUD music. Normal volume music inside is fine.

Please keep outside noise and conversations to a minimum volume after 9:00 p.m.

Wooded Oasis Heart of COS 9 Beds +indoor Hot tub!

One of the nicest neighborhoods in Colorado Springs with a location that gives you easy access to all of COS... you will be 10-20 minutes from all the great activities Colorado Springs has to offer. This large custom home has 6 sleeping areas and can accommodate up to 16 adults and kids. Check out the nostalgic arcade, Galaga game in the bunk room and then wind down in the hot tub. Fully stocked kitchen and a fire pit in the fenced back yard.

House Rules

Suitable for children (2-12 years)

Suitable for infants (under 2 years)

Pets allowed

No smoking

No parties or events

Pool, hot tub, garage, and driveway.

Other things to note

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Reviews

★ 4.82 34 reviews

🔍 Search reviews

Cleanliness	5.0	Communication	5.0
Check-in	4.9	Location	4.9
Accuracy	4.9	Value	4.8



Sharon
October 2019

Tanya is a great host. This house is beautiful, with so many stylish touches, super comfortable beds, warm inviting atmosphere and lots of fun things to do at the house and surrounding area. A great family spot, loved it. We were not disappointed.

Item 6.D. STR-0144 CRC-10.11.17
Submitted by Tanya Mitchell

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