From: **Tammy Jones** < <u>viniculture@icloud.com</u>>

Date: Mon, Nov 3, 2025 at 11:07 AM

Subject: STR CUP Concern To: <<u>Ward4@como.gov</u>> Cc: <<u>mayor@como.gov</u>>

Dear Mr. Foster,

I live on the southeast corner of Grant Lane and Chapel Hill Rd. and have been here since 1996. Unfortunately, I had been out of town for an extended period of time, came home to a stack of mail and learned that while I was away a CUP (#331-2025) had been filed for 1906 Grant Lane. Because of my absence, I have been playing catch-up and frantically working to find out more, especially because I want to oppose this application.

As it is with many things and many issues, we often don't learn more about the processes, problems or concerns until it immediately affects us or someone we know.

I believe that this application showcases the types of use the city council was trying to deter when enacting the present ordinance. The property has been purchased by out-of-town investors who operate a business enterprise that involves ownership of multiple Airbnbs in other locations. They have listed as their "agent" an out of town (Hallsville) contractor, who helped remodel the house. They have registered this particular property as Tiger GameDay LLC, indicating it will be also be marketed to those attending sporting events at the university.

I have *numerous* concerns, but overall, believe this type of commercial enterprise is not in keeping with the integrity of an R1 zoned residential neighborhood. The Missourian reported today that only 26% of the STRs are in compliance with city regulations. To continue to rubberstamp these applications without better means of monitoring and enforcement places an undue burden on the neighbors to endure, record and report problems that should never be a part of a residential area to begin with.

Many of the near neighbors to this property are elderly and have barriers to adequately showing their opposition in a timely manner, though many are attempting to do so. We need your help. Please help us oppose this application. If you have any suggestions, please let us know.

Thank you.

Tammy Jones 1900 Grant Lane



1906 Grant Ln STR Permit Application

Statement of Intent and Use

Property: Tigers GameDay Escape, 1906 Grant Ln, Columbia, MO

To the City of Columbia Planning & Zoning Commission and City Council,

We respectfully request approval of a Conditional Use Permit for our property, Tigers GameDay Escape, located in Columbia.

Our family purchased this home because our daughter recently began her studies at the University of Missouri, where she is on a seven-year path to becoming an occupational therapist. We plan to visit her often during her time at Mizzou and will personally stay in the home for those visits. Our other daughter may also be attending Mizzou next year, which will further strengthen our family's ties to the Columbia community. When not in use by our family, we will operate the home as a short-term rental for other visiting families, alumni, and guests connected to the university or community.

We bring deep experience as hosts, having managed multiple properties and successfully hosted hundreds of stays. Across all platforms, we have never received less than four stars on any stay, with 99% of reviews being five stars. We are a Superhost on Airbnb and a Premier Host on VRBO, reflecting our proven commitment to excellence.

Just as importantly, we are committed to being good neighbors. We strictly enforce policies requiring guests to respect quiet hours, follow parking rules, and care for the property. We emphasize to every guest that the well-being of neighbors and community comes first.

We also believe in supporting the Columbia community. We will hire local contractors and staff for maintenance, direct our guests to local businesses, donate to local charities and integrate ourselves into the neighborhood with open communication and respect.

We believe Tigers GameDay Escape will be a positive addition to the area, serving both our family's personal needs and the city's broader tourism economy. We respectfully ask for your approval of this Conditional Use Permit.

Sincerely,

Hilda Y. Orozco-Frank 314-221-7609 hyof2010@gmail.com Kevin C. Frank 314-708-0185 kcfrank2010@gmail.com

Commissioner Handout – The Franks Conditional Use Permit Request for 1906 Grant Lane, Columbia, Missouri Planning & Zoning Commission Hearing – November 6, 2025

1. Purpose of Request

This document supports our Conditional Use Permit application to operate a short-term rental at 1906 Grant Lane. Our goal is to maintain the property as a well-managed, peaceful, and community-conscious short-term rental while continuing to personally use the home during frequent visits to Columbia.

We would like to express our sincere appreciation to the **Community Development Department**, particularly **Patrick Zenner** and **Kirtis Orendorff**, for their professionalism, clear guidance, and responsiveness throughout this process. Their support and organization have made navigating the permitting requirements both straightforward and positive.

