Michael Boyko

From: Jennifer Pike
Sent: Tuesday, September 1, 2026 12:54 PM
To: Michael Boyko
Subject: FW: Penalty Waiver Request | Rock Haven Motel and Econo Lodge Biltmore
Attachments: Rock Haven and Econo Lodge Penalty Waiver Request 2026.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Please review the below and get an RBA completed.

I'll get this on the October 6th agenda.

From: Sarah Myers <smyers@exploreasheville.com>
Sent: Tuesday, September 1, 2026 12:50 PM
To: Jennifer Pike <Jennifer.Pike@buncombenc.gov>
Cc: Melissa Moore <Melissa.Moore@buncombenc.gov>; Mason Scott <Mason.Scott@buncombenc.gov>
Subject: Penalty Waiver Request | Rock Haven Motel and Econo Lodge Biltmore

Good afternoon, Jennifer, Melissa, and Mason.

Please find attached the supporting documents for the penalty fee waiver request from Shaunak Patel, owner of Rock Haven Motel and Econo Lodge Biltmore. You will also find below approval from Vic Isley, President & CEO of Explore Asheville & the BCTDA, to waive the penalty fee.

Per BCTDA policy, the decision to waive any fee totaling less than $500 can be made by the President & CEO and does not need to be voted on by the Board before being presented to the County Commissioners for approval. The Buncombe County tax collections office has confirmed the total $185.11 due, and indicated these accounts have no prior penalties.

Please advise on next steps and timeline for County Commission review.

Thank you,
Sarah

Bcc'd for sightline: HP Patel, Lucious Wilson, Tim Rosebrock, Vic Isley

EXPLORE ASHEVILLE
POWERED BY Buncombe County Tourism Development Authority

Sarah Myers She/Her (what is this?)
Director of People, Culture & Strategy
P: 828.333.5831
smyers@exploreasheville.com
27 College Place Asheville, NC 28801

From: Vic Isley <visley@exploreasheville.com>
Sent: Tuesday, September 1, 2026 8:28 AM
To: Sarah Myers <smyers@exploreasheville.com>
Subject: RE: Rock Haven Motel and Econo Lodge Biltmore

Approved. Thank you,

From: Sarah Myers <smyers@exploreasheville.com>
Sent: Monday, August 31, 2026 4:34 PM
To: Vic Isley <visley@exploreasheville.com>
Subject: Rock Haven Motel and Econo Lodge Biltmore

Good afternoon.

Please find attached the supporting documents for the penalty fee waiver request from Shaunak Patel, owner of Rock Haven Motel and Econo Lodge Biltmore.

Per BCTDA policy, the decision to waive any fee totaling less than $500 can be made by the President & CEO and does not need to be voted on by the Board before being presented to the County Commissioners for approval. The Buncombe County tax collections office has confirmed the total $185.11 due, and indicated these accounts have no prior penalties.

Please advise,
Sarah

EXPLORE ASHEVILLE
POWERED BY Buncombe County Tourism Development Authority

Sarah Myers She/Her (what is this?)
Director of People, Culture & Strategy
P: 828.333.5831
smyers@exploreasheville.com
27 College Place Asheville, NC 28801

From: Sarah Myers
Sent: Thursday, July 30, 2026 8:16 PM
To: Shaunak Patel <econolodge28805@gmail.com>
Subject: RE: Waiver request

Hello, Shaunak.

Thank you for your note. I am responding to officially begin the penalty waiver process.

I have attached the BCTDA penalty waiver policy, which includes instructions on how to submit a written request to the Buncombe County Tourism Development Authority (BCTDA).

In the written request, detail your reason for needing a penalty waiver, including the lodging property address, name, and pertinent information, and the amount you're requesting be waived for the property. For ease and expediency, we can accept the request letter as an email attachment. Please ensure it is formally addressed to the BCTDA.

You are welcome to write one letter for multiple properties, please be sure to lay out the specific details for each property, as you have below. It looks as though your total penalties owed are less than $500. Be sure to confirm that total amount due in your letter.

Per BCTDA policy, the decision to waive any fee totaling less than $500 can be made by the President & CEO of Explore Asheville and does not need to be voted on by the BCTDA Board before being presented to the County Commissioners for ultimate approval.

Please let us know if you have any other questions. Otherwise, I will confirm when the letter is received.

Kindly,
Sarah

EXPLORE ASHEVILLE
POWERED BY Buncombe County Tourism Development Authority

Sarah Myers She/Her (what is this?)
Director of People, Culture & Strategy
P: 828.333.5831
smyers@exploreasheville.com
27 College Place Asheville, NC 28801

From: Shaunak Patel <econolodge28805@gmail.com>
Sent: Thursday, July 30, 2026 9:37 AM
To: Sarah Myers <smyers@exploreasheville.com>
Subject: Waiver request

Hello,

I got an email for following accounts and penalties and i am asking for waiver as this occupancy tax was filed on new platform and the accountant who usually files for it filed it and thought the payment went through but we didn't know until we received an email from the tax office that the payment didn't go through. And we been always on time for filing and making a payment but had some issues this time as the platform was new. So please consider this waiver request. Following are the account details and penalty amount.

Thank you
510-314-7038

ACOUNT 2933 ROCK HAVEN MOTEL: BILL #3142236, $56.38
ACCOUNT 3003 SOMESWARA LLC - ECONOLODGE BILTMORE: BILL #3142235, $128.73