

**From:** Sue Polston <spolston@sunriseinasheville.org>  
**Sent:** 7/21/2021 1:43:00 PM  
**To:** Mike Lamb <mlamb@ashevillenc.gov>  
**Cc:** Emily Ball <eball@ashevillenc.gov>  
**Subject:** Re: \*\*Concerns\*\*

Thanks a bunch for looking into this. I will have conversations with our staff so they understand what needs to happen and not happen. Thanks for all you and your team do!

Sue Polston, NCCPSS  
Executive Director  
Sunrise Community for Recovery & Wellness  
cell: 828.205.1205  
office: 828.552.3858 [www.sunriseinasheville.org](http://www.sunriseinasheville.org)

On Wed, Jul 21, 2021, 1:13 PM Mike Lamb <mlamb@ashevillenc.gov> wrote:

I was finally able to review the footage. As a short summary, the officer saw two people run from a stolen car and run into the lower level of the hotel. Axis security volunteered to show the officers where the people ran to. Knowledge told the security guard that he could not take the officer to the room. Officer Welborn is correct in her email that Knowledge is acting outside of his realm of responsibility. He is respectful and speaks with the officers but is not assisting with the investigations. If our goal is to ensure that the location is safe for all parties then cooperation and collaboration between Sunrise staff and APD is best.

On Wed, Jul 7, 2021 at 10:45 AM Sue Polston <spolston@sunriseinasheville.org> wrote:

Sue Polston, NCCPSS  
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----- Forwarded message -----

From: **Emma Welborn** <ewelborn2@ashevillenc.gov>  
Date: Mon, Jun 28, 2021, 10:39 PM  
Subject: \*\*Concerns\*\*  
To: <spolston@sunriseinasheville.org>  
Cc: Noland Brown <nbrown@ashevillenc.gov>

Ms. Polston,

This is Ofc. Welborn with the Asheville Police Department and the purpose of this email is to address some issues and concerns that some East Asheville officers are having with a Sunrise employee that is currently working at the Ramada Inn, located at 148 River Ford Pkwy. As you know, the Ramada Inn has taken on the great task of housing some of our Asheville homeless individuals and are working closely with your organization to offer services to these individuals, but with this new relocation, this has increased APD's call for service volume to this location.

Officers have been responding to different types of calls at this location and officers have also been asked by the Ramada Inn staff members and the Axis Security officers to conduct extra checks around the property, especially during the night. Recently, officers have recovered multiple stolen vehicles from this property and have had to take multiple Sunrise participants into custody. Here is the major issue we are running into at this location during later hours. There is a male employee there that goes by 'Knowledge', that is acting, in our opinion outside of his realm of responsibility, on behalf of Sunrise. Multiple officers have been told by this employee that they are not to go into "his buildings" and have been given the run around during criminal investigations on site. He has also advised the Axis security officers to not work with law enforcement during these incidents as well, so officers are only getting cooperation from Ramada Inn personnel. Officers understand if the employee does not like police presence, but we want to work toward a professional relationship with Sunrise employees, especially when we are responding out there an increased amount.

APD officers are doing their very best to ensure the safety of the citizens of Asheville, which includes the Sunrise participants, employees, Ramada Inn employees, and the other guests at this hotel. APD officers cannot turn a blind eye to these felony incidents that are occurring in their presence, so we are simply asking for some type of change to occur. We cannot adequately respond to calls for service and conduct criminal investigations to keep this property safe when these incidents are being obstructed by a Sunrise employee. We appreciate you reading this email and we are looking for a change to be made in the future to ensure that calls for service can be handled appropriately, without any issues.

Thank you for your time,  
Ofc. Welborn