



Short-Term Administrative Review Staff Report

SHORT TERM RENTAL ADMINISTRATIVE
REVIEW CASE NUMBER:

WSTRAR21-0005 (Timberline)

BRIEF SUMMARY OF REQUEST:

Application for a Tier 2 short-term rental
with a maximum occupancy of 20

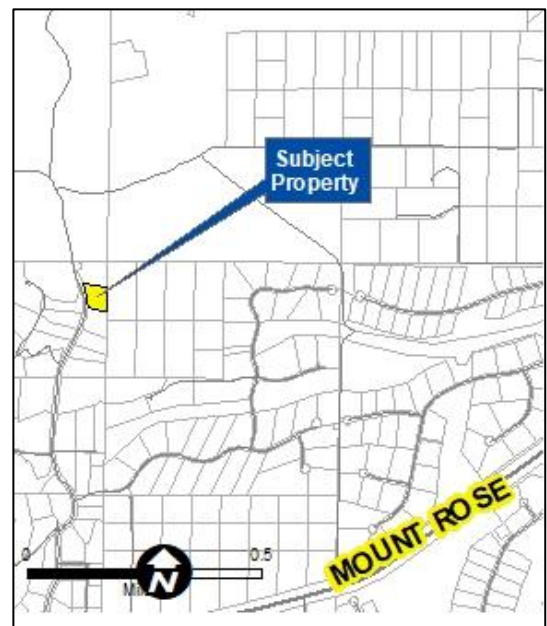
STAFF PLANNER:

Julee Olander, Planner
Phone Number: 775.328.3627
Email: jolander@washoecounty.gov

CASE DESCRIPTION

For review, consideration and possible action by the Washoe County Director of Planning and Building to approve an application for an administrative review permit for a Tier 2 short-term rental with a maximum occupancy of 20 persons.

Applicant/Property Owner:	TRU Reno Enterprise Troy Underwood
Location:	15030 N. Timberline Drive
APN:	APN: 049-871-10
Parcel Size:	1.5 acres
Master Plan:	Suburban Residential (SR)
Regulatory Zone:	Low Density Suburban (LDS)
Area Plan:	Forest
Development Code:	Authorized in Article 319 Short-Term Rentals & Article 809, Procedures
Commission District:	1- Commissioner Hill



Vicinity Map

STAFF RECOMMENDATION

APPROVE

DENY

On November 22, 2021, TRU Reno Enterprise applied for a Tier 2 short-term rental at 15030 N. Timberline Drive in Reno, Nevada (APN 049-871-10). On December 7, 2021, the application was deemed complete. That day, notice was sent out to the affected property owners in accordance with WCC 110.809.15(a). See Exhibit E-Noticing Map. In response, staff received a total of seventeen (17) written comment letters in opposition to the proposed Tier 2 short term rental, along with photos and several phone calls. The comments primarily cited concerns regarding parking, noise, trash, and issues with large events that had been previously held at this property. On January 6, 2022, the affected property owner comments (Exhibit A) and complaint and code compliance documentation (Exhibit B) was sent to applicant in accordance with WCC 110.809.15(b)(3). On January 13, 2022, the applicant submitted a written response via their attorney, Heather A. Ijames, which is attached as Exhibit C.

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Public Comments from Affected Property Owners Exhibit A
Complaint History & Code Compliance History Exhibit B
Applicant’s Response Exhibit C
Bookings.com Listing from January 13, 2022 Advertising 20+ Occupants Exhibit D
Noticing Map Exhibit E
Administrative Review Permit Application Exhibit F

Project Evaluation

The subject parcel (APN: 049-871-10) is ±1.5 acres in size and has a regulatory zone of Low Density Suburban (LDS). The property contains an existing 7,618 square foot home. This property is located on a public street within an established residential neighborhood. The applicant is proposing to operate a Tier 2 short term rental (“STR”), which would have a maximum occupancy of 20 persons. The applicant currently has an approved Tier 1 STR permit with an allowed occupancy of 10 persons max for this property, which was issued by the County on November 17, 2021. As noted in the Washoe County Development Code (“WCC”) at Table 110.302.05.1, the Tier 1 STR use type is allowed by right in the LDS regulatory zone provided the STR owner complies with Article 319. However, for a Tier 2 STR permit (which allows occupancies between 11 and 20 persons), Table 110.302.05.1 requires the processing of an administrative review permit in accordance with Article 809. The administrative review permit allows the use to be reviewed with discretion to evaluate if the increased occupancy will have potential negative impacts to surrounding properties.

Accordingly, the applicant has now applied for an administrative review permit to operate this property as a Tier 2 STR, which is a discretionary permit. Staff is recommending denial of the Tier 2 discretionary permit due to the detrimental impacts of this short-term rental to surrounding property owners, the applicant’s code compliance history, and numerous complaints from neighbors related to this property, as explained below.

Application Requirements:

WCC 110.319.10 sets forth the requirements for all STR permit applications and requires compliance with the following:

	Proposal Complies
Accurately scaled and dimensioned site plan, with all required details	Yes
Accurately scaled floor plan showing entirety of dwelling, with all required details	Yes
STRs within multi-unit developments must show parking spaces allocated	N/A
Educational materials included	Yes
Proof of property tax payment	Yes
Transient lodging tax license number	Yes
Notarized certification from the property owner, with all required details	Yes
Sufficient trash container for number of occupants	Yes
Meet all safety standards set forth in 110.319.20	Yes
All permit fees paid	Yes

Property Requirements:

As shown above, the house and surrounding property meet the basic requirements of Washoe County Development Code Article 319 (Short Term Rentals). However, the rental activity on this property has resulted in multiple neighbor complaints, and the applicant has repeatedly demonstrated an inability to comply with existing Washoe County Code requirements, including those found in Article 319.

During review of the applicant’s Tier 1 STR application, the applicant continued to rent the house prior to the issuance of the Tier 1 STR permit, thereby violating WCC 110.319.15(a)(1) (*operating and advertising without a permit*). However, code enforcement staff did not issue a violation for this activity on the condition the owner make meaningful progress towards getting their Tier 1 STR application and permit approved and issued (an application which had stalled/had no progress for well over a month). Upon issuance of the applicant’s Tier 1 permit, the owner was warned by Code Enforcement staff that the property could only have 10 occupants under the Tier 1 permit, and that a higher occupancy would not be allowed unless a Tier 2 permit was approved

through the administrative review process. This warning was provided due to the applicants continued insistence that they should be able to rent to 27 occupants and existing advertisements still listing the property as accommodating 11 beds and 20 people. Despite this warning, the applicant continued to rent the house (while the Tier 2 application was under review) for more than 10 occupants in violation of the issued Tier 1 STR permit. This occurred on at least two separate occasions (see Exhibit B).

Further, the applicant has continued to advertise the property in excess of the approved 10 occupant maximum (see Exhibit D). This repeated lack of compliance with Washoe County Code requirements has contributed to staff's recommendation of denial of the administrative review permit for a Tier 2 STR. In addition, consideration has been given to the affected property owner complaints, the impacts rental of this property has created for surrounding properties, and previous code compliance history on this property.

Complaint History & Code Compliance History

The subject property has an extensive history of code compliance issues and has been the subject of numerous complaints. WCC 110.319.30(a)(1) states that issuance of a Short Term Rental permit is considered privileged, as set forth below:

Section 110.319.30(a)(1) "Permit Considered "Privileged." The Board of County Commissioners hereby declares the operation of an STR within residential areas as a "privileged" activity subject to additional operational standards above and beyond those of other residential uses and subject to specific enforcement and revocation procedures.

STR activity should not alter the character of existing residential neighborhoods or result in detrimental impacts to the public health, safety and welfare. WCC 110.319.30. Therefore, the history of the applicant's compliance with laws and regulations should be considered in deciding whether to grant this privileged permit to operate at the Tier 2 increased level of occupancy (20 persons) in a single-family residential neighborhood. The following is a generalized compliance and case history for the property owner at the subject property regarding land use regulations (but does not include calls for service to the Sheriff's Office or other enforcement agencies). Please see Exhibit B (Complaint and Code Enforcement documentation) for further details:

- June 2018 – complaint of operating an unlicensed Yoga studio business resulting in the issuance of a Stop Activity Order for violating multiple provisions of Washoe County Code.
- March 2019 – complaint of operating a Bed and Breakfast without a business license and after the special use permit was denied.
- November 2020 – garbage complaint, improper storage attracting bears.
- February 10, 2021 – complaint of overoccupancy with 35 people allowed to stay on property, shooting off fireworks, active advertising on VRBO without any issued permits.
- February 19, 2021 – garbage complaint, improper storage attracting bears.
- June 2021 – According to guest reviews, had over 20 people staying at property.
- July 2021 – According to guest reviews, had 18 people staying at property.
- July 2021 – STR application for a Tier 1 permit submitted.
- August 2021 – According to guest reviews, had 26 people staying at property.
- 10/12/21 – STR application submitted at end of July 2021. However, no meaningful progress was made on application by owner until mid-October. Warning emailed on 10/15/21 notifying of pending Code Enforcement action and instructing owner to make progress on the application.
- 10/14/21 – Verified garbage complaint, bears in unsecured dumpster at property.

- Late October 2021 – Failed building inspection and failed reinspection.
- 11/2/21 – Garbage complaint, improper storage attracting bears.
- **11/17/21 – Tier 1 STR permit issued with maximum Occupancy of 10 persons.** Applicant is notified in writing to not violate current approved occupancy of 10 persons and to amend all vacation rental listings/advertisements to reflect the approved maximum occupancy.
- 11/22/21 Applicant submitted an online application for a Tier 2 STR, administrative review permit.
- 11/23/21 – Listings for property still non-compliant with WCC.
- 11/25/21 & 11/26/21 – verified complaint of rental exceeding approved occupancy at property.
- 12/4/21 – 2nd verified complaint of rental exceeding approved occupancy at property.
- 12/6/21 – 1st Penalty Notice for \$400 issued for violating approved permit occupancy on 11/25/21 & 11/26/21 and 12/4/21. The applicant admitted liability for this violation in accordance with WCC 125.160(d).
- 12/18/21 – 3rd verified complaint of overoccupancy at property.
- 12/22/21 – 2nd Penalty Notice (\$700) issued for violating approved permit occupancy on 12/18/21. The applicant admitted liability for this violation in accordance with WCC 125.160(d).
- 1/13/22 – Advertising for 20+ occupants on Bookings.com (See Exhibit D).

Mere allegations of nuisance behavior or possible code violations without any evidence to support them do not establish a basis for denying an STR permit. However, the myriad of complaints related to this property have come from multiple sources, including documented Washoe County Sheriff responses. Staff has documented multiple instances of non-compliance with Washoe County's regulations, including the County's STR regulations. For example, the applicant has demonstrated a repeated violation of the Tier 1 permit's maximum occupancy even after the applicant was informed of the specific STR code standards and warned not to exceed the 10 person occupancy. Thus, the applicant's repeated disregard for Washoe County's regulations provides justification for denial of the proposed Tier 2 STR administrative review permit.

Affected Property Owner Comments

Staff received a total of seventeen (17) written comment letters in opposition to the applicant's proposed Tier 2 short term rental, along with photos and several phone calls. The comments primarily cited concerns regarding traffic, parking, noise, trash, litter, illegal fireworks, trespassing, and issues with large events that had been held at this property. All written comments received from affected property owners are attached in Exhibit A.

Applicant Response

Staff also received a response from the applicant, through his attorney, Heather A. Ijames, which is attached as Exhibit C.

The applicant's response has some fundamental misunderstandings about both the contents of the STR ordinance (particularly WCC 110.319), as well as the effective dates of the STR ordinance. This ordinance went into effect May 1, 2021 with a grace period for code enforcement purposes ending August 1, 2021. The response also fails to disprove 2 code enforcement violations for operating a Tier 1 STR permit over the legal occupancy, including the photographic evidence showing 11 cars parked at the property that demonstrate the 10 person limit had been exceeded and that a party had been held. Per WCC 110.319.15(a)(4), a party is defined as any

gathering in excess of the approved on-site maximum occupancy associated with the STR permit. Per WCC 110.319.15(e)(5), daytime occupancy and nighttime occupancy limits are the same.

Despite the applicant's representation that he has changed his booking information / advertisements to reflect a maximum occupancy of 10 guests, a recent advertisement on Booking.com reveals that the applicant is still advertising the property with 11 beds and states that the property can sleep 20 people. This advertisement violates WCC 110.319.15(a)(10) and exists even though Code Enforcement has notified applicant on numerous occasions that he cannot advertise or rent the property for an occupancy over 10 guests. See Exhibit D-Bookings.com listing for January 13, 2022.

Summary

After a thorough analysis and review, staff is recommending denial of the application due to the numerous concerns and complaints expressed by the neighbors and the verified repeated non-compliance with Washoe County's regulations. Staff cannot find that approval of this Tier 2 STR administrative review permit will not create detrimental impacts to surrounding property owners.

Appeal Process

The Director's decision will be effective 10 calendar days after the written decision is mailed to the applicant, the property owner and all affected property owners, unless the action is appealed to the Washoe County Board of County Commissioners in accordance with WCC 110.809.20. Any appeal must be filed in writing with the Planning and Building Division within 10 calendar days from the date the written decision is mailed to the applicant, the property owner and all affected property owners. The outcome of the appeal shall be determined by the Washoe County Board of County Commissioners.

Applicant/Property Owner: TRU Reno Enterprise; Email: troyunderwood@yahoo.com

Responsible Party: Hilda Underwood; Email: snt.hilda@gmail.com

Representative: Heather Ijames, Email: heather@ijameslaw.com

Action Order xc: Jen Gustafson, District Attorney's Office; Keirsten Beck, Assessor's Office; Rigo Lopez, Assessor's Office; Dale Way, Truckee Meadows Fire Protection District

Julee Olander, Planner
Washoe County Planning and Building Division
1001 East 9th Street
Reno, NV 89512-2845

RE Application Case Number WSTRAR21-0005
15030 N, Timberline Dr
Reno, NV 89511

I am writing to request that Washoe County Planning and Building Division deny the development application for the above property. This STR enterprise will change the composition of the neighborhood and create traffic, parking and people problems. The application states occupants as 28, parking for 9. STR ordinance (16) states renting out multiple individual rooms to multiple separate groups is not permitted. No events, parties or weddings are allowed. There is concern about TRU Reno Enterprise being and staying in compliance with a self-certification.

This property is currently advertised on VRBO.com with recent customer reviews. The county STR Owner Affidavit and Notarized Certification (9) and (17) state that a valid STR permit shall be obtained prior to advertising and operation. The county Short Term Rentals (STR) Guide For Permitting (3) states operating an STR without the required permit shall be guilty of a misdemeanor.

TRU Reno Enterprise proposed creating a “Wellness Retreat” at the above location in 2018 and was denied by the Board of Adjustment for various reasons including establishing a commercial enterprise in a residential neighborhood, classes being conducted, and meal service. Since that time TRU Reno Enterprise has conducted and advertised multi over night Yoga retreats including classes and meals that appear to violate the Boards decision.

This STR application should be denied. It is not appropriate for Timberline Dr. and is a problematic enterprise. TRU Reno Enterprise has already violated the requirements of the STR application which may indicate future violations.

Thank You for your attention to this matter.

Gail Hoskins
15445 N Timberline Dr
Reno, NV 89511

(this letter was sent via email and US mail)

From: [Mary Lahren](#)
To: [Olander, Julee](#)
Subject: Case Number WSTRAR21-0005
Date: Sunday, December 19, 2021 12:15:01 PM

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on **links** or open **attachments** unless you are sure the content is safe.]

This letter is in regards to Case Number WSTRAR21-0005 per the notice of short-term rental application for 15030 N. Timberline Drive owned by TRU Reno Enterprise - Troy Underwood.

I, as well as all my neighbors on Timberline Dr, are stongly opposed to Troy Underwood's application for a short sherm rental. We believe that Mr. Underwood's application be denied for the reasons oulined below. Mr. Underwod was denied approval fo a Bed and Breakfast because of objections of residents on Timberline Drive and Timber Crest Trail.

Now he is running a so called "Short Term Rental", which affects all of us just the same as a B & B. This neighborhood has no place for a Short Term Rental where the laws cannot be enforcd on a regular basis.

Mr. Underwood has turned a once quiet peacefull neighborhood into a dangerous situation with numerous speeding cars, loud irresponsible people, noise, loudmusic, illegal fireworks, and trespassers on privat property. Mr. Underwood has made absolutly no effort to enfoce and follow the County's rules because he knows that there is no way to enfoce these rules. The following are the major points of contention and prove his total disregard and disrespect for neighbors.

1. Mr. Underood's business destroys our peace and quiet and makes it unsafe to walk our street which has no sidewalks. There is no centerline and when people park on the street it turns Timberline Dr. into a one lane road which make emergency evacuation very hard if not impossible.
2. His applicaton for 28 people makes loud noisy problems with music and partying late at night by people who could care less about our neighborhood. In addition many of his gatherings exceed 28 people who demand catering and bouncy houses. Motorcycle gatherings for Street Vibrations results in motorcyclists revving engines late at night.
3. His application for 9 parking spaces is a joke since he typically has over 12 cars and motorcycles parked all over his property and Timberline Dr. The Washoe County Sheriff has been called in the past and will not help us with this situation.
4. Mr. Underwood allows illegal fire woks both on New Year's Eve and the 4th of July. The noise is awful and it is impossilbe to sleep on the 4th because of worries about fire and evacuation with his people blocking the road for both residents and Emergency Fire vehicles.

In closing, I don't believe it is fair for Mr. Underwood to profit from renting his house out on a daily basis at our expense ruining our peace and quiet, safety, and right to enjoy our property. In fact, our property values have decreased as it is evident that no one wants to buy or live near a SRT/B&B and have to put up with constant stress and irritation. I am respectfully requesting that the permit be denied now and in the future. I also want to request a public hearing if the permit is granted.

Thank you for your consideration and best regards,

Mary Lahren, PhD
15215 Timber Crest Trail
Reno, NV 89511
775 315-2618

From: [Rachel Herter](#)
To: [Olander, Julee](#)
Subject: 15030 N Timberline Drive
Date: Saturday, December 18, 2021 1:08:58 PM

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15030 N Timberline Drive

Hi Julee,

Happy holidays! My name is Rachel Evanson, and I live at 15195 Timber Crest Trail off of Timberline Drive in Reno Nevada. I am writing in, alongside my neighbors, to voice my discontent with the property at 15030 and why allowing it to become a short term rental is a bad idea.

This property is already being used as a short term rental, and since it has become such, has become a neighborhood nuisance with loud parties almost weekly, large amounts of trash strewn around the house/on the street by animals, people speeding down the road, fireworks in a high wildfire danger area and excessive cars along the road to name a few.

Timberline Drive is a quiet residential neighborhood with hiking trails and people who appreciate it. It is a unique and clean environment that is protected by those who use it regularly. Allowing this property to hold more people as a short term rental, would disturb the peace, increas congestion on the road, and pose a real danger by increasing bear activity and fire danger because those renting don't understand the fragility of this area.

The noise alone makes me sad, but I believe the renters of the house pose a real threat to the safety of themselves and others by increasing wild fire danger with their fireworks and cigarettes. The road is also a major concern It is narrow and already difficult to pass through due to people parking on the sides. With snow, it would be impossible for emergency personnel to get through. Please consider my concerns as testimony because I have lived through these issues and do not want to see them worsen. Timberline is home and many of us have little kids. We want to raise them in an environment where we feel safe. The owner of this property originally wanted to get this property approved as a rehab facility and I can't help but think he is trying to use back doors to do the same thing in the long run. Ok, this email has taken up enough of your time. I appreciate you listening to my concerns with this property and hope you will be able to present it in a way that stops this permit from progressing. Thank you so much for your help in the matter!

Rachel Evanson
(775)842-5069

Call summary for: 05/01/2018 - 12/15/2021

Output for: W2674

Click on heading to change sort order.

