



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] case # 8-C-17-UR

1 message

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Ryan Kerschen <kerschenrp@gmail.com>

Tue, Jul 18, 2017 at 9:25 PM

Reply-To: kerschenrp@gmail.com

To: commission@knoxmpc.org, doggroomingbycrystal@gmail.com

To Whom It May Concern,

This is in reference to Dog Grooming by Crystal. Crystal runs a professional business and I have had personal experience with her. She is a kind person who cares about and respects others. She is an asset to the community and I give her my whole-hearted support. - Ryan Kerschen



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case # 8-C-17-UR

1 message

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Lauren gangaware <lashley1022@gmail.com>

Fri, Jul 21, 2017 at 3:51 PM

Reply-To: lashley1022@gmail.com

To: "commission@knoxmpc.org" <commission@knoxmpc.org>

To home it may concern,

I am writing this email in support of Dog grooming by Crystal. I have been a client of Crystals and have found her to be a wonderful and upstanding business owner and resident of our community. Not only is she extremely kind and caring, she's a conscientious person in business practice and in life. Her ultimate goal is to provide a service for her community and to help nurture relationships with our pets. She has really been a lifesaver for me when I had nowhere to turn to with my extremely skittish rescue dog. She's a blessing and I hope you will give her the opportunity can to continue to bless her community.

Please feel free to contact me with any questions you may have.

Thanks you,

Lauren Gangaware  
(865) 455-2008



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case # 8-C-17-UR

1 message

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Katherine Sumner <tassieky@icloud.com>  
Reply-To: tassieky@icloud.com  
To: commission@knoxmpc.org

Fri, Jul 21, 2017 at 11:28 PM

Re: Dog Grooming by Crystal

Dear Sir or Madame;

I have recently learned that there was a complaint filed against this young woman's business. Well, to be honest, I was shocked. This is a very personal & professional grooming salon, and Crystal is an extremely courteous & respectful person. I don't know of anyone in her neighborhood who has been negatively affected, or is unhappy with her business in any way. I believe this complaint must have come from someone who is trying to mar her reputation & destroy her business...maybe a disgruntled former employee. Please give this some thought, as this is the only reason imaginable for someone to register a complaint against this young woman & her business.

Sincerely,  
Katherine Sumner



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case # C-17-UR

1 message

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lovella sweeney <lovellassweeney326@gmail.com>  
Reply-To: lovellassweeney326@gmail.com  
To: commission@knoxmpc.org

Wed, Jul 19, 2017 at 5:13 PM

To who this may concern. My name is Lovella .Im sending this in regards to Dog grooming by Crystal ive been taking my dog to her a while now. She as always gave excellent care to my little baby. Ive took my dog to alot of groomer but she is the best . she is a great asset to our community. It is wonderful going to her . Ever sence i found her i will not take my dog anywhere else..



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] Case #8-C-17-UR (Dog Grooming by Crystal Diaz)

1 message

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Linda Morrow <linda.morrow1@gmail.com>  
Reply-To: linda.morrow1@gmail.com  
To: commission@knoxmpc.org

Sun, Jul 30, 2017 at 1:10 PM

This is in reference to Crystal Diaz's dog grooming business. I started taking my 3 dogs to her for grooming and nail trims at the beginning of this year. Her neighborhood is quiet and has well maintained homes by her neighbors. Ms Diaz's home and landscaping is maintained the same as her neighbors. I have never seen her overbooked with clients parked on the street or in front of her neighbors' homes. I am always the only one at her house when scheduled. Her house is immaculately clean and extremely quiet. She does not have any dogs at all running thru her house or yard or any type of dog barking. I have only seen her personal dog one time and that was when she brought her into the living room to meet me. Her dog was well groomed, well trained and quiet. If I had not seen her dog I would not have known she owned one. Ms Diaz has always been professional and has always done quality work with her clients/dogs. This is why I stopped taking my dogs to public grooming facilities as well as greatly reducing the stress from my dogs and started going to her. One of my dogs' stress whines and is timid in public grooming facilities and she has worked very well with Shiloh and made him feel at ease. Not only is her grooming business her income but Ms Diaz is an asset to the dog lovers community and to her neighborhood.

Ms Diaz has followed proper protocol to get her business set up as a professional home business. Unfortunately there can be someone on the sidelines that does not want to see people accomplish their dreams or get ahead. I hope this can be resolved for Ms Diaz's benefit as well as the dog community.

