ON MAY 11, 2004, THE BOARD STRUCK THIS DOCUMENT FROM THE RECORD.

BZA
Case No. 17092
Exhibit No. 21

Board of Zoning Adjustment
District of Columbia
CASE NO. 17092
EXHIBIT NO. 21

November 24, 2003

Board of Zoning and Adjustment
441 4th Street, Northwest
Suite 210 S
Washington, D.C. 20001

17092

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To Whom It May Concern:

SUBJECT: WAGTIME LLC/CERTIFICATE OF OCCUPANCY

I am writing this letter in reference to the challenge against Wagtime's Certificate of Occupancy. I understand some individuals feel that this business is a nuisance and I would like to provide you with a different perspective.

I have 2 dogs that play at Wagtime several days a week. In addition, when my husband and I work late, our dogs receive walks by trained Wagtime staff and when we travel, they stay at Wagtime overnight. Wagtime is a wonderful business that provides a real service to members of the community and the neighborhood.

In addition, I would like to point out the following key issues:

1) **The owners of Wagtime demand professionalism and abide by all city regulations.** Wagtime would not accept my dogs until they were licensed in the city of D.C. I also had to provide all proper and up-to-date veterinary certifications before my dogs were allowed to play or board.

2) **Wagtime is a clean establishment.** It always smells and looks clean in the store portion of Wagtime. In the portion of the establishment in which the majority of the dogs play, there is a huge window so that owners can watch their dogs socialize. My view from this window is one of cleanliness and the utmost respect for providing a safe, fresh environment for the dogs.

3) **The members of the Wagtime staff treat all animals with love and kindness.** I never worry about my dogs when they are at Wagtime because the staff is well trained, friendly, and incredibly caring toward the animals. I know that my dogs receive the same standards of care when they are at Wagtime as they do in my own home.

We live in a city in which people work long hours. The Dupont area is filled with men and women who love their dogs enough to treat them like children; daycare, daily walks, toys, grooming, etc. I honestly do not know what I would do without the consistent, convenient, and professional dog services that Wagtime provides. I feel privileged not only because Wagtime exists for my dogs, but also because I am privileged enough to know its remarkable staff and owners.

Sincerely,

Lisa L. Rosen

Lisa L. Rosen

1715 SWANN ST., NORTHWEST
APT. 6
WASHINGTON, D.C. 20009

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