Event IncName	Pri	Type	DAREA	Area	Unit	From	To	Location
[10/04/20]								
#202780555	3	CIVPRB	WS	W61A	2S61	14:08	16:13	15030 N TIMBERLINE DR, GAL
#202780766	2	DISTR	WS	W61A	1X50	17:36	17:38	15030 N TIMBERLINE DR, GAL

Detailed History for Police Event #202780766 As of 12/16/2021 16:34:41

Output for: W2674

Priority:2 Type:DISTR - DISTURBANCE
 Location:15030 N TIMBERLINE DR, GAL btwn ROCK FARM RD and TIMBER CREST TR
 Map:DE34NW

Created:	10/04/2020 17:34:51	WCC9	W4231
Entered:	10/04/2020 17:36:26	WCC9	W4231
Dispatch:	10/04/2020 17:38:07	WCC1	W3990
Closed:	10/04/2020 17:38:54	WCC1	W3990

ICUnit: PrimeUnit:1X50 Dispo:SNA Type:DISTR - DISTURBANCE

Agency:WC DAREA:WS Beat:W6 RD:W61A Detail

- 17:34:51 pdt CREATE Location:15030 N TIMBERLINE DR, GAL Type:DISTR Name:TROY Phone:775-3846062 DAREA:WS Area:W61A TypeDesc:DISTURBANCE LocDesc:btwn ROCK FARM RD and TIMBER CREST TR Priority:9 Agency:WC Map:DE34NW LocType:S GeoLong:-119.836179 GeoLat:39.388231
- 17:36:26 ENTRY Priority:9-->2 Comment:BACK TO THIS LOC REF SAME SUBJS & SAME DISTR - RP STATES SUBJS WERE TOLD TO TURN DOWN THE MUSIC AND PROHIBIT ADDITIONAL GUESTS, RP NOW ADVD MUSIC IS LOUDER THAN EVER AND ISSUES ARE CONTINUING, REQ SAME UNITS RESPOND TO HANDLE INTOX SUBJS - NFI
- 17:36:26 -PREMIS Comment:PPR
- 17:36:27 NOMORE
- 17:37:15 SELECT
- 17:37:15 -SGGEST Comment:Standard
- 17:37:35 HOLD
- 17:38:07 DISP 1X50 Operator:W2551 OperNames:WOOD, JASON
- 17:38:07 -PRIU 1X50
- 17:38:54 CLEAR 1X50 Dispo:SNA Comment:WE WILL NOT BE GOING BACK OUT THERE - WILL 1021 RP
- 17:38:54 -CLEAR
- 17:38:54 CLOSE
- 17:41:20 MISC Comment:1X50 ATC AND GOES TO VM UNABLE TO LEAVE MESSAGE

CONTACT INFO:

Name	Phone	RPaddr	ATC			
TROY	[REDACTED]					

Detailed History for Police Event #202780555 As of 12/16/2021 16:33:03

Output for: W2674

Priority:3 Type:CIVPRB - CIVIL PROBLEM

Location:15030 N TIMBERLINE DR, GAL btwn ROCK FARM RD and TIMBER CREST TR

Map:DE34NW

Created:	10/04/2020 14:04:55	WCC6	W4558
Entered:	10/04/2020 14:08:52	WCC6	W4558
Dispatch:	10/04/2020 14:38:41	WCC1	W3990
Enroute:	10/04/2020 14:38:41	WCC1	W3990
Onscene:	10/04/2020 15:08:46	WCC1	W3990
Control:	10/04/2020 15:20:29	WCC1	W3990
Closed:	10/04/2020 16:13:27	WCC3	W4589

ICUnit: PrimeUnit:2S61 Dispo:SAS Type:CIVPRB - CIVIL PROBLEM

Agency:WC DAREA:WS Beat:W6 RD:W61A Detail

- 14:04:55pdt CREATE Location:15030 N TIMBERLINE DR, GAL Type:UNWANT Name:FRAY,JAMES
DAREA:WS Area:W61A TypeDesc:UNWANTED SUBJECT LocDesc:btwn ROCK FARM
RD and TIMBER CREST TR Priority:9 Agency:WC Map:DE34NW LocType:S GeoLong:-
119.836179 GeoLat:39.388231
- 14:07:43 PROQA Case#:24540 Classify:Service: P Comment:CC text: Trespassing / Unwanted
- 14:08:52 ENTRY Priority:9-->2 Comment:AT THIS ADDR - CK FOR UNWANT - RP ADVSD
TENANTS/UNK NAMES ARE IN VIOLATION OF RENTAL AGREEMENT/PARTIES,
LOUD MUSIC & REFUSING TO LEAVE - 50 GUESTS IN RESIDENCE - APPROX 13
VEHS OS - NEG PHYS DISTR/VERBAL ONLY - NEG WEAPONS - ALL 10-
56/ALCOHOL & MARIJUANA - RP STBY IN '05 TOYT TUNDRA AT END OF
DRIVEWAY - HOMEOWNER/UNDERWOOD,TROY NOT OS PHONE [REDACTED] NFI
- 14:08:52 -NPREMS Comment:(none)
- 14:08:57 PROQA Case#:24540 Classify:UNWANT Service: P Comment:CAD Response: 1
Dispatch Code: 133D01 (TRESPASSING/UNWANTED)
Short Key Questions: 1. Not a referral.
2. In progress.
3. Caller on scene.
4. 2nd pty caller on scene.
5. No known wpns invl.
6. TRESPASSING/UNWANTED subj's invl: 50
- 14:08:59 INFO TypeDesc:UNWANTED SUBJECT Priority:9 Comment:POLICE PROQA
RECOMMENDS DISPATCH AT THIS TIME
- 14:09:59 SELECT
- 14:09:59 -SGGEST Comment:Standard
- 14:10:03 PROQA Case#:24540 Classify:UNWANT Service: P Comment:Short Key Questions: 7. Susp on
scene.
8. Unk susp desc.
9. Susp arrived via: SUBJS ARE RENTING/VACATIONING AT THIS ADDR
10. No one in danger.
11. Property owner: IN CALL
- 14:10:09 INFO TypeDesc:UNWANTED SUBJECT Priority:9 Comment:Police ProQA Key Questions
Police ProQA processing complete
- 14:10:09 NOMORE
- 14:10:36 MISC Comment:RP PHONE [REDACTED] NEG ILI FOR RP - UNK FOR SUBJS

14:12:55 HOLD
 14:30:02 -SGGEST Comment:Standard
 14:33:43 MISCA Comment:RP/UNDERWOOD,TROY @ [REDACTED] - RP IS THE HOMEOWNER STATING THIS IS A VACATION RENTAL HOME AND THE PEOPLE THERE ARE VIOLATING ALL THE CONDITIONS OF THE AGREEMENT - RP STATES HIS COWORKER/ORIGINAL RP/FREY,JIM IS CURRENTLY OS AND HAS TOLD THE SUBJS THEY NEED TO LEAVE - ALL SUBJS ARE CURRENTLY REFUSING - THIS RP TROY IS THE HOMEOWNER WHO HAS CALLED THE TENANTS STATING THEY NEED TO LEAVE AND ALL SUBJS HAVE REFUSED - RP STATES THEY ARE HAVING A LARGE PARTY WITH DRUGS AND ALCOHOL - RP AVAIL FOR 10-21
 14:35:33 MISC Comment:IX50 ADVD
 14:38:35 -SGGEST Comment:Standard
 14:38:41 DISPER 2S61 Operator:W1960 OperNames:STOESS, MARK
 14:38:41 -PRIU 2S61
 14:39:43 BACKER 2N91 UnitID:2S61 Location:15030 N TIMBERLINE DR, GAL Operator:W3676 OperNames:BUTLER, SONIA
 14:39:58 PRMPT 2S61 2N91 Comment:THIS IS CIVIL ISSUE
 14:39:58 -HOLD 2S61
 14:41:51 -SGGEST Comment:Standard
 14:41:58 CHANGE Type:UNWANT-->CIVPRB Priority:2-->9 TypeDesc:UNWANTED SUBJECT-->CIVIL PROBLEM
 14:42:02 CHANGE Priority:9-->3
 14:44:00 MISC Comment:PER IX50 ALREADY SPOKE WITH RP AND WILL BE CALLING OWNER - THIS IS A CIVIL ISSUE
 14:44:52 DISPER 2S61 Operator:W1960 OperNames:STOESS, MARK
 14:44:52 -PRIU 2S61
 14:45:08 BACKER 2N32 UnitID:2S61 Location:15030 N TIMBERLINE DR, GAL Operator:W4180 OperNames:DAVIS, JAMES
 14:45:08 BACKER 2S81 UnitID:2S61 Location:15030 N TIMBERLINE DR, GAL Operator:W3615 OperNames:MARTUCCI, CRYSTAL
 15:01:27 MISC 2S61 Comment:10-60 STANDING BY
 15:02:44 BACKER 2S91 Operator:W4183 OperNames:SILVA, ANDRES
 15:08:03 MISC 2N32 Comment:STANDING BY
 15:08:08 MISC 2N32 Comment:WITH 2S61
 15:08:46 ONSCN 2S81
 15:08:56 ONSCN 2S61 2N32
 15:20:29 OK 2S61 2N32 2S81
 15:22:37 OK 2S91
 16:13:27 CLEAR 2S61 2N32 2S81 2S91 Dispo:SAS Comment:30 DRUNK SUBJS HERE - OWNER WILL LET THEM STAY UNTIL THE MORNING BECAUSE THEY ARE TOO DRUNK TO LEAVE
 16:13:27 -CLEAR
 16:13:27 CLOSE
 16:13:48 MISC Comment:2S61 THEY HAVE BEEN ADVISED ON MORE PEOPLE AND NOISE DISTR

CONTACT INFO:

Name	Phone	RPaddr	ATC			
FRAY,JAMES						

From: [john SNATIC](#)
To: [Olander, Julee](#)
Subject: Case Number WSTRAR21-0005
Date: Sunday, December 19, 2021 11:14:21 AM

[NOTICE: This message originated outside of Washoe County -- DO NOT CLICK on links or open attachments unless you are sure the content is safe.]

I am writing to you in regards to Case Number WSTRAR21-0005, an application for short term rental at 15030 N. Timberline Dr. owned by TRU Reno Enterprise. Mr Underwood has been operating a Bed and Breakfast disguised as a short term rental for years since he was denied a permit for one by Washoe County.

Specifically he is in violation of the following ordinance standards and requirements:

1. An STR shall only be rented to one group or person. On multiple occasions I have seen 9 to 12 vehicles parked at this location. Common sense would tell you that he is renting to multiple groups. The fact that he is applying for 28 guests says it all. Since the county cannot enforce this requirement, the application should be denied. It is obvious he is operating a Bed and Breakfast that he was denied permit for.
2. No events, parties, or weddings. I have observed large crowds playing loud music and partying late into the night. These crowds exceed the maximum occupancy associated with the STR permit.

In addition the following issues are of concern enough to deny the permit:

1. Large gatherings with multiple vehicles impede evacuation routes in case of fire. There are only two ways out of Timberline Dr., one to the north thru back roads and one to the south to Mt Rose Hwy. The south route is already compromised by multiple vehicles parking along the road at Whites Creek Trailhead. The STR compromises the north route. STR guests illegally use fireworks every 4th of July and New Years eve adding to the fire danger. We know from the recent California fires that you may only have seconds to evacuate.
2. Disturbance of The Peace. Large and noisy crowds at the STR do not allow us to enjoy our property. Mr Underwood has demonstrated that he has no regard for his neighbors as he will not or cannot control his guests.

The above are just a few of my concerns. Again Mr underwood is operating a commercial business (B and B), disguised as a STR in our residential neighborhood. I am requesting that the permit be denied just as it was years ago when he applied for the B and B. If the STR permit is granted I will request a public hearing from the Board of Adjustment.

Thank you for your consideration.

With kind regards,
John Snatic MD
15245 N Timberline Dr
Reno, NV 89511
775 849-7727

From: [Wayne Steffier](#)
To: [Olander, Julee](#)
Subject: Case Number: WSTRAR21-0005
Date: Tuesday, December 7, 2021 12:50:03 PM

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on **links** or open **attachments** unless you are sure the content is safe.]

Dear Julee,

I am a resident at 6655 Timberline Ct. and am writing this letter in opposition to the request by the owner of the subject property at 15030 N. Timberline Dr. to expand the Short-Term rental (STR) permit. I'm not sure of the current permit, but I often see at least 4 to 6 cars from renters at the property when its rented out. There have been too many occurrences in the recent past where upon me riding my bike past the subject property just down the street, the numerous garbage cans have been knocked over by bears and the garbage would be spewed all over the street. Often, the mess would not be cleaned up for several days with the wind carrying lightweight trash material far down the street and into the adjacent drainage ditch. Also, there have been occurrences where residual broken glass from hundreds of beer bottles would never be completely cleaned up. My wife complains about the increased traffic this short-term rental property has created. Thank you for consideration.

Regards,
Wayne Steffier

From: [Evelyne Harvey](#)
To: [Olander, Julee](#)
Cc: eharvey@sbcglobal.net
Subject: CASE WSTRAR21-0005 for STR Application 15030 N. Timberline drive
Date: Sunday, December 19, 2021 10:48:04 AM
Attachments: [image031.emz](#)
[image032.png](#)
[image033.png](#)
[image037.emz](#)
[image038.png](#)
[image039.png](#)

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on links or open attachments unless you are sure the content is safe.]

Dear Julee,

I'm writing in regards to Case Number WSTRAR21-0005 per the Notice of Short-Term Rental Application for 15030 N. Timberline Drive owned by TRU Reno Enterprise.

I would like to state my objection to Mr. Underwood's application to run a short-term rental (STR) for 28 guests with 9 parking spaces. While I appreciate that Mr. Underwood would like to monetize his property and location, **his rights as a property owner should not surpass those of his neighbors.** Mr. Underwood applied for a Special Use permit in spring 2018 to run a Bed and Breakfast (B&B)/wellness retreat. Mr. Underwood and the Commissioners heard the concerns of his neighbors at his Special Use hearing and the permit was denied. Since his denial, Mr. Underwood switched to operating an STR and has made little effort to minimize the issues raised by his neighbors unless complaints were repeatedly raised. In addition, this is a residential neighborhood, and Mr Underwood's plan for a 28 guest STR is inconsistent with the character of our neighborhood.

The following are several reoccurring issues we continue to experience.

1. **Breach of Quiet Enjoyment:** Timberline is a residential area where families (with children and dogs) and hikers like to walk along the road. The application for 28 occupants creates a group that is far larger and noisier than the typical family living along Timberline. Mr. Underwood's business undermines the peace and quiet residents appreciate. We have experienced the following:
 - Rowdy crowds; loud music and partying late into the night
 - Street Vibrations gathering with motorcyclists revving engines late at night as they return to Timberline
 - Large parties exceeding 28 guests with multiple bouncy houses, catering, additional guests transported to premises etc. (See picture in Exhibit A)
 - Illegal fireworks on the Fourth of July and on New Year's Eve.
 - Trespassing – families hiking up the hill across the street which is private property
 - Trash issues – please review Nextdoor App (See screen shot in Exhibit A)
2. **Traffic:** Mr. Underwood has applied for 9 parking spaces yet often there are more than 9 vehicles parked in front of the home. Twenty-eight guests and nine parking spaces suggest that each vehicle transports 3 guests. This is impossible when there are motorcycles or guests that drive by themselves. Nine parking spaces is insufficient for such a large group and inconsistent with our neighborhood. No other home along Timberline consistently has 9+ cars parked in front of their home. In addition, cleaners, caterers, ancillary services and additional visitors increase traffic on a weekly basis.

Recently, on the weekend of 12/4/21, there were 12 vehicles parked in front of the property. Another more egregious example occurred on 10/4/2020 that was so large the overflow parking was in the N. Timberline turn-around at the end of the street. The sheriff was called but he did not enforce the no parking signs for the weekend event. (Picture attached to exhibit A) Other events have also created overflow parking on N. Timberline.

Given the large group size, has Washoe County considered how it would handle an emergency on N. Timberline? The terms of the short-term rental agreement do not permit large parties but how do we know this won't happen again? Are emergency officials prepared to deal with this possibility? Why are Mr. Underwood's guests allowed to park illegally when others are fined or respect the law? Again, why are Mr. Underwood and his guests given preferential rights and treatment?

3. **Speeding:** Another issue raised at the Special Use permit was speeding. While it's difficult for residents to substantiate this issue, from observations it is clear that guests are not aware of the 25-mph speed limit on Timberline. Speeding is an issue given the family-oriented nature of our neighborhood and the numerous walkers on Timberline.
4. **Fire Risk:** There is high fire risk in our area due to the rural location of N. Timberline. Mr. Underwood does not permit smoking in his home or outside. However, it's common to see guests lingering on the porch smoking. (See screen shot in Exhibit A) I often ride or walk by his property and notice smokers. There are no visible containers to safely dispose of cigarettes. If Mr. Underwood cannot manage his guests to follow his own rules, how can we be confident that his guests will follow the STR rules. Does Mr. Underwood educate his guests of the high fire risk and necessary precautions? Why are neighbors being placed at additional fire risk?

In summary, during the 2018 Special Use hearing, Mr. Underwood had the opportunity to hear from his neighbors and should understand the noise, traffic, fire, safety and other issues raised by residents and therefore their objections to a large hospitality business in their neighborhood. Currently, Mr. Underwood is advertising on VRBO **a maximum of 10 guests** (see screen shot on Exhibit A). However, there appears to be many more guests than the maximum of 10 currently advertised given the number of parked vehicles. Large groups by their nature are louder, create more traffic and pose more risks than the residents or hikers on Timberline. **Mr. Underwood's STR for large groups significantly benefits himself over his neighbors and hence is unfair to his neighbors and community.** In addition, no other home along Timberline has a similar number of vehicles or individuals living on its premises. While I understand there is a compliance/enforcement mechanism in place to complain about disturbances, I'm not interested in becoming an enforcer. In addition, Washoe county and the sheriff were not responsive when we did call about parking or trash issues.

We support a full denial of this application because in our opinion Mr. Underwood has repeatedly demonstrated that he is insensitive to his neighbors' right of quiet enjoyment. Should the Director not find sufficient reason to deny this STR application, we recommend that the **maximum number of guests and parking spaces be reduced to 10 and 5, respectively.**

Please help us restore the look and feel of our community by eliminating this loud and intrusive business.

Thank you in advance for your consideration.

Sincerely

Evelyne Harvey
15155 Timber Crest Trail
Reno NV 89511
775.781.7898

Exhibit A



December 4, 2021, please note 13 vehicles. No other home along Timberline has this many vehicles parked outside on a regular basis. Clearly a violation of the maximum 10 guests. The vehicle number did not change all weekend.



Jan 10, 2021, please note 12 vehicles in driveway. Number of vehicles did not change all weekend.



October 4, 2020. Please note 18 vehicles in driveway including 3 parked on N. Timberline



October 4, 2020 please note 17 vehicles parked in N. Timberline turn-around. No-parking signs were not enforced. How would emergency vehicles turn around with the numerous parked cars? This type of overflow parking situation has happened before and is not one-time event.



October 24, 2020. This was a large party with two bouncy houses for children and catering. Notice two vans to transport the guests to the party. This was a very large and noisy party.

8:58

4G LTE 26%



Pat Phillips
Upper Galena · 8w



15030 Timberline. So this address was a big dicussion at Building dept meetings a few years ago, the owners wanted to change zoning from residential to multi use bed and breakfast for a corporate "Wellness" center. we all attended and this got shut down by the board. Now I and a friend have been walking past this for the last



Add a reply...



8:59

4G 26%



Pat Phillips
Upper Galena · 8w



15030 Timberline. So this address was a big dicussion at Building dept meetings a few years ago, the owners wanted to change zoning from residential to multi use bed and breakfast for a corporate "Wellness" center. we all attended and this got shut down by the board. Now I and a friend have been walking past this for the last 4 weeks or so and this is what I have seen

1. 4 weeks ago lots of trash similar to photo below outside of industrial dumpster
2. approx same time or shortly after there were 4 cars multiple bikes and a man smoking outside of house we asked him about trash and was he the owner? NO he said he was a short term vacation renter for street vibrations. His daughter set the rental up for him and multiple friends. we warned him about high fire danger and to please dispose of his butts safely and the danger of Bear Activity and to not leave smelly trash out. He informed me they had already notified the rental agency about the trash and the bears
3. I just walked by again today. only one car instead of 6, also a van and the trash issue as you can see by the photo. This needs all neighbors to be aware that this is somehow a multiuse property now. and creating a dangerous Bear situation for all



Add a reply...



Screen shot from Nextdoor App corroborates the trash issues, smoking situation, fire risk, motorcycles

9:50 9:50 22% 4G LTE

Vrbo

Reno, Nevada, United State... 🔍

United States of America / Nevada / Reno

11 bedroom Mountain House Escape

★★★★★ 101 Reviews Wonderful! 4.8/5



\$1,094/night

Request to Book

VRBO listing indicates 11 bedrooms. Publicly available information indicates the property has six bedrooms and 7 full bathrooms. If you look through the VBRO pictures, it looks like beds and sofas have been added to most rooms. Are there enough exits for a group of 28 to safely exit? Are there enough bathrooms for such a large group? Septic? Working sprinklers for fire safety? These issues were raised at the Special Use hearing for a B&B. Mr. Underwood was to expand the septic and install sprinklers among other items to obtain a special use permit. Are STR guests not entitled to the same safety standards?

9:50

22%

About Rooms & beds Amenities > 

ABOUT THIS RENTAL

House (Sleeps 10)

10000 sq. ft · 11 bedrooms · 9 bathrooms

Spaces

Kitchen · Living Room · Deck/Patio

Welcome to your amazing mountain escape. Contact owner for military and other discounts. Bring your entire family and extended family and then some. Largest vacation rental in the entire county. Plenty of


[View more](#)



Hosted by Troy Underwood

Premier Host

\$1,094 /night

 Maximum number of guests is 10

\$1,094/night

Request to Book

VRBO current description 12/12/2021 advertises an 11-bedroom home accommodate a maximum of 10 guests????

Anyone familiar with the property knows better....

11BR House Vacation Rental in Reno, Nevada

Vacation Rentals

Updated on Jul 23, 2020

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Mountain House Escape



[View More Pictures](#)

Sleeps	30
Bedrooms	11
Bathrooms	9
Half Baths	2
Property type	house
Property #	1304054

Note in July 2020 Mr. Underwood was advertising 30 guests with 11 bedrooms and 9 bathrooms. Bedrooms and bathrooms numbers are inconsistent with publicly available information and confusing.



[View more vacation rentals near RENO, NV](#)

[Do you own this property?](#)

Located in: Reno

Welcome to your amazing mountain escape!

Hide-away in the beautiful Timberline Estates in the mountains of Reno off of the Mt Rose Highway, close to Lake Tahoe.

This large home with amazing views has 6 private suites each with private bathrooms plus 4 additional sleeping rooms. This allows up to 30 people in beds/sleepers (30 people max). Spectacular experience located walking distance to incredible hiking and mountain biking trails, Whites Creek trail head and Thomas Creek trail head. (Four Free Loaner bikes and helmets available in garage. One XS dual purpose bike, one S mountain bike, one M mountain bike, one L road bike. All have basic flat pedals)

Full gym included with workout floor, weight machine, treadmill, elliptical trainer, yoga mats, etc. garage access included.

Kitchen is fully equipped with all your basic essentials ie. Kitchen utensils and knives, cups, plates, bowls, coffee maker, toaster, blender, large pots and pans. There is an outside propane bbq grill on the property.

Take a quick trip to Lake Tahoe, 21 miles to incline village, less than 20 min to RNO airport and less than 15 minutes to Mount Rose ski resort. Raley's



Description July 2020

Case Number WSTRAR21-0005

December 20, 2021

Dear Julee Olander,

I am writing to object to the approval of application Case Number WSTRAR21-0005 per the notice of short-term rental (STR) application for 15030 Timberline Drive, Reno, NV 89511.

I attended the initial hearing in 2018 when he proposed to run a health or “wellness” retreat at this residence. Thankfully that request was denied due to having an unwarranted effect on the neighborhood, and the local residents’ rights to quiet enjoyment, and numerous health and safety concerns. I also believe that he would have been required to install an indoor fire sprinkler system due to the number of guests. Would that be required now for the safety of his up to 28 guests?

Unfortunately, Mr. Underwood managed to evade the intent of the board and has been operating an STR via VRBO and has advertised room for 30 people (VRBO) and hosted groups and parties of up to 30 people and more. This is substantiated from the reviews left by these groups on the VRBO website and from our observations.

I live at 15155 Timber Crest Trail and have endured Mr. Underwood’s poor management and mayhem from his short-term renters since 2018. Garbage all over the ground, noise including motorcycles revving in the middle of the night, illegal fireworks, illegal parking of dozens of vehicles on Timberline, his renters trespassing on our property, and the constant threat of a careless guest starting a fire from smoking outdoors.

I have lived in Reno for 35 years, and retired to this home to enjoy the quiet of nature. This is a lovely residential area and I had no idea that any one individual could run a business (basically a hotel) in a low-density residential area, and ruin it for everyone. I am relying on the board to consider all of the local residents’ rights, and do the right thing and deny this application.