If you need to contact me, you may do so at this email or my phone number - 865-599-5936.



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] case #8-C-17-UR Dog Grooming by Crystal

1 message

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Grace Ware <graceware94@gmail.com>  
Reply-To: graceware94@gmail.com  
To: commission@knoxmpc.org

Wed, Jul 19, 2017 at 1:43 PM

I am emailing in regards to case #8-C-17-UR Dog Grooming by Crystal.

I have been a customer of Crystal's for the past year. She is the first groomer of her kind that I have used for my beloved maltese, Bear (way better alternative than the big box stores). She has shown my dog and myself endless kindness and love, not to mention Bear always leaves happy and beautifully groomed. She even took care of him while I was out town. I never once was concerned about my dogs care while he was with her. I could tell she truly cares for my dog and his well being. Every time he visits she always lets me know if she sees anything concerning, and he always gets cuddles after. I love the attention she gives him. Her no cage, holistic policy is what drew me in but her loving, hard-workin, professional attitude is made me keep coming back. Crystal is a one of a kind groomer and I can't imagine ever taking my dog anywhere else.

Sincerely,  
Grace Ware



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case #8-c-17-ur Dog grooming by Crystal.

1 message

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brightsox2016 <brightsox2016@gmail.com>

Wed, Jul 26, 2017 at 9:28 AM

Reply-To: brightsox2016@gmail.com

To: commission@knoxmpc.org

I would like to support this use on review. This is just around the corner from my house. I have used Crystal's services several times. She runs a very clean business and I don't see a problem with this in the neighborhood. Thanks, Mary Ann Bright, 5403 Greencrest Rd., Knoxville, TN 37918



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case #8-C-17-UR Dog Grooming by Crystal

1 message

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katiebkiser@gmail.com <katiebkiser@gmail.com>

Wed, Jul 19, 2017 at 8:39 AM

Reply-To: katiebkiser@gmail.com

To: commission@knoxmpc.org

I would like to share with you what an asset Dog Grooming by Crystal has been to the Shannondale community. Crystal is kind and professional, and brings her extensive experience to our community to better serve us and our pets! Unlike most grooming establishments, Crystal's is cage free and low stress. The home environment of her business has put my anxious dog at ease. While the environment is laid back, Crystal holds herself to the highest professional standards to ensure safety for all her clients. I signed releases and policy forms at the start of our grooming relationship which showed Crystal's dedication to excellence. I am continually impressed with her prompt services and open communication.

The loss of Dog Grooming by Crystal would be a loss for the community. Please consider our wonderful experience in reference to this matter.

Case #8-C-17-UR Dog Grooming by Crystal

Thank you,  
Katie Kiser  
5610 Villa Road  
Knoxville, TN 37918  
865-643-6261



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case #8-C-17-UR, Dog Grooming By Crystal

1 message

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Michael Herron <mherron511@gmail.com>

Wed, Jul 19, 2017 at 4:12 PM

Reply-To: mherron511@gmail.com

To: "commission@knoxmpc.org" <commission@knoxmpc.org>

To Whom It May Concern:

I have been a customer of Dog Grooming By Crystal for a quite few months now. Crystal is always very inviting and I can tell she has a true passion for her work. I've never had any complaints about the work provided or the environment in which she performs her work.

Crystal does amazing work grooming my pets. My dogs are truly excited to see her. They always come back peaceful and content because she is so loving and patient with them. This means a lot to a pet owner. I've been to other businesses in Fountain City where the dogs are caged and not as well taken care of, and you can see the difference in your pets eyes.

Dog Grooming By Crystal is home ran business. She has a specific area of her home dedicated to her business. She is very professional, and her space is always clean. As a member of the community, I do not see her business as a nuisance. She is located just a few miles from the hustle and bustle of Broadway. You would not even be able to tell that there was a business located at her home if it wasn't for the minimal signage in the front lawn. She doesn't book multiple clients at the same time, so I've never seen other customers or vehicles at her home. There's no one parking on the road, she leaves plenty of space in her driveway.

I'm grateful to have such a wonderful dog groomer located so conveniently to my home. I would hate to see her lose her business to one complaint. She is a great person and awesome groomer!