This property will serve as our family's home base while visiting our daughter, who is enrolled in a seven-year program at the University of Missouri to become an occupational therapist. Our youngest daughter has applied to Mizzou as well and we expect her to start next fall. We plan to be in Columbia often and will continue treating this residence with the same care, responsibility, and pride as our primary home.

2. Applicant Background

We are Hilda and KC Frank, experienced hosts and property owners operating under the family-owned company **Scenic Escapes Vacations**, **LLC**. We currently own and manage **five high-quality vacation homes** in Missouri, Arizona, Florida, Indiana, and Utah.

We are recognized as **Airbnb Superhosts** (4.99★ average rating) and **VRBO Premier**Hosts (5.0★ average rating), with a 100% response and acceptance rate, 0% cancellation rate, and over 250 verified five-star guest stays. Our operational record reflects years of professional hosting experience without incident, complaint, or citation. We consistently receive top ratings for cleanliness, communication, and listing accuracy and have successfully integrated each property into its surrounding neighborhood.

3. Neighborhood Compatibility & Operations Plan

Our hosting model prioritizes neighborhood integrity and guest accountability. Each home follows strict operational procedures to prevent nuisance activity and ensure compliance with local standards:

- **Guest Screening:** All reservations are manually reviewed; guests with poor or incomplete hosting histories are declined. Instant booking is only enabled for guests with verified identification and positive prior reviews.
- **No-Party Policy:** Parties and events are prohibited across all platforms. Our listings, signage, and in-home materials reinforce this rule clearly and repeatedly.
- Quiet Hours & Monitoring: Quiet hours are set from 10 PM to 8 AM. Privacy-safe monitoring tools alert us to potential noise issues so we can intervene immediately if necessary.
- Local Contact & Response Time: Our local maintenance and operations contact, Dylan Smith, is available 24/7 for any issue that arises. He can typically be on-site within 15 minutes of being contacted, ensuring swift resolution of any concern.
- **Property Standards:** Regular professional inspections and upkeep ensure the home's condition consistently exceeds residential norms.

4. Community Stewardship & Economic Impact

Our approach to short-term rentals is rooted in community benefit and local engagement:

- Local Business Support: Each property features a Digital Concierge, a digital frame that displays local attractions, restaurants, and service recommendations to encourage guests to support Columbia's small businesses.
- **Neighborhood Education:** Clear signage and digital slides inside the home remind guests to respect quiet hours, minimize light pollution, and "Love Thy Neighbor."
- **Community Investment:** We are actively improving the property's exterior through new siding, professional landscaping, and tree care—enhancing curb appeal and neighborhood value.

5. Community Engagement

Before submitting this request, we initiated open and transparent communication with surrounding residents.

- In mid-October, we mailed introductory letters outlining our intent and providing contact information.
- A follow-up Meet & Greet is being held on November 6, from 4–6 PM at 1906 Grant Lane, prior to this hearing, allowing neighbors to meet us, see the home, and ask questions directly.
- We have already heard from a nearby neighbor who requested additional information and, after learning about our approach, expressed appreciation and support for the project.

This approach reflects our philosophy of partnership, not detachment. We believe that clear communication, accessibility, and respect are essential components of responsible short-term rental ownership.

6. Summary & Contact

We are committed to upholding the highest standards of hospitality, safety, and community stewardship. Our family looks forward to being an active, positive presence in the Grant Lane neighborhood for many years to come.

Contact Information:

Hilda & KC Frank Scenic Escapes Vacations, LLC

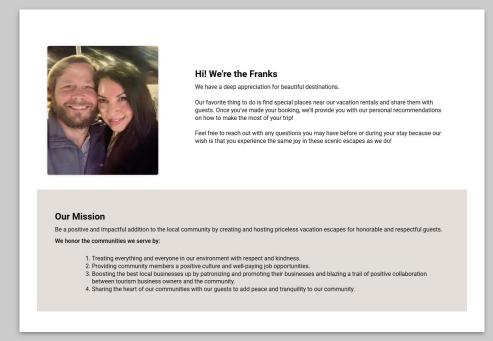
kcfrank2010@gmail.com | hyof2010@gmail.com

