

From: Highland Pet Resort Inc.
To: Marlboro Planning Board

VINNY

Subject: In Response to the Operational Narrative of the Highland Pet Resort.

Highland Pet Resort Inc. provides the following services:

- 1) Boarding of dogs, cats, and small animals
- 2) Doggie Daycare
- 3) Grooming
- 4) Training Classes

We're a cage-free facility, which means that every dog and cat get their own individual rooms at the resort. We currently have a total of 31 rooms of various sizes and 7 "kitty condo" enclosures. Dog boarding is our most popular service. During our "peak season" (over the summer and holidays) all of our rooms are booked up about 2-3 months in advance. Having only been open for one and a half years, this is incredible; it shows how great of a demand there is for high quality boarding facilities in this area that are affordable. During our "off-peak season" there is a greater demand for our doggie daycare services. People drop their dogs off for the day while they're at work to play and socialize. We've actually already reached our capacity for "regular" daycare dogs (dogs that come the same days every week) which is about 15-20 dogs.

Even though our customer hours are 8am - 8pm Mon - Sat, we allow our daycare dogs to be dropped off as early as 7am. All other customers can drop off or pick up any time between 8am - 8pm. Our busiest times of the day are 7:30 - 8:30am & 4:30 - 5:30pm because of daycare. Even during these busy times the most customers we have parked outside at the same time is only about 3 people. This is because our customers spend about 5-10 minutes max dropping off or picking up their dogs, sometimes less than 5 minutes. Our staff has a very efficient system for taking in and giving back people's pets as quickly as possible.

Highland Pet Resort Inc. has a total of 9 staff members; one of which was hired only for the summer. Typically during the summer there are between 4-5 employees working at the resort at the same time. The rest of the year there are between 3-4 working at once. This means that the average amount of cars occupying the upper parking lot is 6-7 cars (customers and employees), when the lot can hold approximately 15 cars total. The lower parking lot is reserved for our groomer, Stephanie, who rents space from us. The most cars she has parked down below at any given moment is 4 cars, but usually it's only 2.

The addition we're proposing is 14 more indoor/outdoor rooms for dogs. The indoor/outdoor rooms are our most popular rooms because dogs can go in and outside as they please during the day through a doggie door. We generally keep the doggie doors open from about 8:30am - 7:00pm to limit the amount of noise outside. However, if we notice that a particular dog is making an excessive amount of noise, we close up their doggie door for a little while and then re-open it again after they've calmed down. Due to the quality of our care, our dogs are much calmer than most boarding facilities

and they don't feel the need to bark as much anyway. We've asked our neighbors on multiple occasions if barking has ever been bothersome or a problem, and each person we've asked has always said no.

Our plan for the new addition is to utilize the rooms during our "peak season" and to shut down that part of the building for the remainder of the year. Since the addition will primarily be used to house boarding dogs, it shouldn't affect the amount of cars occupying the parking lot by customers. This is because boarding dogs have such a wide range of time that they are allowed to be dropped off and picked up (12 hours), therefore it's unusual to have more than one customer show up at the same time. However, we would need to hire 1-2 more summer employees to help care for the extra dogs.

Originally our rooms were built with drains in the floors to hose down waste, but they have been deemed unnecessary and are never used. Most messes are small enough to be cleaned with towels or mops, so the new rooms being built in the addition will NOT have drains in them. All waste in and outside the building is bagged and thrown into our dumpster on the property. American Carting is the name of the company who supplies the dumpster and removes our garbage once per week.

In conclusion, the addition of 14 more rooms or "kennels" to the pet resort will hardly affect the overall operations of the business, and will only increase the amount of cars coming in and out of the parking lot a little bit (1 or 2 cars) at any given moment. The addition is necessary for the continued success of Highland Pet Resort Inc., and to be able to accommodate more pet owners in need of a reliable place to leave their dogs while they go on vacation or out of town.