Sincerely,

Michael Herron  
(865) 210-1259



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case #8-C-17-UR

1 message

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Lauren Corum <laurencorum@gmail.com>  
Reply-To: laurencorum@gmail.com  
To: commission@knoxmpc.org

Wed, Jul 19, 2017 at 12:46 PM

To whom it may concern:

It has been brought to my attention that a complaint has been voiced against my trusted dog groomer's business, Dog Grooming by Crystal. I would like to share my support of this business and their services. I have taken my young dog to Crystal several times and have left her in her care. She is calm, careful, and very knowledgeable about the care and the grooming process of my beloved pet. I felt an instant connection/comfort with Crystal when I walked through the doors of her home and met her for the first time. That comfort has only grown since then. My dog is very happy to go there and be left alone with her, as well.

I would be devastated if anything were to happen that would put Crystal's business in danger of closing. I do NOT wish to move on to a different groomer, as I and my dog already have a well established, trusting relationship with Crystal. Please take all this into consideration when you are evaluating the importance of her successful business.

Thank you.

A happy customer,  
Lauren Corum



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case 8 C 17 UR

1 message

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greavesjran <greavesjran@bellsouth.net>  
Reply-To: greavesjran@bellsouth.net  
To: commission@knoxmpc.org

Wed, Jul 19, 2017 at 9:53 AM

I am writing in support of Crystal the dog groomer. I have a dog that cannot go to a large commercial groomer because she stresses out around other dogs. When I go to Crystal's home business, it is quiet, there is never anyone else around at my appointment time, and I do not have to park on the street because there is always parking on her driveway. I cannot imagine anyone complaining about this needed service. Crystal is a quiet neighbor who provides an alternative and necessary service to a limited clientele on a strict appointment only basis. Please allow Crystal to continue her home business.

Sincerely,  
Randy Greaves  
803 7472



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case 8-c-17-UR

1 message

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Randy Kinney <randy@kinneysurgical.com>  
Reply-To: randy@kinneysurgical.com  
To: "commission@knoxmpc.org" <commission@knoxmpc.org>

Thu, Jul 27, 2017 at 1:50 PM

MPC Board Members

You have a case coming up "Dog Grooming by Crystal". She is one of my clients at Kinney Sharpening on Lovell Road. I am not sure what issue has come up about her service. I can tell you we have been sharpening her clipper blades for quite a while. Doing business with her is a pleasure. She has always been very professional. Other groomers have also talked highly of her also. Please help her out.  
And thank you for my sign permit.

Have a great day

Randy Kinney  
865-363-6610



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case# 8-C-1FOR

1 message

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Ben Jaco <ejaco@att.net>  
Reply-To: ejaco@att.net  
To: Commission@knoxmpc.org

Tue, Jul 25, 2017 at 8:22 PM

Mrs. Diaz has a small dog grooming business that is very efficient and well organized. It causes no problems for the neighborhood such as traffic or noise problems. The family has drastically improved this location and neighbors should be pleased with the difference over the run down place that was there before. This is a positive addition to the neighborhood.

Thank you,  
Elizabeth Jaco



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case 8-C-17-UR

1 message

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Kathryn Gray <kathryn@gatelogicsecurity.com>  
Reply-To: kathryn@gatelogicsecurity.com  
To: commission@knoxmpc.org

Fri, Jul 28, 2017 at 9:58 AM

Good Morning,

My name is Kathryn Gray and wanted to drop an email by supporting Dog Grooming by Crystal. When I visited Dog Grooming by Crystal I was really impressed with how clean and calm things were at her property. I also wanted to add that while I was there several neighborhood children and their parents would stop by to talk to Crystal (they all knew her by name) or give a dog a pat on the head. Everyone seemed to be happy to have her there and I think it would be a great loss to the community to take away her business.

Her at home business really contributes to the close knit family feeling of the area which is a very hard thing to find these days.

Please contact me with any other questions on my interaction with Crystal or Dog Grooming by Crystal. My cell is 240-723-3020.

Thank you for your attention on this matter and I hope you enjoy your weekend!

Kathryn Gray

Director of Operations



8124 Flannery Court

Manassas, VA 20109

(703) 763-GATE (4283)

[www.gatelogicsecurity.com](http://www.gatelogicsecurity.com)

DCJS 11-8964

VA #2705146714

MD #109327

DC #410514000514

VA #2705146714





Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case# 8-C-17-UR Dog grooming by Crystal

1 message

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carole jackson <carburjac@gmail.com>  
Reply-To: carburjac@gmail.com  
To: commission@knoxmpc.org

Wed, Jul 19, 2017 at 2:16 PM

Hello,

I wanted to write in defense of Crystal and her dog grooming service. I was so happy to find her recently for my 17 1/2 yr old yorkie. She was overdue for a grooming and nail clip. Someone referred her to me and shes in my neighborhood. She did a great job in a timely manner and because shes at home is was much less stress on my elderly dog. Im grateful to have found her and hope no "one person" will be the cause of problems in Crystal being able to continue her service.