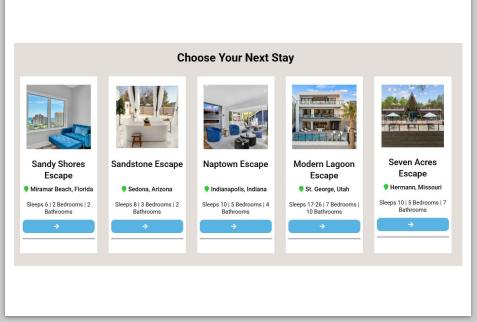
**** 314-708-0185 (KC) | 314-221-7609 (Hilda)

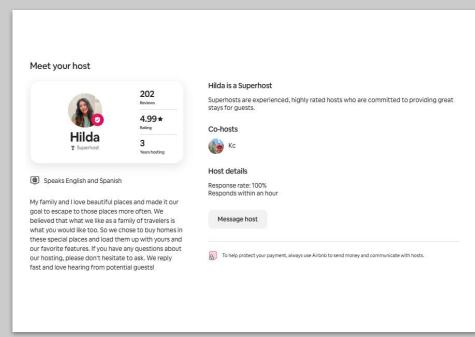
www.scenicescapesvacations.com

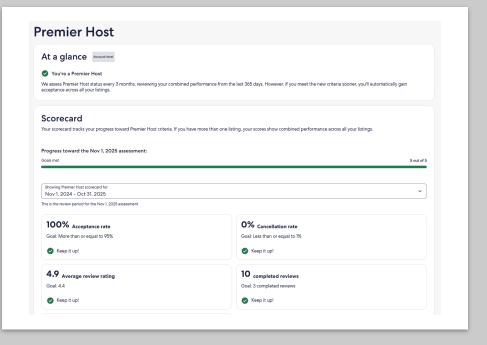
Four key commitments to community and environmental respect.

Family-owned, values-driven company by KC & Hilda Frank



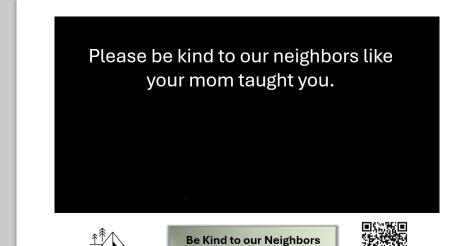






Digital slides remind guests to be kind, respectful, and considerate

Playful visuals reinforcing our community kindness messaging.







It's the right thing to do



Other things to note

This home is located in a residential neighborhood where quiet hours are strictly enforced from 10pm to 7am.

Cameras have been added to the front door and garage entry for safety purposes and to prevent parties and unregistered guests in the home. Cameras are motion detecting and will record the front door and vehicle entry to the garage at all times. Parties will be shut down immediately.

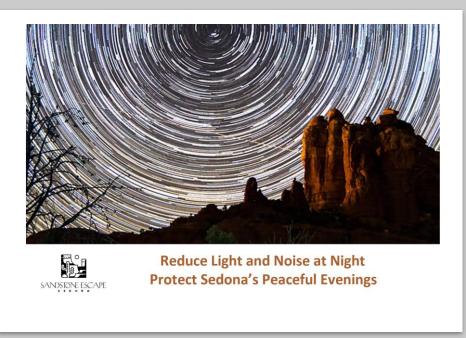
There are two sound and smoke detectors in the main level and basement of the home. These sensors will alert the owners if there are either very loud noises or smoke from cigarettes, vape pens or other smoking devices.

Campaign supporting positive community collaboration.

Transparent rules ensuring guest accountability.







Please know that we urge you to take the Sedona pledge prior to booking Sandstone Escape. We honor the nature and residents of Sedona and want to ensure our guests do as well. Our home is in a beautiful residential neighborhood and we appreciate you blending in with our kind and accepting local residents, some of which are our direct neighbors. Be kind and respectful and remember what your mom taught you!

GENERAL HOUSE INFO

Our goal is to provide a beautiful, clean, safe, and peaceful experience with many wonderful amenities for all our current and future guests. We know that most of our visitors are wonderful and are here to enjoy a fun and relaxing experience. Home guidelines have been put in place to deter behavior that can pose a danger and poor experience to our quests and other tenants.