Respectfully,

Derek Amen

December 10, 2021

Washoe County Planning and Building Division
Attn: Julee Olander
1001 East 9th Street
Reno NV 89512-2845

Dear Ms. Olander,

We received the Official Notice of Short-Term Rental Application, dated December 7, 2021, for the property located at 15030 North Timberline Drive. Our address is 15205 N. Timberline, and so we are very familiar with this property and appreciate your office notifying us of this application.

We have reviewed the application WSTRAR21-0005 and the relevant Washoe County Development Codes (Article 319, Short Term Rentals), the revisions thereto from April 15, 2021, as well as the Table of Uses (Residential Use Types) presented in Table 110.302.05.1 of the Development Code.

While neither the application or the notice states the Tier level of the proposed STR, we presume it is a Tier 3 given the proposed maximum number of occupants (28) to be on premises at one time. However, this effectively renders the application not suitable for approval given that:

1. This portion of North Timberline Drive is categorized as Low-Density Suburban (LDS)
2. No Tier 3 STRs are allowed in a Low-Density Suburban location within the country according to the Table of Uses cited above
3. The maximum number of persons allowed under a Tier 2 application is 20, according to Section 110.319.05 of the County Development Code (Effective April 15, 2021)

We have many other issues to raise in objecting to this application, and would appreciate the opportunity to do so, but consider the entire application as needing to be withdrawn and revised in order to, first and foremost, comply with the relevant existing County regulations.

If we have misunderstood or misread these relevant regulations, please direct us to the proper reference(s) and we will correct augment our response. You can contact me at 443-745-4632.

Thank you,



Stephen Rosa
Owner, 15205 N. Timberline Drive







From: [Kim and Gregg Lundeen](#)
To: [Olander, Julee](#)
Subject: RE Case Number WSTRAR21-0005
Date: Wednesday, December 22, 2021 4:43:31 PM

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on **links** or open **attachments** unless you are sure the content is safe.]

Hi Julee,

Welcome to Timberline. Wonderful place to live if you don't mind unmanaged parking, excessive unenforced speeding and the problem at the end of the block, the big VRBO house that either has huge parties (especially during a covid lockdown when there was a max capacity limitation, this didn't matter to Troy) or loud music. Don't mind the illegal fireworks that were launched by the renters at a time when we had just recently had a fire 1/2 a mile away threatening our homes. They are guests, rules don't apply to them. If you happen to go out on a nice quiet morning walk on the "right" weekend, you can enjoy the raging party that is still going on from the night before, if you're lucky you'll catch one of our local strippers changing clothes right there in the street. Who doesn't want this in their neighborhood? Do you know anything about our local bear population? Just visit the large house at the end of the road to get very familiar with what it looks like when you leave your trash out on the wrong day. Its a sight and typically blown everywhere by our amazing wind.

To live here on Timberline is a treat and we all mostly cherish it, it however is not for the weak, we battle recreating crowds, awesome snowfall and 60 mile an hour winds. But to the guy who wants to impact our neighborhood and forever change it by opening a business at the end of the road, we don't want it. The track record of this "rental" hasn't given any of us confidence that this person responsibility knows how to manage first, the basics of a responsible rental. Second, to run a business that draws even more people into our neighborhood, there is already plenty here just by word of mouth. We don't need even more people here. We don't need food delivery trucks. We don't need visitors or Uber's who speed excessively to get to the end of the road.

If the Parks and Recreation budget had the funds to properly address the population of people that are already drawn to our neighborhood, things might be a little different. But currently, they don't. Based on his history with our road, I don't imagine that Troy will be hosting, trail trash pick up day or community street improvement events because he hasn't attempted to "make nice" with many of us. It seems from day one that Troy didn't plan on being our neighbor, but instead wanted to leverage and make money off the assets of our neighborhood, with no consideration on how it would impact us all.

This home would be wonderful to house an actual family who wants to live here and be a part of our wonderful space.

Thank you for your time.

Kim Lundeen

From: bill_herochiklaw.com
To: [Olander, Julee](#)
Subject: Re: Objection to permit application WSTRAR21-0005
Date: Wednesday, December 22, 2021 9:44:50 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)

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Thank you.

FYI, the property is continuing to be advertised with 20 beds. It does say 10 people but if it is a 10 person limit why is he advertising 20 beds. He is clearly implying that it can sleep 20 people in an attempt to violate the 10 person limitation. See below.

<https://www.vrbo.com/1304054?noDates=true&unitId=1855204>

William Herochik
Phone: 650-315-3878
E-mail: bill@herochiklaw.com

From: Olander, Julee <JOlander@washoecounty.gov>
Date: Tuesday, December 21, 2021 at 3:09 PM
To: bill [herochiklaw.com](mailto:bill@herochiklaw.com) <bill@herochiklaw.com>
Subject: RE: Objection to permit application WSTRAR21-0005

Thank you for your letter and will include it during the review process of the permit.



Please tell us how we did by taking a quick [survey](#)

Julee Olander

Planner | Community Services Department- Planning & Building Division

jolander@washoecounty.gov | Office: 775.328.3627

1001 E. Ninth St., Bldg A., Reno, NV 89512

Visit us first online: www.washoecounty.us/csd

For Planning call (775) 328-6100

Email: Planning@washoecounty.us



Connect with us: [cMail](mailto:) | [Twitter](https://twitter.com/) | [Facebook](https://www.facebook.com/) | www.washoecounty.us

**WSTRAR21-0005
EXHIBIT A**

From: bill [herochiklaw.com](mailto:bill@herochiklaw.com) <bill@herochiklaw.com>
Sent: Tuesday, December 21, 2021 3:00 PM
To: Olander, Julee <JOlander@washoecounty.gov>
Subject: Objection to permit application WSTRAR21-0005

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on links or open **attachments** unless you are sure the content is safe.]

Dear Ms. Olander,

Thank you for taking the time to chat with me today. Attached please find my letter regarding the permit application at 15030 North Timberline Drive. Please let me know if you need any additional information.

William Herochik
Phone: 650-315-3878
E-mail: bill@herochiklaw.com

From: [Dereck Barrett](#)
To: [Olander, Julee](#)
Subject: Re: Response to STR application 15030 Timberline APN 049-871-10
Date: Friday, December 17, 2021 7:50:48 AM
Attachments: [15030 Timberline Police dispatches and cases.pdf](#)
[image005.png](#)
[image004.png](#)
[image003.png](#)
[image002.png](#)
[image001.png](#)

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on **links** or open **attachments** unless you are sure the content is safe.]

Good morning Julee,

Attached is the police dispatch and case report for 15030 Timberline. The report only lists 2, however the Sherrifs informed that not all dispatches are reported upon. It appears that in both of instances that the owner, Troy, was not initially available via telephone as is required by the regulations of an STR. I'm not sure if he was within an hour of the property either. Thank you for adding this to be reviewed.

Dereck

On Thursday, December 16, 2021, 03:35:22 PM PST, Olander, Julee <jolander@washoecounty.gov> wrote:

Thank you for your email and photos. Your email will be review during the review process of this permit.



Please tell us how we did by taking a quick survey

Julee Olander

Planner|Community Services Department- Planning & Building Division

jolander@washoecounty.gov | Office: 775.328.3627

1001 E. Ninth St., Bldg A., Reno, NV 89512

Visit us first online: www.washoecounty.us/csd

For Planning call (775) 328-6100

Email: Planning@washoecounty.us



**WSTRAR21-0005
EXHIBIT A**

From: Dereck Barrett <dereckbar@yahoo.com>
Sent: Thursday, December 16, 2021 11:13 AM
To: Olander, Julee <JOlander@washoecounty.gov>
Subject: Response to STR application 15030 Timberline APN 049-871-10

[NOTICE: This message originated outside of Washoe County -- **DO NOT CLICK** on links or open **attachments** unless you are sure the content is safe.]

Julee,

My name is Dereck Barrett. I am the owner and resident at 15114 N. Timberline Drive. There is one house between mine and the applicant property.

This is not the first time our neighborhood has had to comment on the owners applications and actions. In May of 2018, the owner of the property, Troy Underwood, applied for a speical use permit to operate a bed and breakfast. He began advertising this business which exceeded the scope of the proposed use prior to completing the SUP application process. Over 20 residents of our community submitted objections in writing as well as at the public hearing. The SUP was denied.

After the denial, the owner began a short term rental. He has been advertising and operating his property as a STR since 2018. We have had several issues with his short term renters. There have been parties at the property far exceeding the number of allowed occupants. These parties disrupt the entire neighborhood and present significant safety issues. There has been excessively loud music, intoxicated occupants wandering the street, parking on the street due to over occupancy which prevents access of service vehicles for snow removal and fire fighting. Timberline is a connector road no wider than 25' at any point. Also these parites have produced an enormous amount of refuse overflowing the containers. This has increased the bear activity in our neighborhood. Upon complaints, the owner now has to have a dumpster delivered for each rental.

The owner of this property has not been compliant with county code since his purchase of the property. The entire community has complained and does not want this STR to be allowed. Firsly the owner has been advertising and operating this STR with no County approval since 2018. Per the notarized owner affidavit from the applicant, he is responsible for each occupant's compliance with the Washoe County

Code while on the property. Since 2018, his occupants have countlessly been non-compliant with Washoe County Code.

Furthermore, It is unlawful and is considered a public nuisance, as defined in WCC 50.308.1, to operate an STR without the required issued permit. Any property owner found to be operating an STR without the required permit shall be guilty of a misdemeanor, issued a stop activity order, and fined per Fines Schedule and per the procedures outlined in WCC Chapter 125.

There are more concerns and objections to this application, but I wanted to focus on the current items of non-compliance. I have attached some supplemental items to support my objections. Photos of the road and a copy my original complaint in 2018 informing the county the owner was illegally operating a STR/BnB. It is obvious this owner has no respect for his neighbors nor does he adhere to the Washoe County Code. Please deny this owner application for STR at any level of occupancy. His disregard of Code endangers the safety of neighborhood.

Thank you,

Dereck Barrett

15114 N. Timberline Dr.

(775)343-6804

From: [Sheila Hlubucek](#)
To: [Olander, Julee](#)
Subject: Rental on Timberline
Date: Wednesday, December 22, 2021 6:32:06 PM

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on **links** or open **attachments** unless you are sure the content is safe.]

Rental on Timberline

The issue with this property is that it's epic size and relatively remote location make it a magnet for party animals. Law enforcement and neighbors have to contend with the noise, trash, illegal activities and traffic that goes with a high density use. The scenic area and significant wildlife are also put at risk. The floor plan and location draws in large groups of weekend warriors who drive in for a wild ski trip. No good can come from legitimizing this as a short stay rental. It's tragic the building department ever approved such an architecturally unbalanced "home" in the first place. I recommend you do what you can to limit the damage this party magnet can create.

Sincerely, Sheila Hlubucek

Sent from my iPhone

From: [Dereck Barrett](#)
To: [Olander, Julee](#)
Subject: Response to STR application 15030 Timberline APN 049-871-10
Date: Thursday, December 16, 2021 11:13:14 AM
Attachments: [Complaint #WCMP 18-01870.pdf](#)

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on **links** or open **attachments** unless you are sure the content is safe.]

Julee,

My name is Dereck Barrett. I am the owner and resident at 15114 N. Timberline Drive. There is one house between mine and the applicant property.

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Furthermore, It is unlawful and is considered a public nuisance, as defined in WCC 50.308.1, to operate an STR without the required issued permit. Any property owner found to be operating an STR without the required permit shall be guilty of a misdemeanor, issued a stop activity order, and fined per Fines Schedule and per the procedures outlined in WCC Chapter 125.

There are more concerns and objections to this application, but I wanted to focus on the current items of non-compliance. I have attached some supplemental items to support my objections. Photos of the road and a copy my original complaint in 2018 informing the county the owner was illegally operating a STR/BnB. It is obvious this owner has no respect for his neighbors nor does he adhere to the Washoe County Code. Please deny this owner application for STR at any level of occupancy. His disregard of Code endangers the safety of neighborhood.

Thank you,

Dereck Barrett
15114 N. Timberline Dr.
(775)343-6804







From: [Cheri Settelmeyer](#)
To: [Olander, Julee](#)
Subject: STR 15030 N Timberline Drive
Date: Thursday, December 9, 2021 3:07:16 PM

[NOTICE: This message originated outside of Washoe County -- DO NOT CLICK on links or open attachments unless you are sure the content is safe.]

Hello Julee,

I am a home owner at 15170 N Timberline Drive and a neighbor to the property at 15030 N. Timberline Dr. It is my understanding that my neighbor is wanting to get an approval for a short term rental application and he wants to increase the number of people he can host?

I am asking that you please please please deny this request.

Our neighbor at the above address has been a total nightmare on the street. People who rent his property speed down timberline Drive to and from his house at all hours of the day and night. They leave the trash out on the wrong days and bears sift through the trash and litter is everywhere.

I have photos to prove this.

One day while on an outing with my 2 young girls we were walking our dogs up to Thomas creek trailhead- just passed the house in question and in broad daylight we see a "stripper" or whatever "entertainer" basically nude getting out of her vehicle with her speaker and duffel bag with her stilettos on and G-string bottom. My kids had to see this woman arriving to a party mid day.

They have late night parties at this residence and I can always hear the music to them at my house well after midnight. His renters have zero respect for the neighbors or the wildlife or speed limits in this area.

Thank you,
Cheri Settelmeyer
916-743-4800

Sent from my iPhone

Ms. Julee Olander,

I am responding to the official notice I received of a short term rental application at the address of 15030 N Timberline Drive Reno, NV 89511 on December 7th. My understanding is that this notice is in regards to the owner of the rental asking for an increase in the STR capacity to 20. I am responding to the negative in increasing this STR capacity and in fact would prefer to not have the STR in the neighborhood at all. This property has been a problem since we moved to our house in 2018 (15040 N Timberline Drive) and the owner has made it clear that his priority is profit over the impact his commercial enterprise is having on the safety and well being of the neighborhood.

We moved to this beautiful location for the peace and quiet of the neighborhood and not to live next to a commercial enterprise. Since we have lived here we have had multiple discussions with the owner (who resides out of state and is not a hands-on owner) over the impact his STR has had on our quality of life. Unfortunately, the incidents have not decreased, but have increased over the last two years. It is acutely apparent, this property is being run very much as a commercial, money making endeavor as a full time STR, despite the safety concerns of the neighboring families.

Examples of what we have faced recently and over the past 3 years:

- 1- Ignoring the rules to suit himself.
 - a. Renting without a permit- Even once the permits of STRs in Washoe County came into effect, the owner of this property was continuing to advertise and rent this property without a permit.
 - b. Disregarding current permit capacity- Once the owner had a STR permit for this location he completely disregarded the capacity, advertising how large the property is with over 11 bedrooms and a dining area that can hold over 30 people. The most recent examples are the three separate occasions in the last month in which we have seen groups next door all in excess of the current capacity and two of those groups easily with more than 20 individuals.
- 2- The Party House. The house is promoted as a large gathering spot even now on its listing on VRBO- it is all about the 11 bedrooms and 20 beds and the dining room table with a capacity for 30 (he may now hide a capacity of 10 in the listing, but even recently he tried changing that to 20). People are renting this property for large family gatherings, weddings, reunions, dancing club parties, and just any large parties, that is how the owner can charge what he charges for the house. The owner's only enforcement of parties is to charge more for the clean up – again no concern about the noise and disturbance these parties have on the neighborhood. The more people staying at the property the greater the impact on the neighborhood. The owner may have added the 10 person capacity but he did not change his nightly rental charge as he knows larger groups are going to book it. Here are some examples of what we have had to endure.
 - a. Large ongoing parties. Over the past 3 years we have had numerous large parties to contend with at the property. They have included ,
 - i. Too many loud music complaints to mention.
 - ii. Food trucks parked in the driveway for an event at the property
 - iii. Bouncy houses for large birthday parties

- iv. Fireworks - and not just on new year's eve (which is still illegal) but multiple times a year – are amazingly dangerous in our area.
- v. A goat tied up outside and left for three days bleating the entire time.
- vi. People climbing on the roof and drinking on the top of the house.
- vii. Parking - the road being blocked by the number of cars parked up and down the road for some of the parties at the property.
- viii. People walk down our driveway and wander around our property as if it's a public park.
- ix. Parties are so large that the owner needed to trade in his residential, plastic garbage bins for a commercial sized green metal garbage receptacle. Both the residential bins and the commercial bins have attracted bears (because they are not bear proof receptacles) multiple times a week. The bears rip through and leave a trail of disgusting trash on the roads and in neighboring yards. Most recently the commercial garbage receptacle was moved directly across from our driveway. It's also very close to a bedroom. When the garbage truck picks up the commercial garbage receptacle, with its large forklift prongs, it beeps and lifts up the huge metal green garbage receptacle knocking it around which is incredibly loud and disturbs our sleep.

The owner does not stop this.

- b. The Last Straw– October 2nd to the 4th 2020. This party happened during the “no large gatherings” mandate placed on our state by the governor of Nevada. The owner rented the property to a group that threw a professional club/dance party which was blasting music 24 hours a day and lasted three days. They blocked all windows (many are floor to ceiling windows) with black tarps and ran this party 24 hours, round the clock. This club party included a hired DJ with large equipment that was delivered via Uhaul truck. The party easily attracted a couple of hundred people and involved incredibly loud dance music that played professional DJ music 24 hours a day for three days, 20 to 40 cars parked all over the neighborhood- drunk people wandering around the area, beer cans and bottles thrown in the streets and yards, underwear left on the side of the road. Finally, on the third day of this 24-hour-round-the-clock-party, and after multiple complaints, sheriffs came out several times, not having any sleep, and being very concerned for our safety, the sheriffs came out and talked to the owner of the party-dance club operation. This resulted in her screaming, yelling, and cussing at the sheriffs for over an hour. At this point, the owner of the property had the opportunity to have the renters removed and charges placed. It was at this point that the owner made it very clear that he was concerned more with profit than the impact and safety of the neighborhood. The owner lives out of state and relies on hired help to respond to problems and maintenance. Talking with one of the owner's maintenance men who came to help assist the police and try to remove the renters, he told us that the owner would not be pressing charges on the renters and in fact was allowing them to stay for the remainder of their rental period. The reason being, the owner did not want to pay the costs he would have had to pay to remove the alcohol and drug intoxicated renters and have them and their vehicles transported back to California. The owner's only

concern was having the house cleaned in time for the next rental, not what he had just put all his neighbors through over those three days . This was the last straw for me and my family. The owner had placed his desire for profit above the safety of my family.

- 3- Trespassing- Renters from this property have come on to our property, wandering up and down our driveway and around our property.
- 4- Garbage from the renters and the impact on our family and the wildlife. For more than a year the owner had been using a large commercial 3 yard waste dumpster for garbage (due to the amount of garbage the large parties were generating). So we then had to contend with:
 - a. A commercial dumpster truck coming at the wee hours of the morning to pick up the dumpster. This involves the loud crushing of the dumpster and the unbearable sound of the truck reversing and beeping all the way back up to the road.
 - b. Not a bear proof dumpster - this dumpster continues to attract wildlife by its smell and was regularly opened up and turned over by bears in the area, which unfortunately now has created a situation where at least two bears were coming down to the property several times a week. We had to call wildlife management multiple times in concern for the bears' safety since they were now becoming quite comfortable coming on our property.
 - c. The garbage and smell- from the animals pulling out garbage. There would be garbage everywhere and left for days on end.
 - d. The owner finally made one alternative arrangement. He now places the commercial garbage receptacle in the garage. We no longer need to look at the 3 yard commercial dumpster at the moment but this took over a year for the the owner to take any action. However, the garbage truck continues to be incredibly loud during weekly garbage pick up days. The owner's focus on profit over the impact he is having on the neighbors quality of life is appealing. He does not live in the neighborhood so he does not care.

The actions of the owner of this property have not changed over the last three years of dealing with him and nothing indicates it will. He is running a commercial enterprise in a residential neighborhood and is only concerned with the profit he can make and not on the impact he is having on the lives of his neighbors or the safety of wildlife. By increasing the capacity of this STR it is only going to increase the impact it is having on the neighborhood and the wildlife, it will lead to more disturbances and potentially risk the safety of the neighborhood. I would ask that you please revoke the STR permit entirely from this property owner. Failing that, We plead to keep the capacity of the rental at its current limit of 10.

Sincerely,

Mike and Lisa Loader

Next door neighbor to the mentioned STR. Residents of 15040 N. Timberline Drive

Click this [Video of Stripper Changing on N Timberline Drive](#)

<https://mail.google.com/mail/u/0?ui=2&ik=24452d1ac8&attid=0.4&permmsgid=msg-f:1719724466504114830&th=17ddb04a7186a28e&view=att&disp=safe&realattid=17ddb045816c6d40f014>











Bears rolled the dumpster further and further into the forestry land each day.



This photo shows the goat being walked into the house



Bears rolled the dumpster. We have a view of this from our home every week and sometimes remains there for days.



We have a view of this from our home.



Bears rolled the dumpster and ripped through trash. We have a view of this from our home.



Bears rolled over the dumpster and threw trash everywhere.





Fireworks are **illegal** all year long

Extreme Fire Danger even in Winter

Sheriff will be called



WSTRAR21-0005
EXHIBIT A

From: d4b4c4@aol.com
To: [Olander, Julee](#)
Subject: STR WSTRA21-0005
Date: Wednesday, December 15, 2021 5:32:56 AM

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on **links** or open **attachments** unless you are sure the content is safe.]

December 15, 2021

Julee Olander, Planner
Washoe County Planning and Building Division
1001 East 9th Street
Reno, NV 89512-2845

RE Application Case Number WSTRAR21-0005
15030 N, Timberline Dr
Reno, NV 89511

I am writing to request that Washoe County Planning and Building Division deny the development application for the above property. This STR enterprise will change the composition of the neighborhood and create traffic, parking and people problems. The application states occupants as 28, parking for 9. STR ordinance (16) states renting out multiple individual rooms to multiple separate groups is not permitted. No events, parties or weddings are allowed. There is concern about TRU Reno Enterprise being and staying in compliance with a self-certification.

This property is currently advertised on VRBO.com with recent customer reviews. The county STR Owner Affidavit and Notarized Certification (9) and (17) state that a valid STR permit shall be obtained prior to advertising and operation. The county Short Term Rentals (STR) Guide For Permitting (3) states operating an STR without the required permit shall be guilty of a misdemeanor.

TRU Reno Enterprise proposed creating a "Wellness Retreat at the above location in 2018 and was denied for by the Board of Adjustment for various reasons including establishing a commercial enterprise in a residential neighborhood, classes being conducted, and meal service. Since that time TRU Reno Enterprise has conducted and advertised multi over night Yoga retreats including classes and meals that appear to violate the Boards decision.