Thank you,  
Carole J

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This message was directed to commission@knoxmpc.org



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991K



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case#8-C-17-UR

1 message

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lonniedyer4.ld@gmail.com <lonniedyer4.ld@gmail.com>  
Reply-To: lonniedyer4.ld@gmail.com  
To: "commission@knoxmpc.org" <commission@knoxmpc.org>

Wed, Jul 19, 2017 at 5:07 PM

I lonnie dyer have been taking my to dog grooming by Crystal and she does a terrific job with my little yorkie and is a great person to the community

Sent from my LG Mobile



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Crystal dog grooming

1 message

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Martina brooks <Brooks2502@comcast.net>

Wed, Jul 19, 2017 at 9:19 AM

Reply-To: brooks2502@comcast.net

To: commission@knoxmpc.org

Please approve her use in review case 8-c-17-ur. Dog grooming by Crystal  
She grooms my Yorkie and I am totally satisfied with her services.



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Dog Grooming by Crystal (Case # 8-C-17-UR)

1 message

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Reeves, Alissa <alissa@utk.edu>

Wed, Jul 19, 2017 at 9:11 AM

Reply-To: alissa@utk.edu

To: "commission@knoxmpc.org" <commission@knoxmpc.org>

Planning Commission,

I am writing in support of my next-door neighbor Crystal Diaz and her business Dog Grooming by Crystal (Case # 8-C-17-UR)

As mentioned, Crystal and her business are located directly next door to my home at 4607 Oriole Drive Knoxville, TN 37918.

She and her business are an asset to our small community and cause no disruptions to daily life at all.

I support Crystal and her business located in our neighborhood.

Best,

Alissa Reeves



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] Dog Grooming by Crystal

1 message

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Mitzi Gresham <mitzigirl10@gmail.com>

Mon, Jul 31, 2017 at 10:05 PM

Reply-To: mitzigirl10@gmail.com

To: commission@knoxmpc.org

Case # 8-C-17-UR

I'm writing to show my full support of Crystal Diaz and Dog Grooming by Crystal. I have been going to her with both of my dogs for about 6 months now, She is organized, easy to schedule with, thoughtful of my dogs, thorough and most of all, a small business that needs our support. I don't know what the complaint is about against her, but I assure you that it is not grounded in complete truth. Crystal is above approach with her business ethics and with the animals. I researched her and asked a lot of questions myself to make sure that she is legit. I refer others to her and I will continue to use her for my dogs grooming needs. I completely support small businesses in my community and this one is definitely one!

Thank you for your time.  
Mitzi Gresham



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] Dog Grooming by Crystal Business

1 message

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Rachel williams <rachelswilliams@live.com>

Tue, Jul 25, 2017 at 6:25 PM

Reply-To: rachelswilliams@live.com

To: "commission@knoxmpc.org" <commission@knoxmpc.org>

To whom it may concern:

Please do not shut down this business. She is a gem in dog grooming and I am so happy she is in the community!

case # 8-C-17-UR

Dog Grooming by Crystal

Thank you,

-Rachel Williams



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] Dog Grooming by Crystal case # 8-C-17-UR

1 message

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Kynan Welsh <kynan@nycmail.com>

Wed, Jul 19, 2017 at 8:15 AM

Reply-To: kynan@nycmail.com

To: commission@knoxmpc.org

To whom it may concern,

Crystal is a wholesome local business owner and her practice is stellar. I don't know what I would do without her! Her grooming practices are excellent and she is helping the community. I have two dogs that have anxious behavior when I bring them to get groomed anywhere else. Under crystal's professional care, they receive proper attention with a little extra love that is so critical to good business. It shows she is a generous soul who is willing to go above and beyond what is right.