Home Guidelines

- Guest maximum is 6. Violators will be asked to vacate and no refunds will be issued. No
 exceptions. These guidelines are enforced by all booking sites and the condo HOA.
- Report any lost or damaged items to host. We understand accidents and mistakes happen
 and that general wear is to be expected. However, excessive damage done to the home,
 linens, furniture, and amenities provided, will be charged to guests. Please be aware that our
 home is thoroughly inspected after every stay for missing items and damage that goes
 beyond normal use and wear.
- No Smoking/Vaping of any Kind. Smoke/Vaping monitors are installed. Violators will be charged a minimum \$500 deodorizing fee and will be asked to vacate premises with no refund.
- No Pets/Animals of any kind allowed in the home. The resort and the beach have special tags/quidelines in place. Security will escort violators of pet rules off premises.
- Please respect our neighbors. Maintain reasonable noise levels and sound levels are monitored. Absolutely no loud parties allowed. Violators will be asked to vacate premises with no refunds issued.
- . No unsupervised children on the balcony or in the condo for any reason at any time.
- No unsupervised children in the hot tub/pool area. There are no lifeguards on staff.
- Help maintain a pest free home. Remove all trash from the unit when can is full and when you leave. Trash chute is located on this floor next to unit 1002.
- · Leave ALL amenities, toys, towels, linens etc. provided in the home when you leave.
- · Do not hang items over railings.
- · No grills of any kind on balconies. Designated grills are located by Summit Pool area.
- No smoking in pool or spa area. Please use designated smoking areas.
- · Follow in home posted signs to ensure your safety and proper care of the home.



Our Digital Concierge promotes local businesses, dining, attractions and reinforces house rules.

Clear posted guidelines promote respectful guest behavior.

Hi neighbor,

We're Hilda & KC, your new neighbors at 1906 Grant Ln. You may have noticed some activity at the house recently — we've started making exterior improvements and freshening things up, and there's more to come. You may have also received a notice from the City of Columbia about our plans to offer the home as a short-term rental. We are working closely with the city to ensure we are always in compliance with the City regulations. We wanted to personally introduce ourselves and give you a sense of who we are and how we operate.

Our daughter just started a seven-year program at Mizzou to become an occupational therapist, and our other daughter is likely starting Mizzou next fall. We're big fans of the University! We live in Chesterfield, MO west of St. Louis and we'll be in Columbia often and staying at the house ourselves. We'll be treating it like our home. When we're not there, we will be hosting visiting families, alumni, healthcare professionals and others visiting Columbia.

We own and manage numerous vacation properties and have successfully hosted hundreds of stays, with nearly 99% of reviews being five stars and never having a review below four stars. We're recognized as Superhosts on Airbnb and Premier Hosts on VRBO, and we focus on a higher-end guest experience that attracts respectful visitors. We also take excellent care of our homes, inside and out. We run quiet, considerate stays with strict quiet hours, parking limits, no parties, and by filtering out guests with poor host reviews. We're also your first call if anything ever feels off.

We're continuing exterior improvements — including new siding, tree trimming, and landscaping. The property will be getting a brighter, refreshed look for the whole street to enjoy.

We're here if you ever have any questions or concerns, and we look forward to seeing you around the neighborhood.

Best,

Hilda & KC Frank scenicescapesvacations.com

Hilda - 314-221-7609, hyof2010@gmail.com KC - 314-708-0185, kcfrank2010@gmail.com

Nov. 6th Meet and Greet



YOU ARE INVITED TO ...

1906 Grant Ln

- √ 4pm to 6pm, Thursday, November 6th
- ✓ Meet the neighbors
- ✓ See the updates
- ✓ Ask questions vacation rental use

Contact: Hilda at 314-221-7609



Patrick Zenner <patrick.zenner@como.gov>

[Planning]: Case #331-2025 1905 Grant Lane, Columbia mo

Deborah Bernhardt <d.bernhardt1983@gmail.com> To: Planning@como.gov Tue, Nov 4, 2025 at 8:28 PM

Planning and Zoning Commission,

I would like to register my opposition to the granting of a Conditional Use Permit to Tiger GameDay Escape LLC for the purpose of running a short term rental business at 1905 Grant Lane, Columbia mo. This neighborhood is zoned R1

and my husband and I would like to see it remain so with no commercial use properties. Allowing a commercial use property into this neighborhood lessens the cohesion of this neighborhood and takes away a possibility for a family to live in a home in our neighborhood. I would also like to ask how the registrant can state that the proposed STR will not increase the intensity of the use of the property and not cause increased traffic or noise coming from the property. There could be up to seven unrelated individuals at this property, more than double the number allowed for long term rentals. This property is not adjacent to this residential neighborhood, but within it and there is no evidence that it will add to the stability or livability of this neighborhood.