This STR application should be denied. It is not appropriate for Timberline Dr and is a problematic enterprise. TRU Reno Enterprise has already violated the requirements of the STR application which may indicate future violations.

Thank You for your attention to this matter.

Gail Hoskins
15445 N Timberline Dr
Reno, NV 89511

(this letter was sent via email and US mail)

WSTRAR21-0005
EXHIBIT A

From: [Svetlana Steffier](#)
To: [Olander, Julee](#)
Subject: WSTRAR21-0005 Short term rental application.
Date: Tuesday, December 7, 2021 2:34:19 PM

[NOTICE: This message originated outside of Washoe County -- DO NOT CLICK on links or open attachments unless you are sure the content is safe.]

This email is in regards to the short-term rental application for the property located on 15030 N Timberline Dr. My name is Svetlana Steffier and I reside on 6655 Timberline Dr. Our community is residential only area and since we moved here 3.5 years ago, the property mentioned above (15030 N Timberline) have been operating as an illegal, to my knowledge, Air B&B already. It causes not only excessive traffic to our already busy street, but the amounts of trash that property accumulates is ridiculous, especially when it is spread all over neighborhood with Zephyr winds. The neighbors (my friends) who reside close to that property complain of constant partying and noise. Visitors don't care about keeping this neighborhood clean, quiet and safe.

I strongly oppose this Short-term rental application. This community should remain a kid friendly residents only area (long term rental is ok).

Thank you!

Sincerely,
Svetlana Steffier.

December 19, 2021

William Herochik, Esq.
14960 North Timberline Drive
Reno NV 89511

Washoe County Planning and Building Division
1001 East 9th Street
Reno NV 89512-2845

STAFF CONTACT: Julee Olander, Planner

Case Number : WSTRAR21-0005

Dear Ms. Olander,

The purpose of this correspondence is to formally object in writing to the application for a Short Term Rental (“STR”) permit for the property located at 15030 North Timberline Drive, Reno, NV 89511 (the “STR Property”).

Background. I reside at and am the owner of the property located at 14960 North Timberline Drive which is located directly next door to the STR Property. I acquired my home in June of 2018. The STR Property was acquired by TRU Reno Enterprise LP (“TRU Reno”) on February 22 of 2018. In, 2018, shortly after its acquisition of the STR Property, TRU Reno applied for a permit to use the STR Property as a Bed and Breakfast (Special Use Permit Case No. WSUP19-004). In response to that application several residents near the STR Property voiced their strong objections for a variety of reasons. It is my understanding that this permit application was denied. All of the objections raised in the prior permit application continue to exist today and should be taken into account in reviewing this STR permit application. TRU Reno is now requesting a STR permit that goes beyond even the requests made in the initial B&B permit request. This new request for a permit should be denied for the reasons outlined herein.

The STR Property. According to county property records, the DOR Code and Land Use Code or the STR property is listed as 200 (Single Family Residence) with 6 bedrooms and 7 bathrooms in a total of 7,816 square feet. However, these figures do not match the property description that TRU Reno lists in its advertisements for the STR property (see <https://www.vrbo.com/1304054?noDates=true&unitId=1855204>). In the advertising materials TRU Reno lists the property as having 10,000 square feet with 11 bedrooms and accommodating 20 guests. It is unclear when the additional 2,184 square feet and 5 additional bedrooms were added as there is no evidence in county records of any permits with respect to these additions. Clearly, TRU Reno has listed this increased number of square feet and bedrooms in an effort to maximize revenue derived from rentals. In fact, in the advertisement

TRU Reno states that the STR Property is the “Largest vacation rental in the entire county.”, and that the property has “basic essentials and seating for 30”.

History. Effectively TRU Reno has been operating an illegal unpermitted hotel and event venue at the STR Property since 2018 with several of the renters having parties, family reunions and hosting weddings. Nearly every weekend the property is rented, often with more than 20 people and sometimes as many as 30. Below are a sample of reviews from prior renters that can be found on the on-line advertisement <https://www.vrbo.com/1304054?noDates=true&unitId=1855204> in which the renters describe the number of people they hosted at the STR Property:

Great for large parties

Stayed Oct 2018

Brittni J.Lake Tahoe, CA

This house was beautiful and had plenty of space for **our large group**. Thanks Troy!

Luxurious Long Weekend Stay

Stayed Jul 2018

Lori P.

We had an amazing long weekend stay at this home. **A family reunion and a wedding on site! . . . We had a large crowd . . .**

Amazing!

Stayed Dec 2018

Kathleen R.

This home was beautiful from head to toe. **We had a party of 21 . . .**

Wonderful place for a family reunion!

5/5

Stayed Nov 2018

Heena P.

Clean house, wonderful space, bedrooms and extra activities.

Only downfall was not enough pots **for a family reunion of our size . . .**

Great spacious place close to Tahoe and Reno

Stayed Jun 2019

Shaminda S.San Ramon, CA

This is a great place for a large group. We had a reunion of friend and family. . . .

Great place!

Stayed Jun 2019

Brandon W.

Outstanding! **Our team of 25** really enjoyed ourselves.

Relaxing and big

Stayed Aug 2019

Dean R.

We really enjoyed our time at the property. **There were 22 people** and there was so much space. . . .

Caveat Emptor: Don't book this house for a summer stay.

Stayed Jul 2019

Mona D.

I booked this house for our 19th **annual family reunion. We are a group of 30** from all over the country . . .Great location. Great amenities. Reprehensible owner.

We loved it!!!

Stayed Jun 2020

Mayra R.

My family and I from Santa Barbara Stayed at this beautiful location! . . .We were a **group of 18 adults and 4 kids** . . .

Great stay in a great place.

Stayed May 2020

Richard B.

This property is amazing. The home is gorgeous and the views from the kitchen stunning. With the **ability to sleep 30 people** . . . ,

Perfect big family gateway

Stayed Jun 2021

Annie S.

We had family from all over the states visiting us. **We had over twenty family members.** Big house that can accommodate everyone. . . .

Family reunion paradise

Stayed Aug 2021

Karen B.

This trip was for **our extended family of 26**, made up of 7 families . . .

The Neighborhood. The neighborhood in which the STR Property, and my home, are located is a very quiet and peaceful solely residential neighborhood. To my knowledge, every house on the street is owner occupied and no other houses are for rent either short term or long term. In fact, many of the renters of the STR property have commented on the type of neighborhood:

We had a lovely time ... the views from the outside decks were wonderful...freat Kitchen.

Stayed Jun 2020

Eleanor Anna J.
... **Very quiet peaceful property.**
E.A. Joyce

It was wonderful.
Stayed Jul 2020
Samantha N.
... **Quiet neighborhood.** Not too far from lake tahoe. ...

Huge beautiful home!
Stayed Aug 2020
Licet D.Irvine
... A little way out of the city but accessible and a **lovely neighborhood.** ...

Often the neighborhood *was* peaceful prior to the unpermitted hotel taking in these large groups. Needless to say, having a hotel operating, often with 20 or more guests, has had a detrimental effect on the neighborhood generally and on my property in particular. Having that large number of people outside the building often gets very loud. Many of the guests play music outside and congregate around the outdoor fire pit, basketball court and hot tub late into the evening. The tenants feel that they are on vacation and therefore are there to party and do not take into consideration their impact on the neighbors. On multiple occasions I have asked renters to please be quieter only to get the response that we are on vacation and paid a lot of money for this house and we are going to enjoy it.

On at least one occasion the property was rented to a group that had a very large party (the street was lined with illegally parked vehicles and the driveway was completely full) which was loud enough to disturb the entire neighborhood. Ultimately the Washoe County Sheriff's Department had to intervene and evict the tenants. This type of noisy event is not unusual. Often times the STR property will be rented for parties, weddings, family reunions or other events (see comments above). I have often left voice mails and sent texts to TRU Reno requesting them to intervene but have never received a single response nor has the noise ever subsided in a timely manner. Apparently, on one occasion TRU Reno did request a tenant to reduce the noise level as described in the tenant review below.

First Family Trip.
Stayed Apr 2021
Nancy I.Elk Grove
This home is beautiful!!! It's huge and had plenty of room ... **Because of how big our group was, we were pretty loud with our laughing and talking. We were told to turn Down the noise and that was it. Owners were really understanding.** ...

I am not surprised that the owner was very understanding as the owner was not the one being disturbed by the noise!

Other Issues. On a regular basis following a party or event I will find trash (beer cans, liquor bottles, food wrappers, etc.) in my yard that have either been blown onto my property by the wind or intentionally thrown over the fence from the STR Property. In addition, many of the tenants drive separate cars when arriving at the STR property which greatly increases traffic on Timberline Drive (the driveway will often be filled with cars, in some cases spilling out onto the road).

The Permit Requirements. According to the STR Guide for Permitting {the “STR Guide”), the STR Property does not qualify for a short term rental permit pursuant to the rules. In addition, TRU Reno has previously and is currently blatantly disregarding and violating the permitting rules. For example:

1. A permit is required PRIOR to advertising a property for rental and prior to renting the property. TRU Reno has been continuously advertising and renting the STR Property without a permit since 2018.
2. Operation of a short-term rental property without a permit is unlawful and considered a public nuisance as defined in WCC 50.308.1. Violators are guilty of a misdemeanor, shall be issued a stop activity order and shall be subject to a fine of \$400 for the first offense, \$700 for the second offense and \$1,000 for each additional offense. An entity that has so blatantly flouted the law should not be granted a permit now.
3. On a regular basis, TRU Reno has had in excess of 20 persons residing in the STR Property. Pursuant to the permitting requirements, if the maximum occupancy exceeds 20 persons the property must be zoned Commercial. The STR Property is zoned residential and therefore not eligible for a permit.
4. The granting of the requested would result in the continued hardship on the neighborhood in which the STR Property is located and the continued decrease in quality of life experienced by its residents.

For the reasons discussed above the STR permit should not be issued for the STR Property. Please feel free to reach out to me directly at 650-315-3878 or by e-mail at bill@herochiklaw.com. Also, please notify me of any other public hearings or objection deadlines that may be applicable to this matter. Thank you for your consideration.

Sincerely,

William Herochik



WASHOE COUNTY
COMMUNITY SERVICES DEPARTMENT
 Planning and Building Division
 Code Enforcement

1001 EAST 9TH STREET
 RENO, NEVADA 89512
 PHONE (775) 328-6106
 FAX (775) 328-6133

ADMINISTRATIVE PENALTY NOTICE
****FIRST PENALTY****

12/07/2021

TRU RENO ENTERPRISE LP
15030 N. TIMBERLINE DR.
RENO, NV 89511

Case Number: WVIO-PLA21-0219 / WVIO-STR21-0006
Subject Property: 15030 N. TIMBERLINE DR.
Parcel Number: 049-871-10

Penalty Amount: \$400.00
Payment Due by: 12/22/2021

Dear Respondent,

An observation and witness attestation on 11/25/2021 and 11/26/21 revealed the violation noted below on the subject property. A second observation and witness attestation on 12/04/21 revealed the second violation noted below on the subject property. Washoe County Code Section 125.160(4) provides for issuance of an Administrative Penalty when violations of Washoe County Code 110.319 – Short-Term Rental ordinance are not corrected. This Administrative Penalty Notice is not a criminal proceeding.

An investigation into the alleged violation(s) on this property was conducted on 12/06/2021, and the violations were confirmed. This property remains in violation of the County Code cited below. **You are hereby charged an administrative penalty of \$400.00. Payment of the administrative penalty does not release you from correcting the code violation that currently exists on the subject property.**

A 50% discount will be applied toward your penalty amount if paid on or before the payment due date listed above. Washoe County will accept one-half of the administrative penalty amount as payment in full if received by the payment due date shown on this notice. If an appeal is filed before the payment due date or if you pay the penalty after the payment due date, no reduction of the penalty is available. After the payment due date, any unpaid penalties will be turned over to the Washoe County Collections Office. A County Code-required \$50 collections fee will be added to the penalty, and you may also be subject to additional fees, interest and all collection remedies allowed by law. All penalties and fees assessed are cumulative. Each and every instance the code violation exists constitutes a separate and distinct offense. **County Code Violations must be corrected, or additional penalties may be assessed without future warnings being issued.**



WSTRAR21-0005
EXHIBIT B

Memo to: TRU RENO ENTERPRISE LP
Subject: Administrative Penalty
Date: 12/07/2021
Page: 2

The code violation found on the property and the action you must take to correct the situation is:

VIOLATION:

WCC section 50.308(1) – A Short-Term Rental (STR) operated without the required permit shall be deemed a public nuisance. In addition, per WCC 110.910.10(b), a property or structure that does not conform to the provisions of an applicable development regulation shall be and is hereby declared to be a public nuisance.

CORRECTIVE ACTION:

WCC Section 110.319.15(a)(4) – No events, parties, or weddings (regardless of payment or familial association), are allowed or may be advertised. A party is defined as any gathering in excess of the approved on-site maximum occupancy associated with the STR permit.

WCC Section 110.319.15(e)(2) – No distinction is made based on the age of the occupant.

WCC Section 110.319.15(e)(5) – Daytime occupancy and nighttime occupancy limits are the same.

RIGHTS OF APPEAL:

You have a right to appeal this notice as described on the Right to Appeal instructions attached to this notice. Failure to respond to this notice by **12/22/2021** shall be deemed an admission of liability and a waiver of any right to an administrative hearing.



Steve Oriol
Code Enforcement Officer I
soriol@washoecounty.gov
(775) 328-3632



**WSTRAR21-0005
EXHIBIT B**

Memo to: TRU RENO ENTERPRISE LP
Subject: Administrative Penalty
Date: 12/07/2021
Page: 3

RIGHT TO APPEAL ADMINISTRATIVE PENALTY NOTICE

You may appeal this Administrative Penalty Notice by requesting an administrative hearing.

To request an administrative hearing, contact the Administrative Hearing Office located at Reno Justice Court by email at aho@washoecounty.gov, or by phone at (775) 328 – 2001 or (775) 325 – 6500. You will need to provide a copy of this Administrative Penalty Notice to the Hearing Office.

You must file your appeal on or before the appeal date stated in your Administrative Penalty Notice.

Fees and Costs: The fee to request an administrative hearing is \$50.00. This fee must be paid if you are found in violation of County Codes at the conclusion of the appeal hearing. The hearing officer may also impose additional administrative penalties and/or administrative action fees. Any outstanding penalties and fees must be paid at the conclusion of the appeal hearing.

Hearing Officer and Hearing Date: An administrative hearing officer will be assigned to your case by the Washoe County Administrative Hearing Office. The Administrative Hearing Office will notify you of your hearing date. The administrative hearing officer will issue an Administrative Order at the conclusion of your appeal hearing.

Impact on this Administrative Penalty Notice: Any deadlines, actions, and/or remedies included in this Administrative Penalty Notice will be placed on hold until your appeal is concluded.

Contact Information:

Administrative Hearing Office
(Located at Reno Justice Court)
1 S. Sierra St.,
Reno, NV 89501
Administrative Hearing Office: (775) 328 – 2001
Reno Justice Court: (775) 325 – 6500
aho@washoecounty.gov

Steps to File Your Appeal:

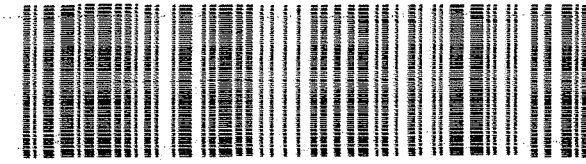
1. Contact the Administrative Hearing Office by email and/or phone on or before the appeal date shown on your Administrative Penalty Notice.
2. Email a copy of this Administrative Penalty Notice to the Administrative Hearing Office.





105404
WASHOE COUNTY
CSD - CODE ENFORCEMENT / SHORT TERM RENTALS
1001 E. 9th Street
Reno, Nevada 89512

CERTIFIED MAIL™



9171 9690 0935 0225 3780 97

ADDRESS SERVICE REQUESTED

TRU RENO ENTERPRISE LP
15030 N. TIMBERLINE DR.
RENO, NV 89511



105404
WASHOE COUNTY
CSD - CODE ENFORCEMENT / SHORT TERM RENTALS
1001 E. 9th Street
Reno, Nevada 89512

ADDRESS SERVICE REQUESTED

TRU RENO ENTERPRISE LP
15030 N. TIMBERLINE DR.
RENO, NV 89511

**WSTRAR21-0005
EXHIBIT B**

Oriol, Steven R.

From: Troy Underwood <troyunderwood@yahoo.com>
Sent: Monday, December 6, 2021 11:03 AM
To: Oriol, Steven R.
Cc: snt.hilda@gmail.com; CSD - Short Term Rentals; Code-Enforcement; Giesinger, Chad; Hauenstein, Mojra; Olander, Julee
Subject: Re: confirmed STR permit violations, 15030 N. Timberline
Attachments: 15030 N. Timberline permit card.pdf

[NOTICE: This message originated outside of Washoe County -- DO NOT CLICK on links or open attachments unless you are sure the content is safe.]

We are researching these complaints but for one of the complaints the house wasn't even rented, we had family/friends at the house. We have the house listed at 10 maximum

Troy R. Underwood
troyunderwood.com
775-842-6062
916-548-4309
Insurance License: 3245776 NV

On Dec 6, 2021, at 10:40 AM, Oriol, Steven R. <SOriol@washoecounty.gov> wrote:

Hello,

This email is being sent as a courtesy notification

There have been two separate confirmed permit violations of overoccupancy at 15030 N. Timberline.

The County-issued permit card allows for a maximum of 10 occupants, and this information was clearly relayed in emails to the Local Responsible Party and the Owner of Record via 4 emails on 11/16/21, an email on 11/17/21 which included the permit card I've reattached here, an email from the Planning Manager on the 19th, and another email from me on 11/22/21. There may be additional communications also clearly stating the maximum permitted occupancy of 10 that I am unaware of.

The first confirmed violation was documented on November 25th and 26th. A second confirmed violation was documented on December 4th.

Washoe County Code Enforcement has opened a complaint against this property, and a fine will be issued in the mail for these permit violations. Instructions will be included with the fine. Additional violations may result in additional fines, the issuance of a Stop Activity Order, criminal charges, and/or the revocation of the STR permit. It is the responsibility of the property owner to abide by all regulations, and the property owner is responsible for all activities and all violations that occur at the property.



Steve Oriol, Code Enforcement Officer 1
Short Term Rentals (STRs) | Code Enforcement | Community Services Department
M-F, 0700-1530 HRS

Visit the Washoe County STR website [here!](#)

soriol@washoecounty.gov | Desk: 775.328.3632 | Fax: 775.328.6133

1001 East Ninth Street, Reno, NV 89512





WASHOE COUNTY
COMMUNITY SERVICES DEPARTMENT
Planning and Building Division
Code Enforcement

1001 EAST 9TH STREET
 RENO, NEVADA 89512
 PHONE (775) 328-6106
 FAX (775) 328.6133

WITNESS STATEMENT

Witness's Full Name: mike loader
 Phone: [REDACTED]
 Email: [REDACTED]
 Mailing Address: 15040 N Timberline Dr

Today's Date: 12/1/21
 Address / Location of Violation:
15030 N. Timberline Dr.
Reno, NV 89511

Basic Description of Violation: Short-Term Rental over permitted occupancy of 10 persons

Statement: As I stated in my complaint – this STR was over its 10 person capacity with a group that were there from Nov 24th to I believe to the next Saturday . There were consistently 9 cars parked at the rental for the entire time and it was clear it was a multi family group with easily 5-8 children. And over 10 adults . I attached photos of the cars and a shot of one group of some of the adults and one of the a group of some of the children .

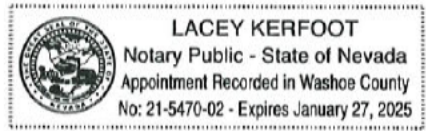
The above information is true to the best of my knowledge and was freely given. No threats or promises have been made against or to me in order to get me to make this statement. I certify under the penalty of perjury under the laws of the State of Nevada that the above statement is true and correct.

State of Nevada
 County of Washoe
 Subscribed and sworn to before me this
9th day of December, 2021

Michael Loader *[Signature]*
 Mike Loader

Name: (Print)
 Signature: *[Signature]*

Lacey Kerfoot
 Notary Signature:



From: [Giesinger, Chad](#)
To: [Olander, Julee](#); [Troy Underwood](#); snt.hilda@gmail.com; [Oriol, Steven R.](#)
Cc: [Hauenstein, Mojra](#); [Hill, Alexis](#)
Subject: RE: 15030 N. Timberline STR permit ready to issue!
Date: Friday, November 19, 2021 1:48:00 PM
Attachments: [image006.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)
[image010.png](#)
[image013.png](#)
[image014.png](#)
[image015.png](#)
[image016.png](#)
[image017.png](#)
[image018.png](#)
[image019.png](#)

Hi Troy,

Congratulations on successfully obtaining your STR permit. Please keep in mind that this permit is issued in the interim so you can operate at a **maximum of 10 occupants** while you pursue approval of the required STR Administrative Review Permit to authorize renting to more than 10 occupants (and thus get to the 20 occupants you are currently advertising on your listings). Therefore, you **MUST** amend your listings during this time frame and reduce the number of potential occupants to 10 unit you receive final approval of the STR Administrative Review application. Failure to amend your listing (on all listing platforms) by EOB Monday will result in a Penalty Notice being issued. Thank you for your cooperation on this matter,



Chad Giesinger, AICP
Planning Manager, Code Enforcement and Business License |
Planning and Building Division | Community Services Department
cgiesinger@washoecounty.gov | Office: 775 328 3626 | Fax: 775 328 6133
1001 East Ninth Street, Reno, NV 89512



Let us know how we're doing. Please complete our short survey at the link below.
<https://bit.ly/2H8yjbi>

From: Olander, Julee <JOlander@washoecounty.gov>
Sent: Friday, November 19, 2021 11:41 AM
To: Troy Underwood <troyunderwood@yahoo.com>; snt.hilda@gmail.com; Oriol, Steven R. <SOriol@washoecounty.gov>
Cc: Hauenstein, Mojra <MHauenstein@washoecounty.gov>; Giesinger, Chad <CGiesinger@washoecounty.gov>
Subject: RE: 15030 N. Timberline STR permit ready to issue!

Troy,

Have updated square footage for your SRT permit and have attached the updated permit card. Will give you a call about your applying for an AR permit.