-Kynan



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] Dog grooming by Crystal Diaz

1 message

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'Suzanne Dent' via Commission <commission@knoxmpc.org>

Thu, Jul 20, 2017 at 11:24 AM

Reply-To: suzannednt@yahoo.com

To: commission@knoxmpc.org

Reference number 8-C-17 UR. I have used Crystal Diaz as my dog groomer. She is a wonderful asset to our community. She lovingly takes such care of my dog. She always makes my dog feel at ease and he is gorgeous when all care is finished. I have and will recommend her services to all my dog loving friends. Thanks. Suzanne Dent  
Sent from my iPhone



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] Dog Grooming by Crystal

1 message

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Channy Berrios <chanycharicua@hotmail.com>  
Reply-To: chanycharicua@hotmail.com  
To: "commission@knoxmpc.org" <commission@knoxmpc.org>

Tue, Jul 18, 2017 at 5:52 PM

Case #8-C-17-UR

I am emailing in regard Mrs Crystal's grooming business, she is a respectful and professional groomer who's deserves the opportunity to keep her business running with no problem, she is a great groomer and human been and is not causing any problems in her neighborhood.

Thanks in advance for taking the time of reading my support for her and I am sure you will get more coming. , please don't leave all those beautiful dogs without their wonderful groomer !!!!

Sandra Hernandez

Sent from my iPhone 7 Plus



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] Dog Grooming by Crystal: Case # 8-C-17-UR

1 message

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'Lauren Beets' via Commission <commission@knoxmpc.org>  
Reply-To: laurenb711@yahoo.com  
To: commission@knoxmpc.org

Wed, Jul 19, 2017 at 11:39 AM

Hi,

I am emailing in regards to case # 8-C-17-UR. I would like to give my support for Crystal Diaz and her dog grooming business. My dog and I, both, thoroughly enjoy working with Crystal and have never had any issues, whatsoever. She runs a great business and we would be devastated if she is unable to continue.

Thank you,  
Lauren Fansler



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] Dog Grooming by Crystal

1 message

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Pete Sinclair <pj\_sinclair@hotmail.com>  
Reply-To: pj\_sinclair@hotmail.com  
To: "commission@knoxmpc.org" <commission@knoxmpc.org>

Sun, Jul 23, 2017 at 10:25 PM

Dear Sirs:

I would like to share my opinion on Crystal and her business, Dog Grooming by Crystal, in reference to case # 8-C-17-UR

Crystal is a consummate professional dog groomer. She takes pride in her work. She also adheres to all local ordinances. I have never know her to violate any rule, ordinance, or law. Crystal also makes a concerted effort to get along with her neighbors.

She is dedicated to her customers and their dogs. Crystal only uses all-natural products, and is cage-free. The dogs are groomed in a stress-free environment where Crystal can pamper them.

I am also in support of small businesses over large, corporate box stores. The large chains emphasize quantity, while small businesses, like Dog Grooming by Crystal, emphasize quality.

Thank you,

Pete Sinclair



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] 8-c-17-ur

1 message

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Julie Bailey <julieangelene@me.com>  
Reply-To: julieangelene@me.com  
To: commission@knoxmpc.org

Sun, Jul 30, 2017 at 9:17 PM

Dog Grooming By Crystal.

I'm not sure the specifics of what is going on but please leave Dog Grooming By Crystal in tact. She is clean, friendly, my pets love her, she is safe and I trust her. I have been taking my pups to her for almost a year and have nothing but wonderful experiences with her!

Julie



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Fwd: Reference #8-C-17-UR

1 message

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Brittany Box <brittany.box@gmail.com>  
Reply-To: brittany.box@gmail.com  
To: commission@knoxmpc.org

Wed, Jul 19, 2017 at 11:58 PM

To whom it may concern,

I just want to write in to talk about the business Dog Grooming by Crystal, run by Crystal Diaz. Crystal has groomed my dog for many years, and I couldn't have asked for a better experience. She is professional, friendly and most importantly, takes excellent care of my dog, Darla. She is vital to the community of Knoxville.

Please feel free to email back if you have any questions.  
Brittany Box



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] #8-C-17-UR. Dog Grooming by Crystal

1 message

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mannbeeler via Commission <commission@knoxmpc.org>  
Reply-To: mannbeeler@aol.com  
To: commission@knoxmpc.org

Wed, Jul 19, 2017 at 8:15 AM

Dog Grooming by Crystal is an asset to the community. A relaxing atmosphere for the dogs and owners alike. I have recommended her to others with rescues because of the calmness with which she adheres. She is very professional and my Charlie loves her!

