

From: Cathy Ba <cba@ashevilleenc.go>
Sent: 4/26/2021 0:20 AM
To: Himanshu Karvir <hk@karvirrte.com>, Emily Ba <eba@ashevilleenc.go>, spokesperson@se-nasheville.org
Cc:
Subject: Re: Issues over the weekend

Thanks Himanshu. I will ask Emily and we will work with Sunshine to resolve. Thanks for letting us know.

I will get back with you.

Cathy

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On Mon, Apr 26, 2021 at 11:08 AM Himanshu Karvir <hkarvir@virtelle.com> wrote:

Good morning Cathy,

Sorry to start your week with this. We had a rough weekend over at the Quality Inn. I am all about working together to solve this, but I will not put my staff at risk or my guests. Sunshine needs to have someone on staff 24/7 that can actually help as we are not equipped to handle these situations. Additionally, we will probably ask for 24/7 security to be present onsite as well.

Please let me know how you would like to proceed.

Thank you,

Himanshu

Incident #1:

2nd shift pass on
There has been a very busy night. With all the guests in the back. They have been in and out of the lobby all night. (None of them had masks on) ask them to please have masks on when entering the lobby. I told the same person 3 times. They were asking for coffee, sugar, keys, remotes, towels, etc. Outside people have also been coming in asking if people are staying. And of course we can give them information. We had 3 homeless people sleeping in sleeping bags in the breezeway by the pool. ask them to leave the property if they did not have a room here. 132 complained that they were playing loud music in the parking lot. I went back and ask them to turn it off. Guests were complaining about it. At 10:12pm The security guard arrived. He got a list of rooms. Someone from Sunshine will be here to get the keys at 11:20am. They will also ask the breakfast bags in room 112 and the people will pick them up from here. Room 251 called me and said his girlfriend said that 2 men said they were in the room this morning and tried to enter the room. As I was talking to the male guest he proceeded to tell me that his girlfriend was schizophrenic. I told him he needed to let her know to contact him from the desk if it happens again. Please remember to keep the bathrooms locked. From the Desk know this is challenging right now. You all are doing a great job. appreciate your hard work and all your help with this. If anyone has any ideas to make this situation go smoother please let me or Tim know.

Incident #2:

In addition to last night's quote report we had a few other instances on Saturday night I wanted to share with you. Guest in room 142 told Dwan he did not feel safe in his room but would not explain why. He claimed someone else in room 108 assaulted him and room 242 was communicating threats. The roommate [REDACTED] did admit to beating up [REDACTED] when he came down to the desk to get keys for the room later that evening. I contacted the 24/7 help number and spoke to Matt about this situation around 1:30am to see how they wanted to handle it. Matt didn't really have an answer for me so he told me to communicate with Dwan that if the guest did not want to involve the police or explain the situation then he could leave the property until morning. The guest hung around the property and eventually communicated with Dwan that his roommate sexually assaulted him but he did not want to involve police or file a report. The guest locked himself in the bathroom until sunrise staff arrived Sunday morning. I think it's imperative we have a staff member from their organization on sight to handle these internal issues when they arise.



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