Please tell us how we did by taking a quick survey

Julee Olander
Planner | Community Services Department- Planning & Building Division
jolander@washoecounty.gov | Office: 775 328 3627
1001 E Ninth St , Bldg A , Reno, NV 89512
Visit us first online: www.washoecounty.us/csd
For Planning call (775) 328-6100
Email: Planning@washoecounty.us



Connect with us: [cMail](mailto:) | [Twitter](https://twitter.com/) | [Facebook](https://www.facebook.com/) | www.washoecounty.us

From: Olander, Julee
Sent: Wednesday, November 17, 2021 9:30 AM
To: Troy Underwood <troyunderwood@yahoo.com>; snt.hilda@gmail.com; Oriol, Steven R. <SOriol@washoecounty.gov>
Cc: Lloyd, Trevor <TLloyd@washoecounty.gov>; Giesinger, Chad <CGiesinger@washoecounty.gov>; CSD - Short Term Rentals <STR@washoecounty.gov>; Code-Enforcement <Code-Enforcement@washoecounty.gov>
Subject: RE: 15030 N. Timberline STR permit ready to issue!

Attached is your issued SRT permit for 10 occupants. You can apply for an Administrative Review permit for more occupants, once the inspections are approved for 10+ occupancy.
Thank you,



Please tell us how we did by taking a quick survey

Julee Olander
Planner | Community Services Department- Planning & Building Division
jolander@washoecounty.gov | Office: 775 328 3627
1001 E Ninth St , Bldg A , Reno, NV 89512
Visit us first online: www.washoecounty.us/csd
For Planning call (775) 328-6100
Email: Planning@washoecounty.us



Verified Habitable Space Square Ft Legally Approved Maximum Occupancy

Legally Approved Number of Bedrooms



Please tell us how we did by taking a quick survey

Julee Olander

Planner | Community Services Department- Planning & Building Division

jolander@washoecounty.gov | Office: 775 328 3627

1001 E Ninth St., Bldg A, Reno, NV 89512

Visit us first online: www.washoecounty.us/csd

For Planning call (775) 328-6100

Email: Planning@washoecounty.us



Connect with us: [cMail](mailto:) | [Twitter](https://twitter.com/) | [Facebook](https://www.facebook.com/) | www.washoecounty.us

From Oriol, Steven R. <SOriol@washoecounty.gov>
Sent Tuesday, November 16, 2021 11:40 AM
To Troy Underwood <troyunderwood@yahoo.com>; snt.hilda@gmail.com; Olander, Julee <JOlander@washoecounty.gov>
Cc Lloyd, Trevor <TLloyd@washoecounty.gov>; Giesinger, Chad <CGiesinger@washoecounty.gov>; CSD - Short Term Rentals <STR@washoecounty.gov>; Code-Enforcement <Code-Enforcement@washoecounty.gov>
Subject RE: 15030 N. Timberline STR permit ready to issue!

Hi Troy,

Under NO circumstances can this property be permitted for more than 20. Tier 3 STRs (with an occupancy of 21+) can ONLY be in areas zoned for hotels. Tier 2 STRs (occupancy of 11-20) require a separate administrative review process and additional fees in addition to the STR permit process you already went through, which you did not pursue. So 10 is the most allowed under a Tier 1 STR permit.

Your square footage may allow for 27 under the occupancy calculations, but that is not the only limiting factor. I hope this helps clarify things. Let me know about those listings when you get to them, thanks.



Steve Oriol, Code Enforcement Officer 1

Short Term Rentals (STRs) | Code Enforcement | Community Services Department

M-F, 0700-1530 HRS

Visit the Washoe County STR website [here](http://www.washoecounty.gov)!

soriol@washoecounty.gov | Desk: 775 328 3632 | Fax: 775 328 6133

1001 East Ninth Street, Reno, NV 89512



From Troy Underwood <troyunderwood@yahoo.com>
Sent Tuesday, November 16, 2021 11:35 AM
To snt.hilda@gmail.com; Oriol, Steven R. <SOriol@washoecounty.gov>; Olander, Julee <JOlander@washoecounty.gov>
Cc Lloyd, Trevor <TLloyd@washoecounty.gov>; Giesinger, Chad <CGiesinger@washoecounty.gov>; CSD - Short Term Rentals <STR@washoecounty.gov>; Code-Enforcement <Code-Enforcement@washoecounty.gov>
Subject Re: 15030 N. Timberline STR permit ready to issue!

[NOTICE This message originated outside of Washoe County -- DO NOT CLICK on links or open attachments unless you are sure the content is safe]

The inspector approved the occupancy for 27. We don't want to have that many but that is what he said based on all the factors you listed.

**WSTRAR21-0005
EXHIBIT B**



WASHOE COUNTY
COMMUNITY SERVICES DEPARTMENT
Planning and Building Division
Code Enforcement

1001 EAST 9TH STREET
RENO, NEVADA 89512
PHONE (775) 328-6106
FAX (775) 328-6133

ADMINISTRATIVE PENALTY NOTICE
****SECOND PENALTY****

12/23/2021

TRU RENO ENTERPRISE LP
15030 N. TIMBERLINE DR
RENO, NV 89511

Case Number: WVIO-PLA21-0219 / WVIO-STR21-0006
Subject Property: 15030 N. TIMBERLINE DR.
Parcel Number: 049-871-10

Penalty Amount: **\$700.00**
Payment Due by: **01/07/2022**

Dear Respondent,

An observation and witness attestation on 11/25/2021 and 11/26/21 revealed the violation noted below on the subject property. A second observation and witness attestation on 12/04/21 revealed the second violation noted below on the subject property. A third observation and witness attestation on 12/18/21 revealed the third violation noted below on the subject property. Washoe County Code Section 125.160(4) provides for issuance of an Administrative Penalty when violations of Washoe County Code 110.319 – Short-Term Rental ordinance are not corrected. This Administrative Penalty Notice is not a criminal proceeding.

An investigation into the alleged violation on this property was conducted on 12/22/2021, and the violation was confirmed. This property remains in violation of the County Code cited below. **You are hereby charged an administrative penalty of \$700.00.** Payment of the administrative penalty does not release you from correcting the code violation that currently exists on the subject property.

A 50% discount will be applied toward your penalty amount if paid on or before the payment due date listed above. Washoe County will accept one-half of the administrative penalty amount as payment in full if received by the payment due date shown on this notice. If an appeal is filed before the payment due date or if you pay the penalty after the payment due date, no reduction of the penalty is available. After the payment due date, any unpaid penalties will be turned over to the Washoe County Collections Office. A County Code-required \$50 collections fee will be added to the penalty, and you may also be subject to additional fees, interest and all collection remedies allowed by law. All penalties and fees assessed are cumulative. Each and every instance the code violation exists constitutes a separate and distinct offense. **County Code Violations must be corrected, or additional penalties may be assessed without future warnings being issued.**



QUALITY
PUBLIC SERVICE



INTEGRITY



EFFECTIVE
COMMUNICATION

WSTRAR21-0005
EXHIBIT B

Memo to: TRU RENO ENTERPRISE LP
Subject: 2ND Administrative Penalty
Date: 12/23/2021
Page: 2

The code violation found on the property and the action you must take to correct the situation is:

VIOLATION:

WCC section 50.308(1) – A Short-Term Rental (STR) operated without the required permit shall be deemed a public nuisance. In addition, per WCC 110.910.10(b), a property or structure that does not conform to the provisions of an applicable development regulation shall be and is hereby declared to be a public nuisance.

CORRECTIVE ACTION:

WCC Section 110.319.15(a)(4) – No events, parties, or weddings (regardless of payment or familial association), are allowed or may be advertised. A party is defined as any gathering in excess of the approved on-site maximum occupancy associated with the STR permit.

WCC Section 110.319.15(e)(2) – No distinction is made based on the age of the occupant.

WCC Section 110.319.15(e)(5) – Daytime occupancy and nighttime occupancy limits are the same.

RIGHTS OF APPEAL:

You have a right to appeal this notice as described on the Right to Appeal instructions attached to this notice. Failure to respond to this notice by **01/07/2022** shall be deemed an admission of liability and a waiver of any right to an administrative hearing.



Steve Oriol
Code Enforcement Officer I
soriol@washoecounty.gov
(775) 328-3632



**WSTRAR21-0005
EXHIBIT B**

Memo to: TRU RENO ENTERPRISE LP
Subject: 2ND Administrative Penalty
Date: 12/23/2021
Page: 3

RIGHT TO APPEAL ADMINISTRATIVE PENALTY NOTICE

You may appeal this Administrative Penalty Notice by requesting an administrative hearing.

To request an administrative hearing, contact the Administrative Hearing Office located at Reno Justice Court by email at aho@washoecounty.gov, or by phone at (775) 328 – 2001 or (775) 325 – 6500. You will need to provide a copy of this Administrative Penalty Notice to the Hearing Office.

You must file your appeal on or before the appeal date stated in your Administrative Penalty Notice.

Fees and Costs: The fee to request an administrative hearing is \$50.00. This fee must be paid if you are found in violation of County Codes at the conclusion of the appeal hearing. The hearing officer may also impose additional administrative penalties and/or administrative action fees. Any outstanding penalties and fees must be paid at the conclusion of the appeal hearing.

Hearing Officer and Hearing Date: An administrative hearing officer will be assigned to your case by the Washoe County Administrative Hearing Office. The Administrative Hearing Office will notify you of your hearing date. The administrative hearing officer will issue an Administrative Order at the conclusion of your appeal hearing.

Impact on this Administrative Penalty Notice: Any deadlines, actions, and/or remedies included in this Administrative Penalty Notice will be placed on hold until your appeal is concluded.

Contact Information:

Administrative Hearing Office
(Located at Reno Justice Court)
1 S. Sierra St.,
Reno, NV 89501
Administrative Hearing Office: (775) 328 – 2001
Reno Justice Court: (775) 325 – 6500
aho@washoecounty.gov

Steps to File Your Appeal:

1. Contact the Administrative Hearing Office by email and/or phone on or before the appeal date shown on your Administrative Penalty Notice.
2. Email a copy of this Administrative Penalty Notice to the Administrative Hearing Office.





COMMUNITY
SERVICES DEPARTMENT

105404
WASHOE COUNTY
CSD - CODE ENFORCEMENT / SHORT TERM RENTALS
1001 E. 9th Street
Reno, Nevada 89512

ADDRESS SERVICE REQUESTED

TRU RENO ENTERPRISE LP
15030 N. TIMBERLINE DR.
RENO, NV 89511

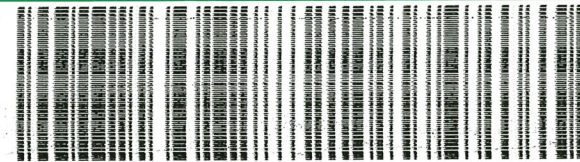


COMMUNITY
SERVICES DEPARTMENT

105404
WASHOE COUNTY
CSD - CODE ENFORCEMENT / SHORT TERM RENTALS
1001 E. 9th Street
Reno, Nevada 89512

ADDRESS SERVICE REQUESTED

CERTIFIED MAIL™



9171 9690 0935 0225 3781 34

TRU RENO ENTERPRISE LP
15030 N. TIMBERLINE DR.
RENO, NV 89511



THURSDAY
11-25-2021



FRIDAY
11 26 2021



FRIDAY
11 26 2021

Quick Search

Showing 1 to 50 of 186 entries



Add or Remove Filters

No filters have been applied.

Call Time (Any) Caller Name (Any) Caller Callback Phone (Any) Call Recording (Any)

Call Time	Caller Name	Caller Callback Phone	Call Recording	Reported Address	Reported Issue	Complaint Type	Unit Permit/Registration Number	Unit Emergency Contact Number	Caller Requested Notification of Unit Emergency Contact	Caller Requested Automatic Callback	Caller-Provided Evidence	Source
2021-11-26 02:01 PM	mike loader	(775) 737-3469		15030 N Timberline Dr, Reno, NV	Nuisance at a Short-term Rental: occupancy_limits: The current rental group is above the 10 person limit for the permit the land lord has , there is a group of 15 to 20 people currently at the location and they have been there from wednesday Nov 24th and are still currently at the location . there have been at least 9 cars parked at the property and it is obvious a multiple family group has rented the place- parents and children . I have attached three photos - one showing all nine cars parked at the property , one of one group on the balcony and another showing 5 children playing basket ball, just from that if only each car had one driver you can see there is more than 10 just counting the children plus nine drivers. I have seen over 15 plus people there. I did not want to try to take any other pictures as its embarrassing and intrusive and they are just trying to enjoy their vacation and do not know the renter is violating their permit.	Occupancy Limits	WSTR000501-APP-2021	(916) 548-4309	Yes		<ol style="list-style-type: none"> 1. Caller-Provided Evidence 1 2. Caller-Provided Evidence 2 3. Caller-Provided Evidence 3 	web form



SATURDAY
12 4 2021

Quick Search

Showing 1 to 50 of 186 entries



Add or Remove Filters

No filters have been applied.

Call Time (Any) Caller Name (Any) Caller Callback Phone (Any) Call Recording (Any)

Call Time	Caller Name	Caller Callback Phone	Call Recording	Reported Address	Reported Issue	Complaint Type	Unit Permit/Registration Number	Unit Emergency Contact Number	Caller Requested Notification of Unit Emergency Contact	Caller Requested Automatic Callback	Caller-Provided Evidence	Source
2021-12-04 02:46 PM	mike loader	(775) 737-3469		15030 N Timberline Dr, Reno, NV	Nuisance at a Short-term Rental: occupancy_limits: There is more than 10 persons at the location - I have seen fifteen plus people at the rental . it is clearly a multi family gathering and playing loud music etc . I have attached photos of 11 cars in the drive way so it is simply clear by that they are in violation of their occupancy limit. They arrived today Saturday Dec 4th .	Occupancy Limits	WSTR000501-APP-2021	(916) 548-4309	Yes		1. Caller-Provided Evidence 1	web form

WSTRAR21-0005 EXHIBIT B

WCMP21-00180

Menu Help

File Date: [02/19/2021](#)

Case Status: [Closed](#)

Description of Work: [THE OWNER AT 15030 N TIMBERLINE DR RENO NEVADA, IS CONTINUING TO LEAVE HIS GARBAGE OUT IN THE OPEN BEFORE THE MORNING OF GARBAGE DAY. HE GOT A BEAR PROOF BIN BUT THEY CONTINUE TO OVER FILL IT AND LEAVE IT OPEN. UNFORTUNATELY THIS IS ATTRACTING MORE WILDLIFE TO THE AREA. WE HAD A COYOTE BEING KILLED RIGHT BY THE HOUSE OVER THE WEEKEND AND EATEN BY ANOTHER PREDATOR ATTACHED IS A PICTURE OF HOW IT HAS BEEN FOR THE LAST TWO DAYS](#)

Case Detail: [Detail](#)

Total Fee Invoiced: [\\$0.00](#)

Total Fee Assessed: [\\$0.00](#)

Case Type: [Complaint](#)

Address: [15030 N TIMBERLINE DR, WASHOE COUNTY, NV 89511](#)

Owner Name: [TRU RENO ENTERPRISE LP](#)

Owner Address: [15030 N TIMBERLINE DR, RENO, NV 89511](#)

Parent Record:

Parcel No: [049-871-10](#)

Contact Info:	Name	Organization Name	Contact Type	Contact Primary Address	Status
-	-	-	Complainant	-	Active

Custom Fields: **Complaint Details**

Violator's Name	Detailed description of the location of the complaint or violation	City	Object
TRU RENO ENTERPRISE LP	THE OWNER AT 15030 N TIMBERLINE DR RENO NEVADA, IS CONTINUING TO LEAVE HIS GARBAGE OUT IN THE OPEN BEFORE THE MORNING OF GARBAGE DAY. HE GOT A BEAR PROOF BIN BUT THEY CONTINUE TO OVER FILL IT AND LEAVE IT OPEN.	-	-
..	UNFORTUNATELY THIS IS ATTRACTING MORE WILDLIFE TO THE AREA. WE HAD A COYOTE BEING KILLED RIGHT BY THE HOUSE OVER THE WEEKEND AND EATEN BY ANOTHER PREDATOR
-	ATTACHED IS A PICTURE OF HOW IT HAS BEEN FOR THE LAST TWO DAYS	City	__Dummy Object

COMPLAINT TYPES

Department	Complaint Type
Environmental Health Services	Garbage/Putresable Waste

Workflow Status:	Task	Assigned To	Status	Status Date	Action By
	Initial Investigation		Closed	07/09/2021	Byron Collins
	Building and Safety Re...		Closed	07/09/2021	Byron Collins
	Engineering Review		Closed	07/09/2021	Byron Collins
	Planning and Developme...		Closed	07/09/2021	Byron Collins
	AQM Review		Closed	07/09/2021	Byron Collins
	EHS Review		No Violation	07/09/2021	Byron Collins
	Violation Coordination		Closed	07/09/2021	Byron Collins
	Closure		Closed	07/09/2021	Byron Collins

Condition Status:	Name	Short Comments	Status	Apply Date	Severity	Action By
-------------------	------	----------------	--------	------------	----------	-----------

Case Comments:	View ID	Comment	Date
----------------	---------	---------	------

Initiated by Product: AV360

Scheduled/Pending Inspections:	Inspection Type	Scheduled Date	Inspector	Status	Comments
--------------------------------	-----------------	----------------	-----------	--------	----------

Resulted Inspections:	Inspection Type	Inspection Date	Inspector	Status	Comments
	EHS - Solid Waste	07/09/2021	Byron Collins	No Violation	Drove by address garbage container...

WCMP21-00148

Menu Help

File Date: [02/10/2021](#)

Case Status: [Closed](#)

Description of Work: [Property running an Illegal Bed & Breakfast, guest shoot off fireworks, 35people allowed to stay at one time, advertising on VRBO](#)

Case Detail: [Detail](#)

Total Fee Invoiced: [\\$0.00](#)

Total Fee Assessed: [\\$0.00](#)

Case Type: [Complaint](#)

Address: [15030 N TIMBERLINE DR, WASHOE COUNTY, NV 89511](#)

Owner Name: [TRU RENO ENTERPRISE LP](#)

Owner Address: [15030 N TIMBERLINE DR, RENO, NV 89511](#)

Parent Record:

Parcel No: [049-871-10](#)

Contact Info:	Name	Organization Name	Contact Type	Contact Primary Address	Status
	JON SNATIC		Complainant		Active

Custom Fields: **Complaint Details**

Violator's Name	Detailed description of the location of the complaint or violation	City	Dummy Object
-	-	-	-
..
-	-	City	__Dummy Object
-	-	-	-

COMPLAINT TYPES

Department	Complaint Type
Planning & Development.(Code Enforcement)	License (Business, Liquor, Gaming)

Workflow Status:

Task	Assigned To	Status	Status Date	Action By
Initial Investigation		Closed	10/25/2021	Shawn Latshaw
Building and Safety Re...		Closed	10/25/2021	Shawn Latshaw
Engineering Review		Closed	10/25/2021	Shawn Latshaw
Planning and Developme...		No Violation	10/25/2021	Shawn Latshaw
AQM Review		Closed	10/25/2021	Shawn Latshaw
EHS Review		Closed	10/25/2021	Shawn Latshaw
Violation Coordination		Closed	10/25/2021	Shawn Latshaw
Closure		Closed	10/25/2021	Shawn Latshaw

Condition Status:

Name	Short Comments	Status	Apply Date	Severity	Action By
Case Comments:	View ID	Comment	Date		
	JCHISM	02-10-2021 Per direction of BCC, all complaint...	02/10/2021		
	JCHISM	02-10-2021 Phone call complaint stating that th...	02/10/2021		

Initiated by Product: AV360

Scheduled/Pending Inspections:

Inspection Type	Scheduled Date	Inspector	Status	Comments	
Resulted Inspections:	Inspection Type	Inspection Date	Inspector	Status	Comments
	Planning and Developme...	10/25/2021	Shawn Latshaw	No Violation	Property is in processing for STR ...

Comment *  Standard Comment

02-10-2021 Phone call complaint stating that this property is being rented out on a regular basis and is causing nuisance issues in the neighborhood including shooting off fireworks. Caller stated that the property can house 35 people at a time and he often sees over 13 vehicles staying at the house. Property owner is advertising on Vrbo and other shor-term-rental websites. No business license on file. Admin requested that the caller review the STR website to stay current with laws and regulations that may change regarding STRs in Washoe County.

WSTRAR21-0005

EXHIBIT B

WVIO-PLA18-0276 - Created by WCMP18-01789; Planning and Development - Code Enforcem...

Menu Help

File Date: [06/26/2018](#)

Case Status: [CLOSED](#)

Description of Work: [TRU RENO, TRU Wellness/Yoga Retreat running a business without a valid license.](#)

Case Detail: [Detail](#)

Total Fee Invoiced: [\\$0.00](#)

Total Fee Assessed: [\\$0.00](#)

Case Type: [Violation - Planning/Code Enforcement](#)

Address: [15030 N TIMBERLINE DR, WASHOE COUNTY, NV 89511](#)

Owner Name: [TRU RENO ENTERPRISE LP](#)

Owner Address: [15030 N TIMBERLINE DR, RENO, NV 89511](#)

Parent Record: [Created by WCMP18-01789; Planning and Development - Code Enforcement Investigation: Violation Confirmed, Pla](#)

Parcel No: [049-871-10](#)

Contact Info:	Name	Organization Name	Contact Type	Contact Primary Address	Status
	WASHOE COUNTY		Complainant		Active
	WASHOE COUNTY		Complainant		Active

Custom Fields: ENF-VIO-A Screen

Violator's Name	Inspection Type Key
-	Pla
Detailed description of the location of the complaint or violation	
-	

Complaint Inspection Comments

[Property is advertising yoga retreats/short term rental, no business license, activities would not be allowed anyway, SAO issued.](#)

INSPECTOR INFO

Default Inspector	Default Inspector ID	GIS Inspection Layer
Bert Bracy	BBRACY	-

COMPLAINT TYPES

Department	Complaint Type
Planning & Development (Code Enforcement)	License (Business, Liquor, Gaming)

Workflow Status:	Task	Assigned To	Status	Status Date	Action By
	Process Selection		Route	08/09/2018	Brian Farmer
	Civil			08/09/2018	
	Request Civil Injunction				
	Criminal		Complete	02/27/2019	Brian Farmer
	1st NOV		In Compliance	02/27/2019	Brian Farmer
	Abatement			08/09/2018	
	Abatement Process Sele...				
	Administrative Enforce...		Complete	02/27/2019	Brian Farmer
	Administrative Warning		In Compliance	02/27/2019	Brian Farmer
	Administrative Penalty		Non Compliance	10/08/2018	Brian Farmer
	Stop Activity Order			08/09/2018	
	Stop Activity Order				
	Remediation Order			08/09/2018	
	Remediation Order				
	Criminal - EHS		Complete	02/27/2019	Brian Farmer
	NOV		In Compliance	02/27/2019	Brian Farmer
	Closure		Complete	02/27/2019	Brian Farmer

Condition Status:	Name	Short Comments	Status	Apply Date	Severity	Action By

Case Comments:	View ID	Comment	Date
	JCHISM	08-24-18 1st Penalty notice mailed USPS and USP...	08/24/2018
	JCHISM	07-31-18 Reno Tahoe Operator' s Transient Lodg...	07/31/2018

Initiated by Product: EMSE

Scheduled/Pending Inspections:	Inspection Type	Scheduled Date	Inspector	Status	Comments

Resulted Inspections:	Inspection Type	Inspection Date	Inspector	Status	Comments

WSTRAR21-0005
EXHIBIT B

Record Details

Inspection Type	Inspection Date	Inspector	Status	Comments
Investigation	02/27/2019	Brian Farmer	In Compliance	Enforcement on short term rentals ...
Investigation	10/08/2018	Brian Farmer	Non Compliance	Online advertisement/booking site ...
Investigation	08/24/2018	Brian Farmer	Non Compliance	Business advertisement is still on...
Investigation	08/09/2018	Brian Farmer	Non Compliance	Online business advertisement is s...