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This message was directed to commission@knoxmpc.org

[MPC Comment] Case 8-C-17-UR grooming by crystal I support her business and she deserves to make a living

'David Holloway' via Commission

1:42 PM (1 hour ago)

to commission



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Re:#8-C-17-UR

2 messages

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'PW' via Commission <commission@knoxmpc.org>  
Reply-To: twinkledd@aol.com  
To: dan.kelly@knoxmpc.org, Commission@knoxmpc.org

Wed, Jul 19, 2017 at 3:44 PM

I am sorry I neglected to include my name and address regarding the case #8-C-17-UR.

I am Pat Wrinkle  
5708 Oak Road  
Knoxville, 37918

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This message was directed to commission@knoxmpc.org

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'PW' via Commission <commission@knoxmpc.org>  
Reply-To: twinkledd@aol.com  
To: Commission@knoxmpc.org

Wed, Jul 19, 2017 at 2:46 PM

RE: #8-C-17-UR~Dog Grooming by Crystal

Dear Commissioners,

I have begun taking my Pekingese to 'Dog Grooming by Crystal' at 4605 Oriole Dr, 37918. I have no worries about my (rescue) dog being abused while in her care. I understand, there has been a complaint filed against her operating the business out of her home. This is very puzzling and I can't imagine who would do such a thing or why.

Her home and premises are well kept. On my first trip there I had to actually hunt her home. I kept looking for some sort of clue that would alert me that there was a dog grooming business; a sign. There is none.

Her yard is well kept with a small vegetable garden to the side and flowers dot the entrance. She gets an A+ in every respect and I wouldn't mind her being next door to me at all.

[Quoted text hidden]





Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] 8-C-17UR

1 message

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Niki <christin.horner@att.net>  
Reply-To: christin.horner@att.net  
To: commission@knoxmpc.org

Wed, Jul 19, 2017 at 12:41 PM

To Whom it May Concern,

I am writing in concerns for Crystal Dog Salon. We have used her for quite some time now and have been very pleased with the job she does. We have a very large dog and he is a mixed breed and she does a fantastic job. I would hate to see her lose her business for a complaint. We have never had any issues with her or her grooming at all. She is very professional and does a great job with our dog.

Thanks

Niki Horner

Sent from my iPhone



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] 8-C-17-UR

1 message

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'Robin McKee Dew' via Commission <commission@knoxmpc.org>  
Reply-To: tapestryphoto@yahoo.com  
To: commission@knoxmpc.org

Wed, Jul 19, 2017 at 9:33 AM

Ref: 8-C-17-UR Dog grooming by Crystal

The first thing I noticed when I pulled up to Crystal's house was how beautiful her yard was. She had flower gardens sweetly sprinkled through her yard and the grass was green and the house well kept. Her house stood out amongst the other homes. The difference was noticeable. I dropped my dog off and spoke with Crystal in her home. She was kind and gentle with my dog Sam and her son played nicely with him. The whole process was quiet and unassuming. Her home and her family is an asset to her neighborhood. Please don't allow one person's complaint affect an entire family.

Thank you for your consideration, Robin Dew



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] 8-C-17-UR

1 message

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Grace Platt <gplatt93@gmail.com>

Wed, Jul 19, 2017 at 12:35 PM

Reply-To: gplatt93@gmail.com

To: "commission@knoxmpc.org" <commission@knoxmpc.org>

To whom it may concern,

I just recently heard about the complaint lodged against my groomer, of Dog Grooming By Crystal.

I have been using her for a while, and am unable to think of any way that her business could be a disturbance to her neighbors, as she keeps my dog in her house until I arrive. I would encourage the commission to consider a motive other than our community's best interests as a possibility.

Crystal is very patient and incredibly good with my dog, who is a rescue and fearful of going into more traditional facilities. Keeping her well groomed is essential for her continued socialization and success. I am recently widowed and simply can't do it by myself with the resources I have available.

Please don't underestimate the importance of a good dog groomer!

Sincerely,

Grace Platt



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] Case # 8- C-17-UR Dog Grooming by Crystal

1 message

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Pete Wild <petewild62@gmail.com>

Wed, Jul 19, 2017 at 8:05 AM

Reply-To: petewild62@gmail.com

To: commission@knoxmpc.org

To whom it may concern,

In this day and age of people wanting hand outs, it's refreshing to see someone start there own business and work hard to take care of themselves.

I have known Crystal for 4 years and have always known her to be polite, hardworking and highly ethical, providing a valuable service at a very reasonable price.

