Jennifer Pike

From: Sarah Myers <smyers@exploreasheville.com>
Sent: Monday, October 5, 2026 12:39 PM
To: Jennifer Pike; Melissa Moore; Mason Scott
Subject: Penalty Waiver | 21 Bees Mountain Drive
Attachments: Penalty Waiver Request Materials 21 Bees Mountain Drive 9.2026.pdf

Good afternoon, Jennifer, Melissa, and Mason.

Please find attached the supporting documents for the penalty fee waiver request from Punam Ghimire Risal, owner of a vacation rental located at 21 Bees Mountain Drive. 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 penalty fee of $334.43 due, and indicated this account has 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: Monday, October 5, 2026 11:11 AM
To: Sarah Myers <smyers@exploreasheville.com>
Subject: RE: Needs Review: Penalty Waiver | 21 Bees Mountain Drive

Thanks, Sarah. This request is approved.

From: Sarah Myers <smyers@exploreasheville.com>
Sent: Monday, October 5, 2026 11:08 AM
To: Vic Isley <visley@exploreasheville.com>
Subject: Needs Review: Penalty Waiver | 21 Bees Mountain Drive

Good morning.

Please find attached the supporting documents for the penalty fee waiver request from Punam Ghimire Risal, owner of a vacation rental located at 21 Bees Mountain Drive.

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 penalty fee of $334.43 due, and indicated this account has 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: Ambarkaar <ambarkaar@gmail.com>
Sent: Thursday, September 3, 2026 7:24 AM
To: Sarah Myers <smyers@exploreasheville.com>
Subject: Re: Penalty Waiver Request | 21 Bees Mountain Drive

Dear Ms Myers

I believe the amount you are saying has to be more accurate. I was just taking the difference of how much I paid vs how much was actual collection for taxes and put the difference in penalty category. Thank you for your help.

Sincerely
Punam

On Sep 1, 2026, at 9:09 AM, Sarah Myers <smyers@exploreasheville.com> wrote:

Dear Punam,

I've conferred with the Buncombe County Tax Collection Office. They found a discrepancy in the calculation of penalties due. Their system indicates total penalties paid were $334.43 for the time period you indicate in the penalty waiver request letter.

$75.20, $98.71, $15.43, $18.31, $38.52, $54.40, and $33.86 were the individual penalties on the bills that had balances. You did not have any processing fees since you paid with a bank account ACH.

Would you mind reviewing your files, and let me know if their math seems accurate and if you can see where the discrepancy may have arisen from?

Thank you!
Sarah

<image001.png>

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

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<image007.png>

From: Ambarkaar LLC <ambarkaar@gmail.com>
Sent: Tuesday, August 25, 2026 10:39 AM
To: Sarah Myers <smyers@exploreasheville.com>
Subject: Re: Occupancy Tax

Dear Ms. Myers

Good morning,

Please find attached the documents relevant to the request for penalty waiver for occupancy tax for the period of Nov 2025 till June 2026.

Attaching a letter request and the transaction details.

Thank you,

Regards

Punam Ghimire Risal

813-998-5951

Get Outlook for Mac

From: Sarah Myers <smyers@exploreasheville.com>
Date: Monday, July 27, 2026 at 12:23 PM
To: Ambarkaar <ambarkaar@gmail.com>
Subject: RE: Occupancy Tax

Hello, Punam.

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

If we receive the written request before our upcoming BCTDA meeting on August 26, we can present the request to the BCTDA board that morning. As you will see in the attached policy, the next step would be approval by Buncombe County Commissioners.

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

Kindly,
Sarah

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

-----Original Message-----
From: Ambarkaar <ambarkaar@gmail.com>
Sent: Friday, July 24, 2026 3:02 PM
To: Sarah Myers <smyers@exploreasheville.com>

Subject: Occupancy Tax

Dear Ms. Myers

I received your contact from the occupancy tax department. I have a scenario where the company that was managing my property had challenges to administer the taxes. Hence, I will be taking over and making those payments myself in the process. I noticed there are penalties. I'm creating this thread so once I submit the payment, I will email you again and request you if there is a way you could have these penalties waived or credited back to apply towards future dues, I really appreciate it.
I'll get you these documents over to you by tomorrow. Thank you.

Regards
Punam Risal
Ambarkaar LLC

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