WASHOE COUNTY

COMMUNITY SERVICES DEPARTMENT

Code Compliance

1001 EAST 9TH STREET
 PO BOX 11130
 RENO, NEVADA 89520-0027
 PHONE (775) 328-6106
 FAX (775) 328-6133

STOP ACTIVITY ORDER

DATE: June 28, 2018

Appeal Date: July 30, 2018

Name of Respondent: Tru Reno Enterprise
 Location of violation: 15030 N. Timberline Drive, Reno, NV 89511
 APN: 049-871-10
 Case Number: WVIO-PLA18-0276

Investigations by Washoe County reveal that you are violating provisions of the Washoe County Code as follows and, under the provisions of Washoe County Code Sections 125.157 and 110.910.15(c), you are hereby ordered to stop the following described activities.

Description of Violations:	<ol style="list-style-type: none"> 1. Offering accommodations/lodging services which are not allowed on residentially zoned properties. 2. Advertising/events and offering personal services which are not allowed on residentially zoned properties. 3. Offering convention & meeting activities, to include weddings, which are not allowed on residentially zoned properties. 4. Operating a Bed & Breakfast business without the required Special Use Permit.
Code references:	<ol style="list-style-type: none"> 1. WCC Table 110.302.05.3 - Table of Uses (Commercial Use Types) Hotels, Motels and WCC Section 110.304.15 & 110.304.25(u)(4) (Definition of Residential Use Type and of Hotels and Motels). The operation of a Hotels & Motels Commercial use type is not allowed on parcels with a regulatory zone of Low Density Suburban (LDS). 2. WCC Table 110.302.05.3 - Table of Uses (Commercial Use Types) and WCC Section 110.304.25(y) (Definition of Personal Services). The operation of a Personal Services Commercial use type is not allowed on parcels with a regulatory zone of Low Density Suburban (LDS). 3. WCC Table 110.302.05.3 - Table of Uses (Commercial Use Types) and WCC Section 110.304.25(1) (Definition of Convention & Meeting Facilities). The operation of a Convention and Meeting Facilities Commercial use type is not allowed on parcels with a regulatory zone of Low Density Suburban (LDS). 4. WCC Table 110.302.05.3 - Table of Uses (Commercial Use Types) and wee Section 110.304.25(u)(1) (Definition of Bed and Breakfast Inns). The operation of Bed & Breakfast Inns Commercial use type is allowed on parcels with a regulatory zone of Low Density Suburban (LDS) only after the approval of a Special Use Permit by the Washoe County Board of Adjustment.
Activities which must be stopped and corrective actions:	You must immediately cease all commercial activities as noted in the <i>Description of Violations</i> section of this Order on the property.
Deadline for corrective actions:	Immediately
Enforcement Official to contact:	Brian Farmer, Code Enforcement Officer Email: bfarmer@washoecounty.us Phone: 775.328.2312



INTEGRITY



EFFECTIVE COMMUNICATION



QUALITY PUBLIC SERVICE

**WSTRAR21-0005
EXHIBIT B**

Memo to: Tru Reno Enterprise
Subject: Stop Activity Order
Date: 6/28/2018
Page: 2

This Stop Activity Order remains in effect until lifted by me, as the Enforcement Official, or through an Administrative Order issued by an administrative hearing officer.

Lacking code authority to conduct these activities, all commercial sales/advertisements, service activities and associated business activities on the property must immediately cease.

IF YOU FAIL TO OBEY THIS STOP ACTIVITY ORDER, YOU MAY BE SUBJECT TO ANY ONE OR COMBINATION OF THE FOLLOWING:

- Administrative enforcement proceedings which could result in administrative penalties ranging from \$100 to \$400 for each notice issued for uncorrected code violation(s), and other administrative fees and costs;
- Civil court proceedings against you seeking injunctive relief and penalties;
- Criminal court proceedings which could result in the issuance of a misdemeanor criminal citation against you and, if you are convicted, could result in fines ranging from \$500 to \$2,500 and possible incarceration in the County jail of up to six months;
- Abatement, including Summary Abatement by the County; and/or,
- Any other relief authorized by law.

YOU HAVE A RIGHT TO APPEAL THIS ORDER as described on the attached document.



Brian Farmer, Code Enforcement Officer
bfarmer@washoecounty.us
(775) 328-2312



TRU Wellness Retreats

June 18 at 12:20 PM ·

Lauren Pasas Yoga Retreats: 5 day 4 night
August 23 -27, Aug 30 - Sept 3. Contact
lauren.pasas@gmail.com for details.



TRU Wellness Retreats

March 30 at 1:22 PM ·

The [Harvard Business Review](#) discusses how employers can simultaneously reduce medical claim costs and absenteeism while increasing employee retention with one simple answer: an employee wellness program.

<https://hbr.org/2010/12/whats-the-hard-return-on-employee-wellness-programs>



Destination
Reno, NV, USA

Arrive

Depart

Search



\$961 avg/night

★★★★★ 4 Reviews

Premier Partner

Enter dates for accurate pricing

Check In

Check Out

Guests
1 guest

Request to Book

Ask Owner a Question

For booking assistance, call 888-829-7076

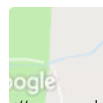
Property # 1304054

as Win, Win
with xplorie

Book More
Units
with the
Xplorie
Experience

START WINNING

Overview Amenities Reviews Map Rates & Availability



Large House with a great view

Reno, NV, USA

- House: 10000 sq. ft.
- Bedrooms: 9
- Sleeps: 26
- Bathrooms: 7
- Half Baths: 2
- Min Stay: 1 - 3 nights

Feedback

Welcome
to your amazing mountain escape!



Hide-away in the beautiful Timberline
Estates in the mountains of Reno off of the Mt Rose Highway, close to Lake
Tahoe.

This large home with amazing views has 6 private suites each with
private bathrooms plus 3 additional sleeping rooms. This allows up to 21 adults
View
more

Bedrooms



9 Bedrooms



Sleeps 26

Mt. Rose Room



queen (2)

Bedroom 2



king

Bedroom 4



queen

Galena Forest



king

Bedroom 5



king

Bedroom 6



king

Bedroom 7



queen (2)

Bedroom 8



queen

Bedroom 9



sleep sofa /futon (2)

One queen sofa sleeper plus one twin sofa sleeper same room

Displays2go

Displays2go.com

Owner

Troy Underwood

Member Since 2016

Ask Owner a Question

Premier Partner

The manager of this property consistently provides great experiences for their guests.

Speaks:
English

Calendar last updated:
Oct 07, 2018

[View more about Troy Underwood](#)

Amenities

Internet	T	Parking
Air Conditioning	V	No Smoking
Hot Tub	Washer & Dryer	Heater
Fireplace	Children Welcome	

Bathrooms

7
Bathrooms, 2 Half Baths

Bathroom 1 toilet, tub, shower, jetted tub	Bathroom 2 toilet, shower, jetted tub	Bathroom 3 toilet, shower, jetted tub
--	---	---

COMPLAINT PHOTOS FROM HOST COMPLIANCE
COMPLAINT HOT LINE
(NOT A PART OF CODE ENFORCEMENT PENALTY
NOTICES/CASES)

Reviews



location outside Reno but a 15 minute ride to all the activities.

Published Nov 18, 2021

Family reunion paradise

5/5 ★★★★★ Stayed Aug 2021

Karen B.

This trip was for our extended family of 26, made up of 7 families with ages from 11 months to 72. This space was amazing for that! We had tons of room and we all felt comfortable. Everyone slept great on the mattresses and bedding (always a plus!) Troy was amazing and answered any message we sent immediately.. whether it was during the booking process or the days leading up to our trip or questions we had about the house once we got there. The views were awesome, even through the hazy skies. The house is pretty well stocked with everything you'd need. We would rent again if we come back to the Reno/Tahoe area!

Published Aug 16, 2021

Excellent Vacation house for family

5/5 ★★★★★ Stayed Aug 2021

SANTOSH C.

It was excellent get away from home to new home. This was a wonderful ~~experience staying in this house.~~ All

Reviews



We had plenty of room for our family reunion and was a great location. Close to Reno and Tahoe. Quiet neighborhood and beautiful location. Great view of Mt.Rose and Slide mountain. Would definitely use this home again!

Published Aug 4, 2021

Perfect home for a large group

5/5 ★★★★★ Stayed Jul 2021

Zack D.

Troy's property was great, was just as advertised. There were 18 of us and we had plenty of room, no bumping in to each other. Great view and very accessible. Very quiet neighborhood with easy access to hiking and biking.

Published Jul 26, 2021

Great

5/5 ★★★★★ Stayed Jul 2021

Marjorie W.

Beautiful home.

Published Jul 26, 2021

Stunning Property

Reviews



Yomara A.

The location is great excellent views the property in a great condition. We enjoyed our stay. Communicating with management was through text very effective and fast. Check In and check out so easy. We had a great time.

Radu

Published Jun 28, 2021

Perfect big family gateway

5/5 ★★★★★ Stayed Jun 2021

Annie S.

We had family from all over the states visiting us. We had over twenty family members. Big house that can accommodate everyone.

The beddings were a little dirty but everything else was perfect. It was a beautiful house with beautiful layout. Loved using the kitchen and deck.

The house was close to stores. We enjoyed our stay and will definitely come back.

Published Jun 19, 2021

Pictures doesn't do it's justice

5/5 ★★★★★ Stayed Jun 2021





WSTRAR21-0005
EXHIBIT B





LAW OFFICE OF HEATHER A. JAMES

63 Keystone Ave, Suite 101
Reno, NV 89503
775-870-9199
heather@ijameslaw.com

January 13, 2022

Julee Olander
Planner, Planning and Building Division
1001 East Ninth Street
Reno, NV 89512

RE: WSRTAR21-0005 Timberline – Response to Proposed Denial – Rebuttal to Evidence Presented.

Dear Ms. Olander:

As you know, I represent Troy Underwood, (“Underwood”), regarding Planning File WSRTAR21-0005 Timberline, (“File”).

I have received and reviewed the evidence you forwarded last week, thank you. Now that we have had the opportunity to review that evidence, please consider this Underwood’s official response to the proposed denial you sent to us, notifying us that you were in favor of denying his STR request to increase his maximum occupancy to twenty. As you are aware, for most of 2021 there was no provision in the County to apply for a STR occupancy, and thus, there were no prohibitions on STR occupancy.

As such, my client had been operating his STR before the new restrictions were handed down. As I understand it, the County put into action these new STR restrictions in or around November. Therefore, it is paramount to note that most of the evidence you received from neighbors was compiled prior to the new restrictions, so to use such evidence of a “violation” should not be allowed. Even the reviews that you might have relied upon were done prior to the County changing its standards.

Moreover, my client has changed his booking detail on the rental website to say that it is a maximum of Ten (10) guests, per current County guidelines and permitting. Your examples from neighbors do not show time stamps on when they took those pictures, only their comments relay that it was more recent. However, if one is to look currently, it simply is not advertising more than ten guests, so utilizing a neighbors’ old evidence is not appropriate.

Moving on to the direct complaints of the neighbors, I can only look at this as a lawyer, from an evidentiary standpoint. The conglomeration of complaints look to be a concerted effort. They have the same stories, none of which can be substantiated, and even present the same pictures. I saw no pictures of strippers, and even if I did, are we suddenly being “those” kind of people who simply call a woman a stripper because we do not like the way she dresses. And even if it was a stripper, how is that illegal? It is not.

In fact, none of the evidence was an illegality because it was collected prior to the code being changed. People are allowed to park on a street. People are allowed to have guests over for a short time. None of your evidence shows that the full amount of cars stayed the whole time to indicate the amount of people neighbors are inferring.

Neighbors are also overlooking single occupied cars. One can still have the 10 person occupancy, and have 10 vehicles. People could easily invite others over for a lunch, etc. In fact, your complaining neighbors have had parties themselves. They have had more than 10 people and cars at their residences from time to time. Again, this was not illegal prior to the new code sections, and it is still not illegal to invite friends and family over.

Thus, going back to the concerted effort of the neighbors; it is clear that they are simply wanting to discriminate against my client. To say there are cars parked in an overflow when those neighbors specifically and intimately know that those cars are from day users who use the area every single day. When the neighbors complain that my clients are bringing more traffic, that is patently laughable. They all bought their homes knowing at the end of the road was a high-trafficked public use area. In fact, I guaranty that on each of these homes in escrow, they must disclose, as a matter of law, that they are so close to public trails.

Who is to say the cars on the street or at the overflow, or the increase of traffic, is not the day users?

Again, your email to my client said you were going to recommend denial based on the “violations” that have occurred on the property. To date, striking all of the incidents that occurred before the STR rules changes, striking all of the rhetoric of conspiring neighbors, there are only two verifiable issues that would constitute an actionable nuisance, under the law, not under the opinion of neighbors: 1) The noise complaint attended to by the police, and 2) the trash issue.

First, while you included two noise complaints, you must carefully read that the second complaint was called in by Underwood, himself. This should not be used against him, but in his defense to receive a larger occupancy. Underwood is so intent on following the rules and being respectful of his neighbors, he called the police on his own tenants. The only reason Underwood did not kick them out right then and there is because they were too inebriated to safely travel, past the homes and neighbors that have since turned on him.

You will also note that Underwood’s personal incident report came after the first incident report. Which means that all it took was one time for Underwood to be advised there was an issue before he rectified it.

Second, on the trash issue, this is not Underwood's doing. This is the sole responsibility of Waste Management who apparently seems to pick and choose when they pick up the trash. My client has been in constant contact with WM, to notify them that he needs weekly service. This is being worked on, but the negligence of a third party cannot be impugned upon Underwood.

As it relates to the bears getting in the trash, we all know that we also cannot be denied an occupancy permit based on the independent acts of wildlife. This is certainly not a violation. However, Underwood has spent a significant amount of money to make sure his containers are 1) out of sight of neighbors—a favor they do not reciprocate—and, 2) they are bear proof.

Lastly, let us discuss the fact that the County intentionally and unlawfully interfered with Underwood's private contracts when they changed the STR rules. Underwood is firmly protected under both the US Constitution as well as Nevada contract law. Simply, the state (or its agencies) cannot interfere with a private citizen's contract.

When the STR rules changed, my client already had tens of thousands of dollars in rental contracts in place that needed to be completed. The lawful thing to do was to notify my client the laws had changed and that he could make no future contracts unless they complied with the new rules. Instead, the County told him that he had to cancel all his contracts.

Again, this is unlawful. What would happen if a tenant sued for breach of contract? Would the County pay or indemnify? Certainly not. Which is why the County would have had to allow Underwood to fulfill all his contracts.

Therefore, after the change of the STR rules, even if there is evidence that a gathering of more than 10 occurred, my client would not be in violation of the new rules unless he booked the tenant after the change. Because my client did no such thing, there is no violation. At all.

Therefore, since there is no actionable violation, you must grant him his increase to 20 occupants, since you earlier built your recommendation of denial based on his "previous violations," and there are no previous violations. There also are no existing violations (based on the evidence you provided) of a nuisance that would be upheld in a court of law.

It cannot be a nuisance when you call the authorities on your own, and the remaining one call is not enough. Your new STR rules call it a per se nuisance if the rules are violated, but that would only apply to new bookings, after the new rules went into effect.

And, as I've already mentioned, my client has had no such new bookings and is currently listing the rental with a ten person maximum.

Therefore, all that is left are the disgruntled neighbors who obviously coordinated their efforts to be the largest squeaky wheel they could. But they provided no new evidence under the new rules. They simply saw an opportunity to catch Underwood in the loophole the County unlawfully created by applying their new rules to past reservations.

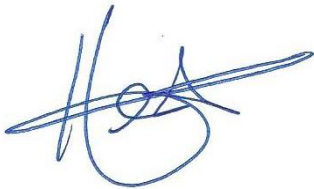
My client has otherwise demonstrated that he is conscientious for the peace of his neighbors (for the mitigating efforts he has engaged in), and will continue to do so.

These are huge lots, not in a subdivision. To really be able to see what your neighbor is doing involves borderline stalking. And since when do we deny permits based on the sensitivities of people who buy huge lots because they hate other people in the first place? The child who “saw a stripper.” The pictures of cars on the street only when there is a snow berm on both sides, complaining about the lack of room. This is outrageous pandering and manipulation.

Based on the aforementioned, Underwood respectfully requests that he is granted a provisional approval to up his occupancy to 20. If real evidence is brought forward—time stamped photos from after the passage of the new rules that coordinate with reservations made after the new rules—then an inquiry can be made. If my client is found to be blatantly skirting the rules, then he would obviously lose the increased permit.

However, if you continue to deny my client his request based on the concerted and manipulated attack—spearheaded by another attorney in town who is putting on a show at this point—and continue to hold him in violation for keeping contracts that were entered into prior to the change of rules, we will have to bring this to the Attorney General.

Very truly yours,



Heather A. Ijames

 We Price Match

Search

Destination/property name:

Check-in date

Check-out date

2 adults · 0 children · 1 room

I'm travelling for work 

- Holiday home info & price
- Facilities
- House rules
- No reviews yet

Holiday home

Large Mountain House



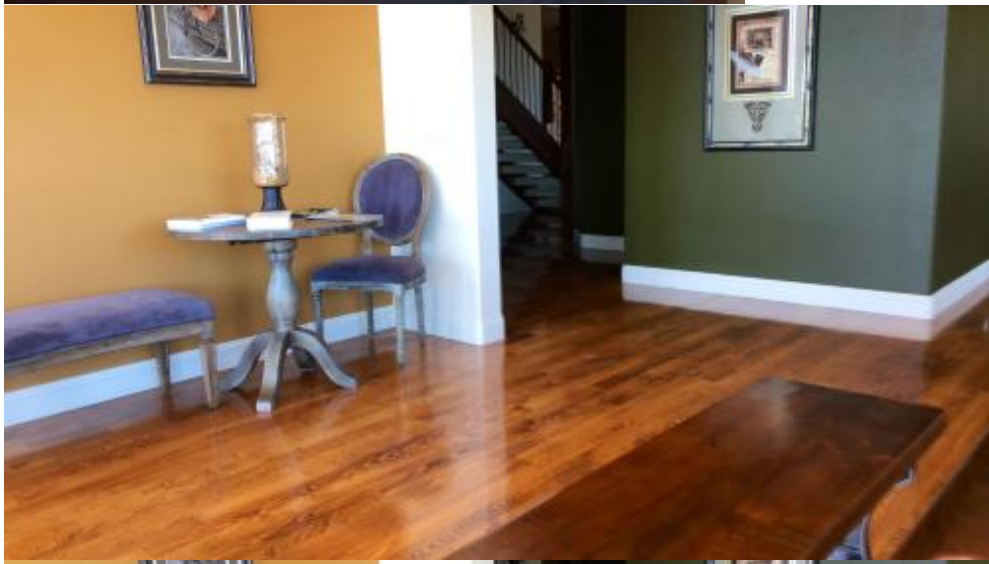
 15030 N Timberline Dr, Reno, NV 89511, United States – [Show map](#)

 We Price Match

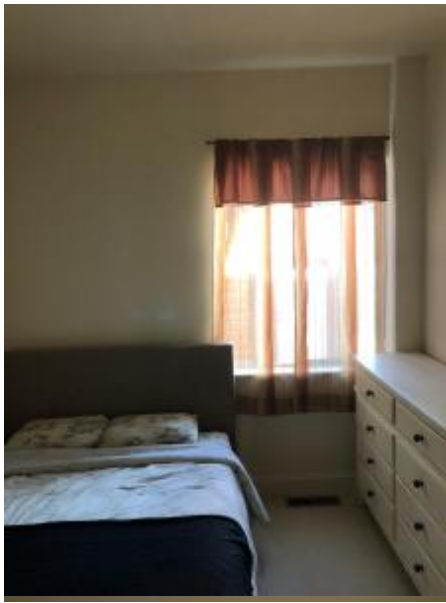
After booking, all of the property's details, including telephone and address, are provided in your booking confirmation and your account.