Thank you, Deborah and Alan Bernhardt 2005 Oak Cliff Dr. Columbi,MO 65203 From: 'Tammy Jones' via Planning planning@como.gov>

Date: November 6, 2025 at 11:13:14 AM CST

To: planning@como.gov

Cc: Mayor@como.gov, City Ward4 <ward4@como.gov>

Subject: [Planning]: Case 331-2025

Reply-To: Tammy Jones <viniculture@icloud.com>

Dear Commission Members:

I reside at 1900 Grant Lane and have lived here nearly 30 years. I join with my neighbors in opposition and respectfully urge the Commission to recommend denial of the Conditional Use Permit for 1906 Grant Lane, case #331-2025.

After reviewing the ordinance standards in Sections 29-3.3(vv) and 29-6.4(m)(2), and the staff report, I believe this application fails several of the required criteria:

1. Neighborhood Character (Sec. 29-6.4(m)(2)(i)(C))

This is a quiet R-1 neighborhood of single-family homes, many occupied by retirees, several of whom are frail or rely on caregivers. Most of these homes back up to a peaceful, wooded area and small creek, which has served as a play area for our children and grandchildren. We enjoy this serenity. The proposed seven-guest, 210-night transient use would double the occupancy allowed in any neighboring home and introduce continual turnover inconsistent with the "one-family" zoning district. This would severely disrupt the current integrity of the neighborhood.

2. Adverse Impacts and Intensity (Sec. 29-6.4(m)(2)(i)(F) & (iii)(D))

The staff report acknowledges that operation for 210 nights "could result in increases" in noise and traffic but calls the magnitude "unknown."

Conditional use approvals require

clear evidence of compatibility —

not approval in the face of uncertainty.

Four parking spaces are only possible if the parking is stacked at this location. The driveway slopes down toward the garage, making winter access difficult and likely to push guests to park on Grant Lane, a snow route. The nearest cross street, Chapel Hill Rd., is also a snow route. This conflicts with the "adequate access / minimize traffic hazards" standard (Sec. 29-6.4(m)(2)(i)(D)).

3. Proximity to Another STR (Sec. 29-6.4(m)(2)(iii)(B))

Another STR already operates just a few lots up and across the street. Even if slightly more than 300 feet away, the intent of the ordinance is to prevent clustering of STRs within the same block or traffic pattern. This request clearly violates that intent.

4. Lack of Neighborhood Support (Sec. 29-6.4(m)(2)(iii)(E))

The majority of neighbors oppose this CUP. The out-of-town investors admitted being "unsure" of neighborhood support and launched a last-minute "open-house" campaign immediately before this hearing. That is a publicity effort, not meaningful community engagement.

5. Oversight Concerns

The applicants are real estate investors who live out of town, and are known to own at least 4-5 vacation rentals across the United States. Their designated agent for this property lives nineteen miles away in Hallsville, a remodeling contractor, who apparently worked on the house, not a professional property manager. This does not meet the spirit of the ordinance requiring an available, responsible local agent.

6. Equity in Public Participation

Every lot adjacent to the subject property and almost every lot surrounding those are occupied by retirees — some frail, some with caregivers. Many face barriers to attending meetings, understanding the process or filing online comments. Their limited participation should not be mistaken for indifference; the opposition expressed reflects a much broader concern in this vulnerable population.

As the Commission well knows, **R-1 zoning protections are the law, not a guideline.**

The investor/applicant is asking for an exception to that law — a privilege that should only be considered when the proposal demonstrably meets every legal criterion and does not compromise neighborhood stability. Conditional uses are meant to be the rare exception, not a routine allowance. Upholding R-1 zoning is the City's obligation under the law, not a discretionary courtesy.

For these reasons, I respectfully ask the Commission to recommend denial of the CUP for 1906 Grant Lane. Approval would set a precedent for investor-owned lodging businesses in R-1 neighborhoods, which is in direct contradiction to the ordinance's protective intent.

Thank you for safeguarding the integrity of Columbia's residential districts.

