

April 21, 2026
Hello Neighbors,

My name is Jessica, and I will be managing the property at 713 Hilltop Drive. I wanted to reach out directly to introduce myself and provide some clarity regarding the short-term rental application for the home.

First and foremost, I understand how important it is to maintain the character, safety, and sense of community on your street. My goal is to ensure that this home is operated in a way that aligns with those values.

This will be a high-end short-term rental, with pricing that naturally attracts respectful guests and discourages misuse. With over 11 years of experience managing short-term rentals, I take a very hands-on and proactive approach to ensure properties are run responsibly—especially in residential neighborhoods.

To help provide peace of mind, here are a few important commitments:

- Strict no-party policy — this is non-negotiable
- Guests will be carefully screened with govt ID prior to booking
- All guests are required to park in the driveway only (no street parking permitted at any time)
- Clear house rules and expectations are communicated and enforced
- Immediate response and action if any issues arise

Short-term rentals in Columbia are also heavily regulated, with formal mechanisms in place to address any concerns. While I always encourage neighbors to contact me directly so I can respond as quickly as possible, the City of Columbia Neighborhood Services Division also actively monitors and investigates complaints.

Concerns such as noise, large gatherings, or disturbances can be reported to: Neighborhood Services 📞 573-817-5050 ✉️ Neighborhood@CoMo.gov. In addition, any urgent issues such as loud or disruptive parties can also be reported to local law enforcement.

The homeowner is pursuing this through the proper legal process in order to maintain flexibility to enjoy their home in a neighborhood they have resided in for over 40 years, while ensuring it is professionally managed when in use as an STR.

I truly believe that with the right systems in place, a well-managed home can coexist respectfully within a neighborhood. It is important to me that we are good neighbors, and I am committed to making that a reality here.

If you ever have any questions, concerns, or notice anything that needs attention, please don't hesitate to reach out to me directly. I would much rather hear from you right away and address anything proactively.

Sincerely,

Jessica
573-355-0660
JessicaSimpsonRE@gmail.com

Thank you for your time, and I appreciate the opportunity to be a positive presence in your neighborhood.

Short-Term Rental Operations & Management Plan

Property Address: 713 Hilltop Dr.

Designated Local Agent / Manager: Jessica Simpson, Columbia, MO

Property Owners: Jodi Kuntz (CA)

1) Local Representation & Contact Availability

The property owners have designated **Jessica Simpson** as the authorized local agent responsible for day-to-day operations, guest communication, maintenance coordination, and safety response for this property.

Authority & Responsibility

Jessica Simpson is authorized to:

- respond to guest issues and operational concerns
- coordinate maintenance and emergency vendors as needed
- address neighbor or City inquiries
- maintain compliance with applicable STR conditions

Availability & Proximity

- Available 24/7 via phone, text, or email
- Primary point of contact for guests, neighbors, and City staff
- Resides approximately **3.7 miles (12 minutes)** from the property
- Able to be on-site when necessary

Designated Local Agent Contact

Jessica Simpson

Phone: **573-355-0660**

Email: **jessicasimpsonre@gmail.com**

2) Emergency & Incident Response Procedures

The following procedures outline how safety, disturbance, and maintenance concerns are addressed in a timely and structured manner.

Life-Safety Incidents

Guests are instructed to:

1. Call **911** for any emergency
2. Notify the local agent as soon as practical thereafter

Upon notification, Jessica will:

- verify and document the situation
 - coordinate appropriate follow-up actions
 - notify the property owners regarding any significant incident
 - maintain an incident log when applicable
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Maintenance or Property Systems Issues

For urgent operational concerns (HVAC failure, plumbing leak, lock or entry issues, etc.):

- Jessica will contact pre-approved local service providers
- Repairs will be authorized up to **\$1000 per occurrence**
- Work orders and invoices are retained for records
- The property will be restored to safe operating condition promptly

A preferred vendor network is maintained to ensure timely response.

Noise, Disturbance, or House Rule Concerns

If a disturbance or concern is reported:

1. Jessica contacts the guest immediately
2. The concern is addressed promptly
3. If necessary, the reservation may be terminated consistent with platform policies

City staff may contact Jessica directly regarding any complaint or inquiry.

3) Operations Funding & Preventative Maintenance

To ensure timely resolution of issues:

- A maintenance reserve is maintained for STR operations and repairs
- Jessica is authorized to approve repairs up to **\$200 per incident**
- Larger expenses are coordinated with the property owners

Routine Care & Safety Checks

- professional turnover cleaning after each stay
- ongoing property condition monitoring
- verification of smoke & CO detectors
- fire extinguisher presence and condition checks

Documentation is retained for safety and maintenance activities.

4) Neighborhood Consideration & Guest Guidance

Guests receive written expectations regarding:

- quiet hours
- designated parking use
- trash collection schedule & placement
- respectful neighborhood conduct

Jessica's contact information may be shared with adjacent neighbors upon request for coordination of concerns.

The goal is proactive communication and minimal neighborhood impact.

5) Access Control & Property Accountability

- keyless entry system with controlled code issuance
 - vendor and cleaner access tracked
 - no shared or communal access points
 - incidents documented with photos when applicable
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6) Contact Directory

Designated Local Agent

Jessica Simpson

Phone: **573-355-0660**

Email: jessicasimpsonre@gmail.com

Property Owners

Jodi Kuntz

Phone: 917-960-0283

Email: jodikuntz@gmail.com

Preferred Service Providers

HVAC

Peters Heating & Air

Phone: **573-370-1645**

Plumbing

Cole Holleman — Cole's Sewer & Drain

Phone: **573-619-2667**

Electrical

Jed Foster — Pinnacle Electric

Phone: **573-303-4169**

Handyman / General Repair

Derrick Everts

Phone: **573-587-7775**

Cleaning Supervisor

Mia Davis

Phone: **417-737-1242**

Public Safety & City Resources

Columbia Police — Non-Emergency: **311**

Fire Department — Non-Emergency: **573-874-7391**

Utilities Emergency / After-Hours: **573-875-2555**

Planning & Zoning / Community Development: **573-874-7239**