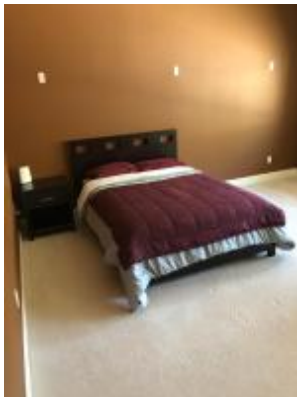
WSTRAR21-0005
EXHIBIT D

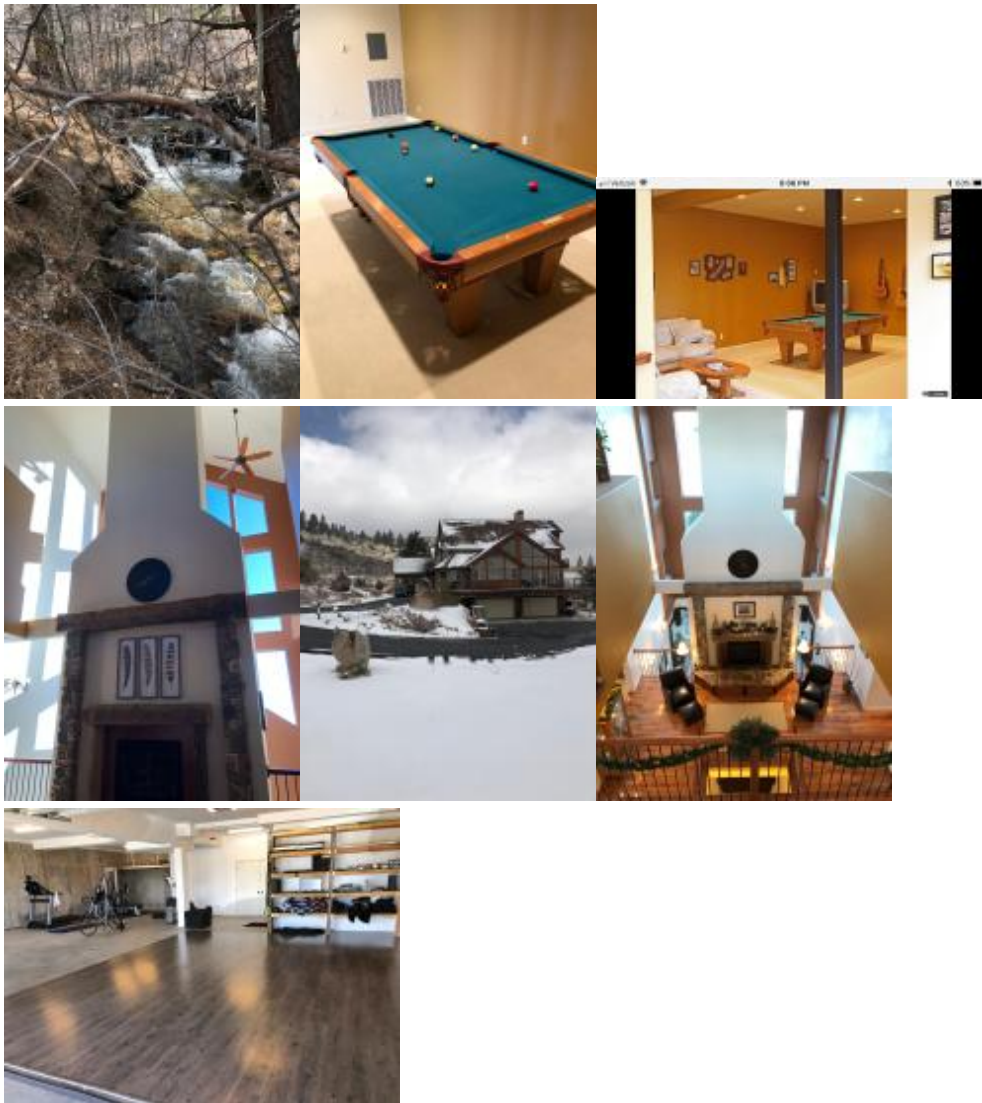






+16 photos
Large Mountain House 🏠🏠🏠





9988 ft²

Size



Kitchen



Mountain view



Washing machine



Free WiFi

Featuring mountain views, Large Mountain House features accommodation with a patio and a kettle, around 16.8 miles from National Automobile Museum. The air-conditioned accommodation is 14.3 miles from Reno-Sparks Convention Center, and guests benefit from complimentary WiFi and private parking available on site.

Boasting a Blu-ray player, the holiday home has a kitchen with a dishwasher, a microwave and a fridge, a living room with a seating area and a dining area, 9 bedrooms, and 9 bathrooms with a hot tub and a shower. Towels and bed linen are available in this accommodation.

Nevada Museum of Art is 16.8 miles from the holiday home, while Pioneer Center for the Performing Arts is 16.8 miles from the property. The nearest airport is Reno-Tahoe International Airport, 14.9 miles from Large Mountain House.

Large Mountain House has been welcoming Booking.com guests since 18 Nov 2018. Distance in property description is calculated using © OpenStreetMap

Property highlights

P Free private parking available on-site
Be the first to add this

Most popular facilities

- P** Free parking
- Free WiFi
- Non-smoking rooms
- Family rooms

Availability

When would you like to stay at Large Mountain House?

Check-in date

Check-out date

Rooms Adults Children

Sleeps	Accommodation Type	Price
× 20	Eight-Bedroom House <ul style="list-style-type: none"> • Bedroom 1: 1 extra-large double bed • Bedroom 2: 1 extra-large double bed • Bedroom 3: 1 extra-large double bed • Bedroom 4: 1 large double bed • Bedroom 5: 1 large double bed • Bedroom 6: 1 large double bed • Bedroom 7: 2 large double beds • Bedroom 8: 1 large double bed • Bedroom 9: 2 sofa beds 	

Lock in a great price for your upcoming stay

Get instant confirmation with FREE cancellation on most rooms!



Property questions and answers




Looking for more info? Send a question to the property to find out more.

Property surroundings *

[Show map](#)

What's nearby

Montreux Golf and Country Club	1 miles
ArrowCreek	2.2 miles
Wolf Run Golf Club	3.7 miles
Chuter	4.8 miles
Northwest Magnum 6	5 miles
Lakeview	5 miles
Blazing Zephyr 6	5.2 miles

Galena	5.3 miles
LakeRidge Golf Club	6.1 miles
Washoe County Golf Course	7.5 miles
 Top attractions	
Nevada Museum of Art	9.3 miles
Truckee River Walk	9.4 miles
Wingfield Park Amphitheater	9.5 miles
Pioneer Center for the Performing Arts	9.5 miles
National Automobile Museum	9.6 miles
National Bowling Stadium	9.8 miles
Great Basin Adventure	10.8 miles
Wilbur D May Center	10.8 miles
Fleischmann Planetarium and Science Center	10.8 miles
Mackay Stadium	11 miles
 Natural beauty	
Mountain Mount Rose	12 miles
 Closest airports	
Reno-Tahoe International Airport	8.8 miles

* All distances are measured in straight lines. Actual travel distances may vary.

[Are you missing any information about this area? /](#)

Quality rating ■■■





Booking.com rated the quality of this property as 3 out of 5 based on factors such as facilities, size, location and services provided.

Do you agree with this rating?

Facilities of Large Mountain House

**WSTRAR21-0005
EXHIBIT D**

most popular facilities

-  Free parking
-  Free WiFi
-  Non-smoking rooms
-  Family rooms

Parking

Free private parking is possible on site (reservation is not needed).

Internet

WiFi is available in all areas and is free of charge.

Kitchen

Freedom to eat when you want

- ✓ Dining table
- ✓ Cleaning products
- ✓ Toaster
- ✓ Stovetop
- ✓ Oven
- ✓ Tumble dryer
- ✓ Kitchenware
- ✓ Electric kettle
- ✓ Kitchen
- ✓ Washing machine
- ✓ Dishwasher
- ✓ Microwave
- ✓ Refrigerator

Bedroom

- ✓ Linen
- ✓ Wardrobe or closet
- ✓ Dressing room
- ✓ Extra long beds (> 2 metres)

Bathroom

- ✓ Toilet paper
- ✓ Towels
- ✓ Additional bathroom
- ✓ Additional toilet
- ✓ Bath or shower
- ✓ Shared toilet
- ✓ Private bathroom
- ✓ Toilet
- ✓ Spa bath
- ✓ Hairdryer
- ✓ Bath

- ✓ Bath
- ✓ Shower

Living Area

Space for everyone to be together

- ✓ Dining area
- ✓ Sofa
- ✓ Fireplace
- ✓ Seating Area
- ✓ Desk

Media & Technology

Fun for everyone under one roof

- ✓ Flat-screen TV
- ✓ Video
- ✓ CD player
- ✓ DVD player
- ✓ Radio
- ✓ TV

Room Amenities

Extra comfort

- ✓ Socket near the bed
- ✓ Sofa bed
- ✓ Fold-up bed
- ✓ Clothes rack
- ✓ Hardwood or parquet floors
- ✓ Carpeted
- ✓ Heating
- ✓ Fan
- ✓ Ironing facilities
- ✓ Iron
- ✓ Hot tub

Outdoors

Sit back and relax

- ✓ Outdoor dining area
- ✓ Outdoor furniture
- ✓ Terrace
- ✓ Barbecue
- ✓ Patio
- ✓ Balcony

Wellness facilities

- ✓ Hot tub/Jacuzzi Additional charge

Food & Drink

- ✓ Tea/Coffee maker

Outdoor & View

Enjoy the view

- ✓ Landmark view
- ✓ Mountain view

Building characteristics

- ✓ Detached

Entertainment and family services

- ✓ Books, DVDs, or music for children
- ✓ Board games/puzzles

✓ Miscellaneous

- ✓ Air conditioning
- ✓ Non-smoking throughout
- ✓ Family rooms
- ✓ Non-smoking rooms

Safety & security

- ✓ Carbon monoxide detector



Languages spoken

- ✓ English

[Missing some information? /](#)

House rules

Large Mountain House takes special requests - add in the next step!

-  Check-in 16:00-22:00
You'll need to let the property know in advance what time you'll arrive.
-  Check-out Until 11:00 hours

Cancellation/ prepayment

Cancellation and prepayment policies vary according to accommodation type. Please **enter the dates of your stay** and check the conditions of your required room.

Refundable damage deposit

A damage deposit of USD 300 is required on arrival. This will be collected as a cash payment. You should be reimbursed on check-out. Your deposit will be refunded in full in cash, subject to an inspection of the property.

Children and beds

Child policies

Children of any age are welcome.

your search.

To see correct prices and occupancy information, please add the number of children in your group and their ages to

Cot and extra bed policies

No cots or extra beds are available.

 No age

There is no age requirement for check-in

WSTRAR21-0005
EXHIBIT D

Booking.com takes your payment on behalf of the property for this stay, but make sure you have cash for any extras

restriction

Booking.com takes your payment on behalf of the property for this stay, but make sure you have cash for any extras once you get there.

Payments by
Booking.com

 Smoking

Smoking is not allowed.

 Parties

Parties/events are not allowed

 Quiet hours

Guests must be quiet between 22:00 and 07:00.

 Pets

Pets are not allowed.

The fine print

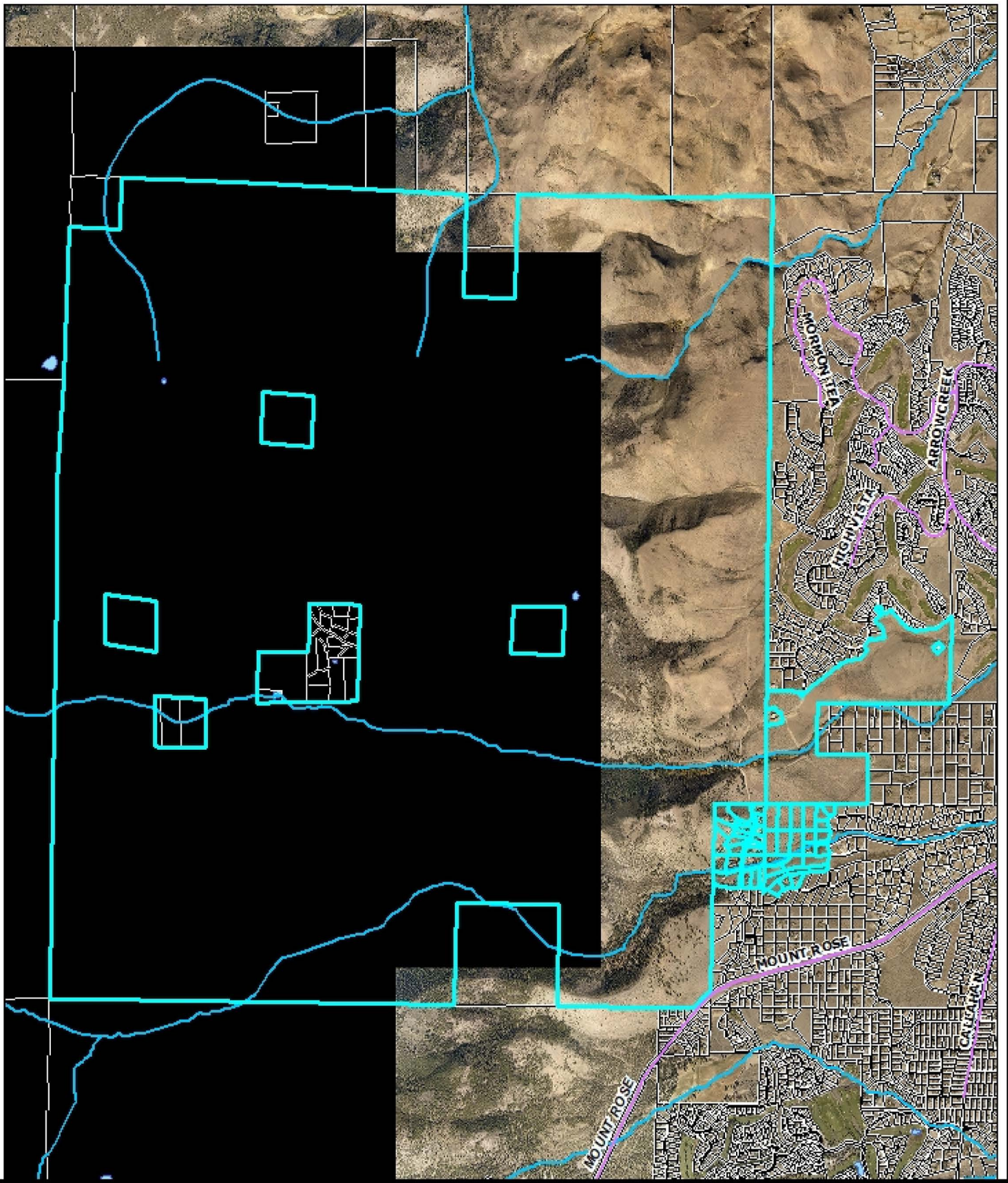
This property will not accommodate hen, stag or similar parties.

Hot tub/jacuzzi is closed from Wed 12 Jan 2022 until Sat 31 Dec 2022

A damage deposit of USD 300 is required on arrival. This will be collected as a cash payment. You should be reimbursed on check-out. Your deposit will be refunded in full in cash, subject to an inspection of the property.

The best of Reno

[Click here to see more properties near popular landmarks in Reno](#)



WSTRAR21-0005 Timberline

Vicinity Map -1,500 feet



Community Services
Department



1801 E. NINE ST.
RENO, NV 89502
WSTRAR21-0005

Community Services Department
Planning and Building Division
SHORT TERM RENTALS PERMIT
APPLICATION



Community Services Department
Planning and Building
1001 E. Ninth St., Bldg. A
Reno, NV 89512-2845

Telephone: 775.328.6100

Short Term Rentals (STR) Permit

Washoe County Code (WCC) Chapter 110, Article 319, Short Term Rental Permit, is required to allow short-term rentals (STRs) in legally permitted homes within unincorporated Washoe County. The purpose is also to establish standards and a permitting process governing the operation of STRs to reduce their potential impacts on neighboring properties. See [WCC 110.319](#), for further information.

STR Permit Application Submittal Requirements

Please read the STR Permit Guide at: www.washoecounty.us/STR

1. **Fees:** See Master Fee Schedule. Once application review is completed, the STR Permit will be invoiced in accordance with the adopted fee schedule and the owner will be contacted by Washoe County to make an online payment via a provided link.
2. **Development Application:** A completed Washoe County Development Application form.
3. **Owner Affidavit:** The Owner Affidavit must be signed and notarized by all owners of the property subject to the application request.
4. **Proof of Property Tax Payment:** The applicant must provide a proof of payment from the Washoe County Treasurer's Office indicating all property taxes for the current quarter of the fiscal year on the land have been paid.
5. **Application Materials:** The completed STR Permit Application materials. Please see STR Permit Guide.
6. **Site Plan Specifications:**
 - a. Accurately scaled and dimensioned site plan showing, at a minimum: location of property lines; dwelling unit(s) and all other structures on the property; dedicated locations and surface material of required parking spaces; and, snow storage areas (for properties located within the boundaries of the Tahoe Area Plan). A hand drawn or mocked up image, using an online mapping tool, such as, Google Maps, MapQuest, Bing Maps or other online platform is acceptable.
7. **Floor Plan Specifications:**
 - a. A hand drawn and scaled floor plan showing entirety of dwelling, including areas proposed to be available for STR use. Each room must be labeled, with dimensions and square footage also provided for areas/rooms proposed to be used for sleeping purposes. The floor plan must also show locations of fire extinguishers, smoke alarms, carbon monoxide (CO) alarms, hot tubs (if applicable), decks (if applicable), and ingress/egress (doors, stairs and windows) from the dwelling and each room.
8. **Renter's Insurance:** A copy of the renter's insurance, with a minimum amount of \$500,000 liability per occurrence.
9. **Educational Materials** (can be deferred, but will be required to be submitted prior to inspections): Educational materials required by WCC 110.319.15(a)(13) require: the name, phone number (text-capable) and email address of the local responsible party designated to respond to issues/complaints on the property as required by WCC 110.319.15(a)(3). Educational material must be made available to all renters in the unit's kitchen or other common area. A template will be provided for STR owner/applicant to fill in and customize.
10. **For Condos or multi-family STRs only:** Proof of parking assigned to your unit, written document or copy of passes in the amount of 1 parking space for each 4 occupants.
11. **Transient Lodging Tax (TLT) Number registered with the Reno-Sparks Convention and Visitors Authority (RSCVA).** Partial home rental (not the whole home) are exempt from TLT.
12. **Application Submittal:** STR permit applications will only be accepted online through the Accela online permitting platform at www.onenv.us. Required application materials and documents must be uploaded as part of the online submittal process. Uploaded digital documents must have a resolution of 300 dpi or better.

Washoe County Short Term Rentals (STR) Application

Your entire application is a public record.

SHORT TERM RENTAL INFORMATION (* = required) See STR Permit Guide	
*STR Address: 15030 N. Timberline Dr	
*Unit # (If Applicable):	*Assessor Parcel Number (APN):
*Square Footage of Dwelling: <i>(Habitable space only- see STR Permit Application Guide)</i> 8000	
*Maximum Number of Occupants: 20	
Transient Lodging Tax (TLT) Number: <i>(partial home rental as exempt, see STR Permit Guide)</i> R0795	
*# of Paved Parking Spaces: 9	# of Unpaved Parking Spaces: 0
Applicant Information (attach additional sheets if necessary) (* = required)	
*Property Owner:	Property Manager, if applicable:
*Name: TRU Reno Enterprise	Name:
*Address: 15030 N. Timberline Dr	Address:
*Zip: 89511	Zip:
Phone: 7758426062 Fax:	Phone: Fax:
*Email: troyunderwood@yahoo.com	Email:
*Cell: 7758426062 Other:	Cell: Other:
Contact Person: Troy Underwood	Contact Person:
*Local Responsible Party: (available 24/7)	Other Persons to be Contacted:
*Name: Hilda Underwood	Name:
*Address: 15030 N. Timberline Dr.	Address:
*Zip: 89511	Zip:
*Phone: 6195529864 Fax:	Phone: Fax:
*Email: snt.hilda@gmail.com	Email:
*Cell: 6195529864 Other:	Cell: Other:
Phone must be text enabled	Contact Person:
For Office Use Only	
Date Received: Initial:	Master Plan Designation(s):
County Commission District:	Regulatory Zoning(s):
Planning Area:	Tier:

STR Owner Affidavit and Notarized Certification

I, as the owner of this Short-Term Rental, understand and agree to the following ordinance standards and requirements:

- (1) An STR permit is deemed a privileged permit subject to revocation without action by the Board of County Commissioners (BCC) for non-payment of fees or noncompliance with required standards, including the revocation standards within Section 110.319.40.
- (2) An STR permit must be renewed and issued annually in order to advertise or operate. Property owners should be aware that standards are subject to change over time and there is no guarantee that an STR permit will be re-issued.
- (3) An STR permit does not relieve the property owner of complying with any applicable private restrictions on the property such as CC&Rs or homeowners association rules.
- (4) Per Section 110.319.35, physical inspections must be passed prior to issuance of the initial STR permit. Thereafter, a self-certification checklist may be provided for annual renewals provided the requirements of Section 110.319.35 are met. The cost of these inspections and any necessary associated improvements will be borne by the property owner. It is the responsibility of the property owner to provide sufficient evidence that the applicable standards have been met.
- (5) The property owner has reviewed this article and other codes referenced within this article, understands the requirements and agrees to abide by them.
- (6) The property owner is responsible for each occupant's compliance with the Washoe County Code while they are on the property, including but not limited to the standards within this article.
- (7) There are no delinquent transient lodging tax liabilities or liens against the property.
- (8) No alterations will be made to the STR premises without the proper approvals and permits, nor alterations that violate Washoe County adopted codes and ordinances.
- (9) A valid STR permit shall be obtained from Washoe County prior to advertising and operation.
- (10) STR permits must be renewed and issued annually in order to advertise or operate. Previous issuance of an STR permit does not guarantee that a subsequent permit will be issued.
- (11) Every STR is required to have a designated agent or property manager functioning as a local responsible party who is available 24 hours a day, seven days a week to respond via text message or phone to complaints/issues related to the STR within 30 minutes of contact by Washoe County staff or its designated representatives. The local responsible party must also be based in a location where they can physically arrive at the STR within one hour (not including reasonable delays due to traffic or weather) of the initial response. This requirement is intended to address complaints based on violations of this section or Section 110.319.20 and should not be interpreted for any other purpose. The

STR property owner shall provide a single phone number (text-capable) and email address with which the local responsible party can be reached 24/7.

- (12) No events, parties, or weddings (regardless of payment or familial association), are allowed or may be advertised. A party is defined as any gathering in excess of the approved on-site maximum occupancy associated with the STR permit.
- (13) Applications for an STR permit may be initiated by the property owner or authorized agent of the property owner. However, the permittee must be the property owner(s) of the STR property.
- (14) Only one STR will be permitted per parcel, with the exception that a second STR may be allowed if established within a legally permitted attached or detached accessory dwelling. The STR must be a legally permitted, permanent, habitable dwelling unit (for example, no RVs, boats, detached garages, etc. to be used as an STR).
- (15) An STR permit will only be issued for dwelling units that have already received a certificate of occupancy. STR permits do not supersede, waive or reduce any other code standards or requirements for building permits, planning permits/ applications or other requirements necessary to construct a dwelling unit.
- (16) An STR shall only be rented to one group or person at a time (ex. renting out multiple individual rooms to multiple separate groups is not permitted).
- (17) Advertising for an STR is prohibited unless a valid STR permit has been issued and is in effect at the time of advertisement. All advertisements must include the Washoe County permit number, transient lodging tax license number, maximum occupancy as allowed by the permit, number of bedrooms, number of beds (not to exceed maximum occupancy), number of parking spaces, and a note that no off-site street-parking is permitted. This information must be displayed at the top of the STR advertisement.
- (18) No signage advertising the STR is permitted on the property.
- (19) Educational material must be made available to all renters in the unit's kitchen or other common area as required by WCC 110.319.15(a)(13).
- (20) All STRs must comply with all Washoe County Short Term Rental standards per chapter 110, Article 319, other federal, state, and other applicable laws/statutes.
- (21) Per WCC Chapter 25, applicable room tax must be paid to the Reno-Sparks Convention and Visitors Authority, disclosed to the renter and included in any rental agreement.