Sincerely,

Tammy Jones

1900 Grant Lane

Sent from my iPad

Dear Mr. Orendorff and Mr. Zenner,

For the record in CUP case #331-2025 (1906 Grant Lane), I am submitting the attached materials which may be relevant to the Commission's consideration. The materials include:

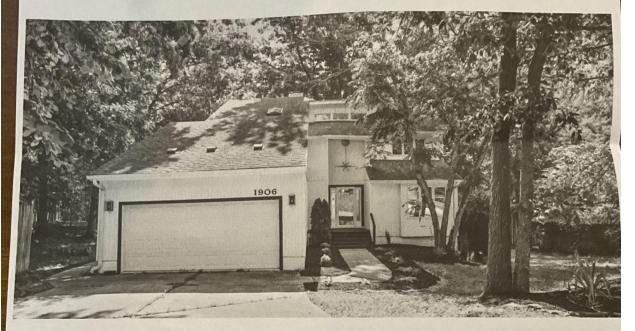
- Flyer printed invitation to an open house, November 6 immediately prior to the hearing at the subject property that describes the dwelling as a vacation/short-term rental;
- Letter from Applicants a mailed letter sent to nearby addresses;
- Voicemail Log— a screenshot showing the voicemail/call entry I received on the morning of November 6; and
- Website Link the URL for the owner's advertised STR listings that was circulated to neighbors.

I am not certain how or from whom my unpublished phone number was provided to the applicant; however, these materials suggest multiple direct outreach methods were used to contact or inform nearby residents after the application was filed. Because CUP decisions are quasi-judicial and are to be based on the official record, I respectfully request that these attachments be included in the case file and made available to the Commission and Council for their review.

If it is helpful, I can also provide original copies or additional screenshots upon request. Please confirm receipt and that these documents will be entered into the official record.

Thank you for your attention, Tammy Jones

Nov. 6th Meet and Greet



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1906 Grant Ln

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- √ See the updates
- ✓ Ask questions about vacation rentals

Contact: Hilda at 314-221-7609





<

+1 (314) 708-0185 >



Transcript (low confidence)

Hi there, Tammy. My name is Casey Frank, and uh, we're the new owners of the home right next to you at, uh, 1906 Brant Lane, and I wanted to introduce us to you. My name's Casey and my wife is Hilda. Um, we're actually going to be at the house today, from 4 to 630 or so, doing a meet and greet, for the neighbors, so you can ask us questions about what we're doing there, um, at Grant Lane, and uh, I'd be happy to answer any questions uh, that you have for us. And also wanted to let you know that we built a privacy wall in our backyard for specifically for you to make sure that you can't see us and we can't see you because I noticed that um, at night especially, we could see directly into your living room area and you could see directly into our dining room and kitchen and back deck. Um, and so we thought it would be nice for both of us to have the privacy. And so we built a wall there. Um, to do that, so hopefully that helps you too. Um, but again, if you

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We're here if you ever have any questions or concerns, and we look forward to seeing you around the neighborhood. st,

Best,

Hilda & KC Frank

scenicescapesvacations.com

Hilda - 314-221-7609, hyof2010@gmail.com KC - 314-708-0185, kcfrank2010@gmail.com



From: 'tindallr' via Planning <planning@como.gov>

Date: November 6, 2025 at 11:43:24 AM CST

To: planning@como.gov

Subject: [Planning]: 1906 Grant Lane short-term rental proposal

Reply-To: tindallr < tindallr@protonmail.com >

My name is Randy Tindall and my wife and I live at 2116 Grant Lane. I'm writing in opposition to the proposal to grant a Conditional Use Permit allowing short-term rentals at 1906 Grant. We have already had one a house across the street and two houses north of us converted to short-term rentals, and my understanding was that these exceptions to R-1 zoning would be widely spaced around the city. Now, within weeks of the first one beginning operation, we are now seeing a request for another just down the street---this time from an out-of-town owner who reportedly offers these rentals in different towns and cities. Now I'm hearing that such units only have to be separated by 300 feet. If this rule is correct, it is essentially useless as a way to preserve intact neighborhoods of single-family dwellings.

How many more family homes in our neighborhood can we expect to be bought up by companies operated chains of AirBnBs and other rental types?

Again, we oppose this exception to R-1 zoning at 1906 Grant Lane.

Randy Tindall

Nadia Navarrete-Tindall

2116 Grant Lane