Recd.
8.7.02

STATEMENT IN SUPPORT
BY
SHAUGH WEST

I would like to begin by addressing some of the fundamental aspects of the day to day operation of a B & B. I believe that if we can generate a better understanding of just how a successful B & B functions, we can then apply our common sense to how that relates to a majority of the neighbor's concerns.

If B & B guests were surveyed, I would expect them to tell you that the primary reason they avoid hotels and stay at a B & B is because of the hospitality certainly, but even more importantly, for the peace and quiet. It is our primary asset. It is our stock and trade. I cannot emphasis this enough. Think about it. People come to us to not just to spend the night, but to ENJOY their sleep. It is no accident that the majority of B & Bs, particularly in large urban areas are in historic structures. There are two reason, really, one is because they provide an elegant and interesting backdrop to the environment and the second is that they have the kind of construction that lends itself to facilitating peace and quiet. For example, even most of the interior walls of the Toutorsky Mansion are 22 inches thick. The house is a veritable fortress. Our guests will never be put in the position of having to over hear what goes on in the next room. (Neither will the neighbors.) It is also incumbent upon us to make certain that nothing else in the house will disturb a sleeping guest. This is our measure of quiet. This is our standard.

So you see, we have a far more immediate and stringent test of how we operate in relationship to this issue than the neighbors. We have to satisfy the person down the hall, long before the person down the street. Obviously, this is also our test for any event, whether it's a weekday business meeting, a wedding, or anything else, irrespective of the time of day or day of the week.

I would add that in the almost two years that I worked at Swann House, we had three complaints regarding noise. On three separate occasions, we had a guest complain that the neighbors were keeping them awake and could we do something about it. I never once had any complaints from the neighbors.

Another important fact is in respect to demographics. A B & B in this location and in this price range will attract the kind of clientele that is consistent with the people in this neighborhood and the people in this room. By far the majority of our customers will be between the ages of 35 and 65. We will simply not offer anything in the way of excitement for 20-somethings and won't often be in the price range of someone under 35. So you see the guests in our house will be very much like the guests in yours. In fact, a large part of our clientele over time will be the parents and grandparents of the younger members of the

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neighborhood. Another category of guests will be those who come on government business. Typically they will be fairly high ranking government employees, ranking military personnel, scientists with the NIH and other business executives. We will of course also have guests coming just to enjoy DC, although overall you might be surprised to know that they will not be in the majority. There is nothing inherent in our business or in the type of person we will attract that will pose a problem in terms of being wild and crazy. Trust me, these people are considerate and polite, it's an integral part of the reason they will be attracted to us.

It would seem that the other main issue is the parking. The absolute truth is that on average we will expect to have no more than 25 to 30% of our guests who will drive, simply because by far the majority of people arrive by plane and take a taxi to their final destination. I expect this to be true of our customer base in particular. We will also address this when we take the reservation. It will be our standard policy to discourage guests from arriving by car. We will do this by simply pointing out the facts. It is more convenient to get around DC from our location by either public transportation or by taxi. It is also less costly. Complete instructions on parking should it be needed, will be included with every confirmation letter that is sent to every confirmed reservation. It will be covered in great detail. We will also encourage guests who do drive to leave their car in the garage for the duration of their visit. This is almost always well received. It's just not appealing to drive in a city with little parking that is not easy to navigate. I am currently in negotiation with Marty Janis at Atlantic Valet. They have a garage in the 1700 block of Mass Ave. We will use their facility both on a daily basis and also for events. Parking will be negotiated at the time an event is booked based on anticipated need and will be included in the event fee I will be happy to send you a copy of our agreement as soon as it is complete.

You will note in our staff scheduling that we will have two people on site at all times with the exception of between midnight and 7 am. Although of course, Mr. Gonzales will also be on site during that time frame. Normally, it is not necessary to have a second staff person after 6pm. We have done this especially to accommodate the parking. This will give us a second person to act as a valet as needed.

The next major concern is events. It has been suggested that restricting the number and times of events will limit the impact of events on the neighbors. This is only true on the surface. In truth, it is probably the worst possible way for us to be in compliance with OUR COMMON GOALS, WHICH IS TO BE ABLE TO HAVE WELL RUN EVENTS THAT HAPPEN AS INCONSPICUOUSLY AS POSSIBLE. I have to emphasis here that it is a goal that we most definitely share. Let me explain why I believe that the restrictions we would voluntarily agree to are, far better than what the neighbors think would work. If we are confined to a specific number of events per month with restrictions on whether they be on the weekend or not, it will inadvertently produce a result opposite our

COMMON GOAL. The result is that we have no flexibility to try to book more small events during more desirable hours during more desirable months. First of all it prevents us from trying to maximize our off season when we have fewer guests in the house. For example, say it's February, it's better for us to have the flexibility to book a daytime wedding with 35 guests; an 18 person business luncheon and a 25 person baby shower than to be confined to booking a single larger event. We would also volunteer to limit the way we set up the events by having no food service, no amplified music or speeches in the courtyard. The upshot of arranging it that way is that we might have a few guests who would wander outside to smoke or have a brief conversation. But if all of the activity is inside the guests will be as well. After all they are expressly there to attend an event happening inside. We would also volunteer to put up signs in the courtyard reminding people who are there to respect the fact that we are in a residential neighborhood and to ask them to speak softly if they are not doing so already. It would put us in a very awkward position to have to completely restrict guests from the courtyard. What would we do? Lock the door? What about fire regulations?

I guess the real point I want to make is this. We are very much aware that the neighbors have reasonable and legitimate concerns. By our very nature as a business who's business it is to accommodate a large variety of people's needs, we will do our best to make certain that we are respectful and considerate in all circumstances. All we're asking is that we have the same respect and consideration in return. We ask that we be allowed to have a business that is absolutely self-regulating in an even more stringent way than the neighbor's expect. But that we have the flexibility to accomplish this in a way that serves our common purpose.