Owner Name: TRU Reno Enterprise

The receipt of this application at the time of submittal does not guarantee the application complies with all requirements of the Washoe County Development Code, the Washoe County Master Plan or the applicable area plan, the applicable regulatory zoning, or that the application is deemed complete and will be processed.

STATE OF NEVADA)
COUNTY OF WASHOE)

I, Troy Underwood
(please print name)

being duly sworn, depose and say that I am the owner* of the property or properties involved in this application as listed below and that the foregoing statements and answers herein contained and the information herewith submitted are in all respects complete, true, and correct to the best of my knowledge and belief. I understand that no assurance or guarantee can be given by members of the Washoe County Planning and Building Division.

(A separate Affidavit must be provided by each property owner named in the title report.)

Assessor Parcel Number(s): 049-871-10

Printed Name: Troy Underwood for TRU Reno Enterprise

Signed: Troy Underwood

Address: 15035 N. Timberline Dr. Reno NV 89511

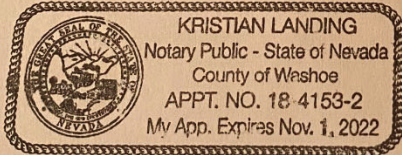
Subscribed and sworn to before me this 6th day of October, 2021

(Notary Stamp)

Notary Public in and for said county and state

[Signature]

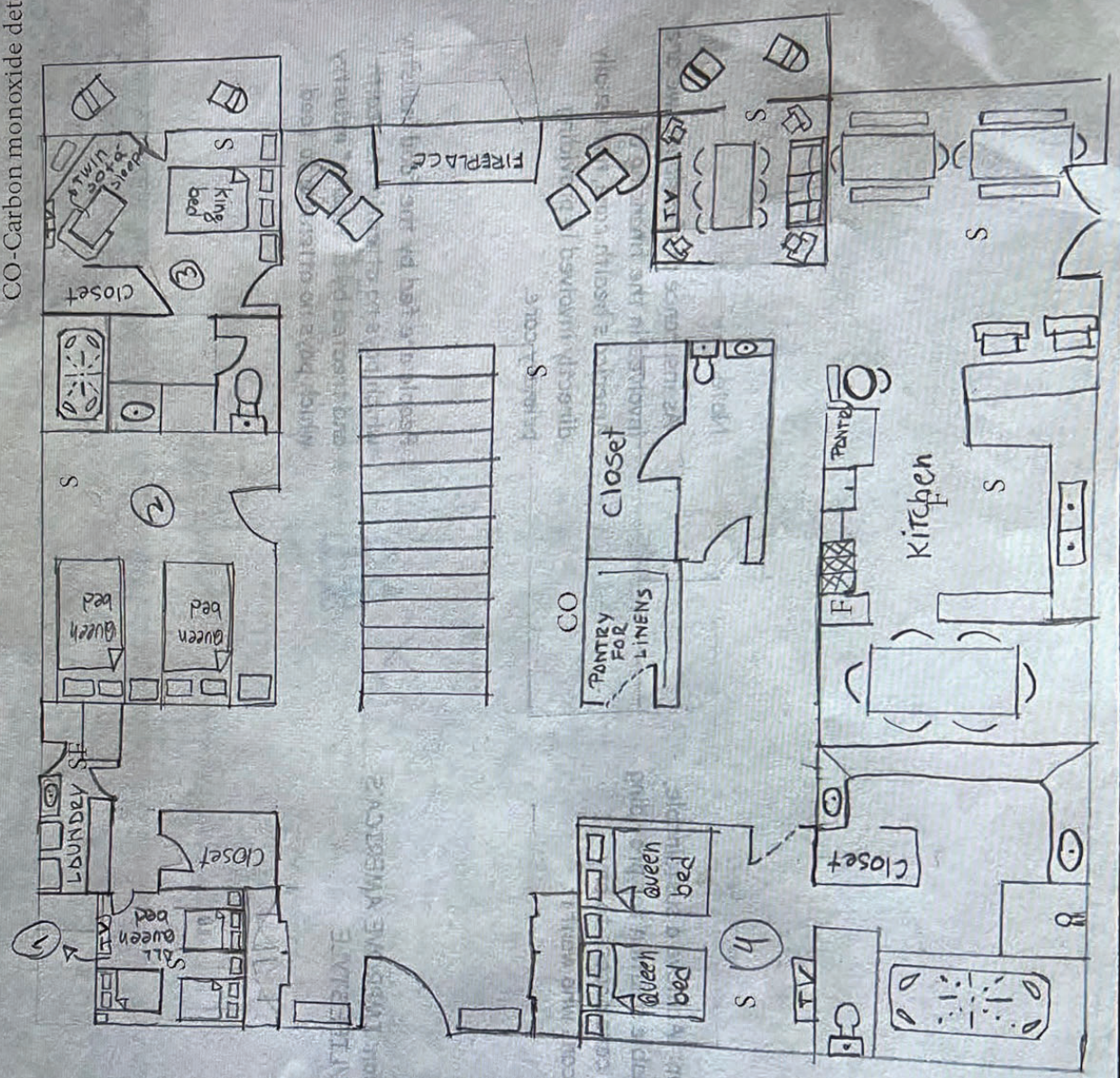
My commission expires: 11/1/2022



- 1 - WHISPERING PINES 20x20ft
- 2 - EAGLE SPRINGS 10x12ft
- 3 - INDIGO RUN 15x12ft
- 4 - ALOHA 15x12ft

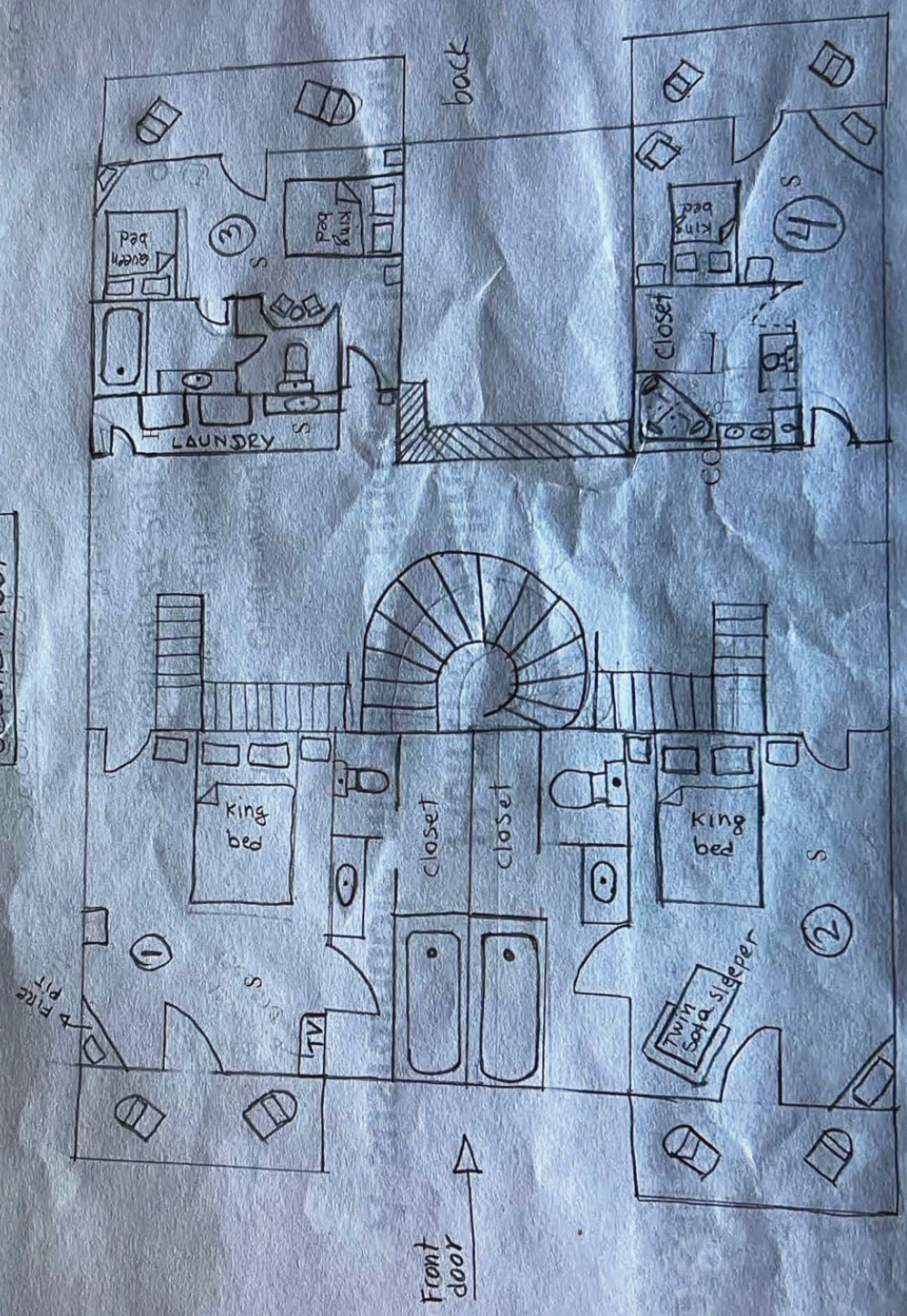
S - smoke detector
 F - Fire extinguisher
 CO - Carbon monoxide detector

MAIN FLOOR

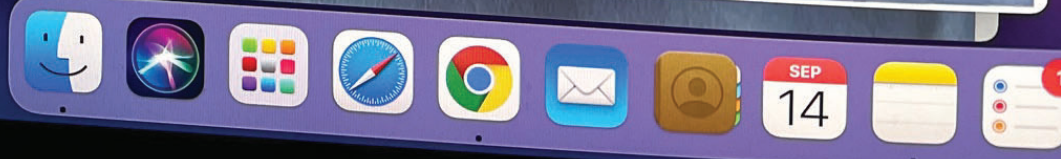
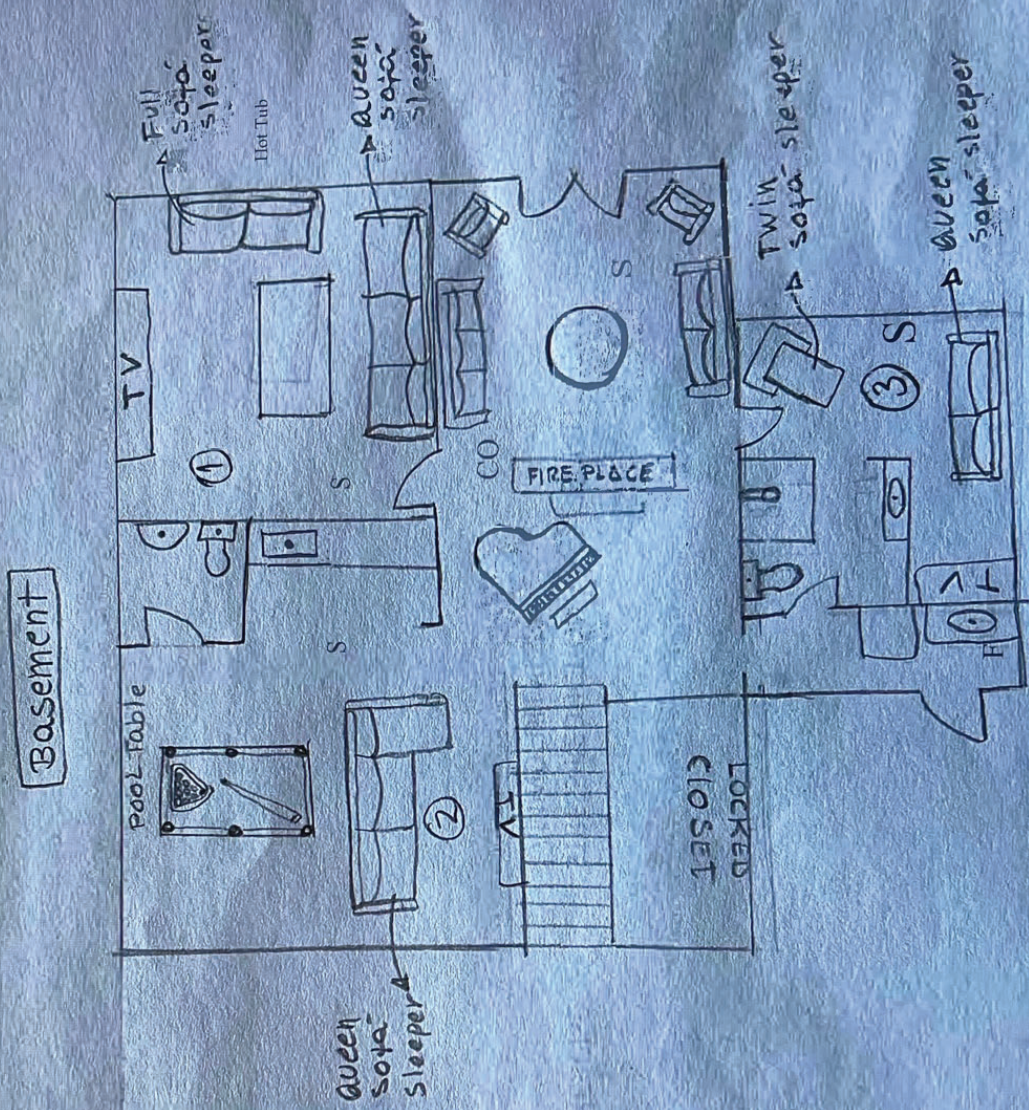


- 1 - White Canyon 15x10ft
- 2 - Mount Rose 15x10ft
- 3 - Galena Forest 15x10ft
- 4 - Timberline 15x10ft

Second Floor



- 10x12ft
1 - WILDWOOD BASEMENT
- 20x12ft
2 - POOL TABLE
- 10x9ft
3 - MESSAGE BASEMENT



Washoe County Treasurer
Tammi Davis

Bill Detail

[Back to Account Detail](#)
[Change of Address](#)
[Print this Page](#)

Washoe County Parcel Information

Parcel ID	Status	Last Update
04987110	Active	7/31/2021 1:38:52 AM

Current Owner:
TRU RENO ENTERPRISE LP
15030 N TIMBERLINE DR
RENO, NV 89511

SITUS:
15030 N TIMBERLINE DR

Taxing District
4000

Geo CD:

Legal Description

Lot 2 Township 18 SubdivisionName _UNSPECIFIED Range 19

Installments

Period	Due Date	Tax Year	Tax	Penalty/Fee	Interest	Total Due
INST 1	8/17/2020	2020	\$0.00	\$0.00	\$0.00	\$0.00
INST 2	10/5/2020	2020	\$0.00	\$0.00	\$0.00	\$0.00
INST 3	1/4/2021	2020	\$0.00	\$0.00	\$0.00	\$0.00
INST 4	3/1/2021	2020	\$0.00	\$0.00	\$0.00	\$0.00
Total Due:			\$0.00	\$0.00	\$0.00	\$0.00

Tax Detail

	Gross Tax	Credit	Net Tax
Remediation	\$9.95	\$0.00	\$9.95
State of Nevada	\$1,167.43	(\$254.20)	\$913.23
Truckee Meadows Fire Dist	\$3,708.30	(\$807.45)	\$2,900.85
Washoe County	\$9,557.10	(\$2,081.00)	\$7,476.10
Washoe County Sc	\$7,818.33	(\$1,702.38)	\$6,115.95
TRUCKEE MDWS/SUN VALLEY WATER BASIN	\$0.03	\$0.00	\$0.03
Total Tax	\$22,261.14	(\$4,845.03)	\$17,416.11

Payment History

Tax Year	Bill Number	Receipt Number	Amount Paid	Last Paid
2020	2020491344	B20.9998	\$17,416.11	7/28/2020

Pay By Check

Please make checks payable to:
**WASHOE COUNTY
TREASURER**

Mailing Address:
P.O. Box 30039
Reno, NV 89520-3039

Overnight Address:
1001 E. Ninth St., Ste D140
Reno, NV 89512-2845

Change of Address

All requests for a mailing address change must be submitted in writing, including a signature (unless using the online form).

To submit your address change online [click here](#)

Address change requests may also be faxed to: (775) 328-3642

Address change requests may also be mailed to:
Washoe County Assessor
1001 E 9th Street
Reno, NV 89512-2845

The Washoe County Treasurer's Office makes every effort to produce and publish the most current and accurate information possible. No warranties, expressed or implied, are provided for the data herein, its use, or its interpretation. If you have any questions, please contact us at (775) 328-2510 or tax@washoecounty.us

This site is best viewed using Google Chrome, Internet Explorer 11, Mozilla Firefox or Safari.

WSTRAR21-0005

COMMON POLICY DECLARATIONS

<u>CPS3346192</u> Renewal of Number	Underwritten by: Scottsdale Insurance Company Home Office: One Nationwide Plaza • Columbus, Ohio 43215 Administrative Office: 8877 North Gainey Center Drive • Scottsdale, Arizona 85258 1-800-423-7675 • A Stock Company	Policy Number <u>CPS7310404</u>
ITEM 1. NAMED INSURED AND MAILING ADDRESS		
TRU RENO ENTERPRISE, LP 15030 N. TIMERLINE DRIVE RENO NV 89511		
AGENT NAME AND ADDRESS		
MJ HALL & COMPANY - STOCKTON, CA 1550 W FREMONT ST, SECOND FLOOR STOCKTON CA 95203-2650		
Agent No.: <u>04022</u> Program No.: <u>JQ</u>		
ITEM 2. POLICY PERIOD From: <u>02/23/2021</u> To: <u>02/23/2022</u> Term: <u>365</u>		
12:01 A.M., Standard Time at the mailing address shown in ITEM 1.		

Business Description: DWELLING

In return for the payment of the premium, and subject to all the terms of this policy, we agree with you to provide the insurance as stated in this policy. This policy consists of the following coverage parts for which a premium is indicated. Where no premium is shown, there is no coverage. This premium may be subject to adjustment.

Coverage Part(s)	Premium Summary
Commercial General Liability Coverage Part	\$ <u>500 MP</u>
Commercial Property Coverage Part	\$ <u>8,225</u>
Commercial Crime And Fidelity Coverage Part	\$ <u>NOT COVERED</u>
Commercial Inland Marine Coverage Part	\$ <u>NOT COVERED</u>
Commercial Auto Coverage Part	\$ <u>NOT COVERED</u>
Professional Liability Coverage Part	\$ <u>NOT COVERED</u>
	\$ _____
	\$ _____
Total Policy Premium	\$ <u>8,725.00</u>
TOTAL TAXES AND FEES	\$ <u>548.08</u>
	\$ _____
Policy Total	\$ <u>9,273.08</u>

Form(s) and Endorsement(s) made a part of this policy at time of issue:

See Schedule of Forms and Endorsements

PAMELA LEWIS
 02/25/2021
 JJ

THIS COMMON POLICY DECLARATION AND THE SUPPLEMENTAL DECLARATION(S), TOGETHER WITH THE COMMON POLICY CONDITIONS, COVERAGE PART(S), COVERAGE FORM(S) AND FORM(S) AND ENDORSEMENT(S), IF ANY, COMPLETE THE ABOVE-NUMBERED POLICY.

COMMERCIAL GENERAL LIABILITY COVERAGE PART SUPPLEMENTAL DECLARATIONS

Policy No. CPS7310404 Effective Date 02/23/2021
12:01 A.M., Standard Time

Named Insured TRU RENO ENTERPRISE, LP Agent No. 04022

Item 1. Limits of Insurance		
Coverage	Limit of Liability	
Aggregate Limits of Liability	\$ <u>2,000,000</u>	Products/Completed Operations Aggregate
	\$ <u>2,000,000</u>	General Aggregate (other than Products/Completed Operations)
Coverage A—Bodily Injury and Property Damage Liability	\$ <u>1,000,000</u>	any one occurrence subject to the Products/Completed Operations and General Aggregate Limits of Liability
Damage to Premises Rented to You Limit	\$ <u>100,000</u>	any one premises subject to the Coverage A occurrence and the General Aggregate Limits of Liability
Coverage B—Personal and Advertising Injury Liability	\$ <u>1,000,000</u>	any one person or organization subject to the General Aggregate Limits of Liability
Coverage C—Medical Payments		any one person subject to the Coverage A occurrence and the General Aggregate Limits \$ <u>5,000</u>

Item 2. Description of Business

Form of Business:

Individual
 Partnership
 Joint Venture
 Trust
 Limited Liability Company

Organization including a corporation (other than Partnership, Joint Venture or Limited Liability Company)

Location of All Premises You Own, Rent or Occupy:
SEE SCHEDULE OF LOCATIONS

Item 3. Forms and Endorsements

Form(s) and Endorsement(s) made a part of this policy at time of issue:
See Schedule of Forms and Endorsements

Item 4. Premiums		
Coverage Part Premium:	\$	\$500 MP
Other Premium:	\$	
Total Premium:	\$	\$500 MP

THESE DECLARATIONS ARE PART OF THE POLICY DECLARATIONS CONTAINING THE NAME OF THE INSURED AND THE POLICY PERIOD.



SCOTTSDALE INSURANCE COMPANY®

**COMMERCIAL GENERAL LIABILITY COVERAGE PART
EXTENSION OF SUPPLEMENTAL DECLARATIONS**

Policy No. CPS7310404

Effective Date: 02/23/2021

12:01 A.M., Standard Time

Named Insured TRU RENO ENTERPRISE, LP

Agent No. 04022

Prem. No. 1	Bldg. No. 1	Class Code 60012	Exposure 50,000	Basis PER 1000/GROSS SALES	
Class Description: DWELLINGS - VACATION RENTAL + PRODUCTS/COMPLETED OPERATIONS ARE SUBJECT TO THE GENERAL AGGREGATE LIMIT				Premises/Operations	
				Rate	Premium
				\$8.96	\$448
				Products/Comp Operations	
				Rate	Premium
				INCLUDED	INCLUDED
Prem. No.	Bldg. No.	Class Code	Exposure	Basis	
Class Description:				Premises/Operations	
				Rate	Premium
				Products/Comp Operations	
				Rate	Premium
Prem. No.	Bldg. No.	Class Code	Exposure	Basis	
Class Description:				Premises/Operations	
				Rate	Premium
				Products/Comp Operations	
				Rate	Premium
Prem. No.	Bldg. No.	Class Code	Exposure	Basis	
Class Description:				Premises/Operations	
				Rate	Premium
				Products/Comp Operations	
				Rate	Premium