

To Rental Agency Owners and Managers in the Banner Elk area...

We wanted to contact you and alert you of a recent incident that happened at The Reserve I and to give you the response from the Board of Directors to this incident since it might have an impact on your rental business. We encourage you to make your clients who rent at The Reserve I aware of our concerns and the course of action that we intend use in addressing this situation.

Within the past couple of weeks an owner was walking their dog along the street in The Reserve and their dog was attacked by another guest's dog, resulting in the person who walking their dog being bitten. The owner of the much larger dog who bit the owner would only say that "his large dog did not like small dogs and dogs will be dogs." While the owner of the larger dog was a renter, and up until now we have welcomed guest and their dogs as long as they are **well-mannered, on a leash and controlled**. Our attitude is changing somewhat.

As a result of this incident we are making some adjustments in our reaction and here is our current thinking. We are still going to welcome guests and their pets. However, if we have any problems or reports of problems from guest or owners we are going to immediately call the Village Police and have them enforce the Village's current policy regarding pets. If any member of the Board is contacted with a concern we will without hesitation call the police and have them address the situation. As a Board we will rely on the Village and their enforcement and fully support their response.

The Board of Directors of the Reserve will not allow dogs or any type of pets to disrupt the stay of any guest or owner. We will strongly back the Police and their enforcement policy and make no exceptions to our position. Our position as a Board if the problem is not contained immediately is we will ask the offender to remove their pet from the property immediately. If this is not done, we will have the Police remove the pet according to their ordinance and / or contact the unit owner and ask that they have the offender remove the pet immediately. In other words, we will go to the extent necessary to correct the situation. This is our final step before banning pets by renters in the units.

We felt that you should be aware of our position so that you have prior knowledge that we do not intend for incidents like this to give us a bad reputation or spoil any guests' or owners' time spent at The Reserve.

If you have any questions or concerns regarding this matter, please do not hesitate to contact me as I will be glad to discuss the Board's position regarding pets that become pests! Thank you for your attention to this matter.