It is my hopes that she may continue to stay in business in her current configuration.

Thank you for your time

V/R

Pete Wild

The sky is NOT my limit. It IS my playground.



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] case # 8-C-17-UR

1 message

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Daniel Walsh <danwalshnh@gmail.com>  
Reply-To: danwalshnh@gmail.com  
To: commission@knoxmpc.org

Wed, Jul 19, 2017 at 9:00 PM

To the Commission,

My name is Dan Walsh and I am writing to support Crystal Diaz who I have known for 2 years as a friend. She is an incredibly kind person who has developed an amazingly successful local business that benefits the community and its animal friends. It has been a pleasure to watch Crystal's business grow and I have seen her interact and groom her clients pets. I have seen her treat her clients' pets with the utmost care and respect within safe, clean, cage-free conditions. She is an honest and forthright person and I can attest to her high quality character. It is my understanding that a single complaint has been filed against her. Whomever filed a complaint has every right to and may have valid reasons or concerns. I do not know the reasons but I am writing to you to weigh my experience with Crystal as a friend and person in her support. I hope the commission will work with Crystal to resolve the issue if it is a legitimate concern as her business is an asset to the community. All the best to you and thank you!

Sincerely,  
Dan Walsh  
danwalshnh@gmail.com



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] case # 8-c-17-ur

1 message

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Judy Houser <houserjudy@gmail.com>  
Reply-To: houserjudy@gmail.com  
To: commission@knoxmpc.org

Tue, Aug 1, 2017 at 11:04 AM

I want to say no problem with this home based business what so ever. Please do not make her close shop. She is wonderful for our little doggies. Some people obviously just don't want others to do what they love doing without all the hassles.



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] CASE # 8-C-17-UR

1 message

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Trish Wayne <thewayneteam@coldwellbanker.com>

Tue, Aug 1, 2017 at 9:00 AM

Reply-To: thewayneteam@coldwellbanker.com

To: commission@knoxmpc.org

To whom it may concern,

Thank you for allowing me to express my opinion about a local business that is an important part of our family/pet life.

Dog Grooming by Crystal

It has come to our attention that there has been a complaint made against Crystal , and I cannot imagine anyone who would feel inclined to do such as thing. We have been using Dog Grooming by Crystal for as long as she has been grooming in her home, and we don't even consider taking our beloved furbabies to anyone else. We have heard such terrifying stories of other groomers hurting and /or killings peoples animals, that we are very particular who we use. We totally trust Crystal to take great care of our dogies, and appreciate that fact that she uses the best products. She has great knowledge of her clients, and what is best for them.Crystal is very conscientious of her clients, both animal and human, and I have no doubt of her neighbors and neighborhood as well. I feel that Crystal runs her business legally, and by the book, as this is her passion, and she would never do anything to lose her business.

Sure, there are groomers closer to our home, but we choose to drive from our neighborhood, all the way over o her neighborhood, her business means that much to us.

Please, we ask you , do not make this lady lose her source of income by making her pay/lose money over 1 small disgruntled person. We tell everyone about her and her business, and love working with someone who is offering such a great business to the Knoxville area.

Thank You,  
Trish Wayne, Realtor®

The Wayne Team  
Coldwell Banker Wallace and Wallace  
140 Major Reynolds Place  
Knoxville, TN 37919  
865-584-4000 office  
865-455-9125 Trish cell  
865-441-2140 Roy cell



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] Case # 8-C-17-UR Dog Grooming by Crystal

1 message

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kim mclaurin <kimmclaurin90@gmail.com>  
Reply-To: kimmclaurin90@gmail.com  
To: commission@knoxmpc.org

Fri, Jul 28, 2017 at 12:18 PM

To whoever this may concern, Crystal is a wonderful dog groomer. She is always very kind and gentle with all the animals that come into her care and she does her best to not only accommodate owners wishes, but first and foremost puts the comfort and safety of the animal above everything else. Dog Grooming by Crystal is a fantastic asset to the grooming industry.

Thank you for your time,  
Kim



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] Case # 8-C-17-UR Dog Grooming by Crystal

1 message

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Fred Braden <fred.bradenboys@gmail.com>  
Reply-To: fred.bradenboys@gmail.com  
To: commission@knoxmpc.org

Wed, Jul 26, 2017 at 10:26 PM

To whom it may concern,

I am sending this message in support of Crystal at "Dog Grooming by Crystal". I am the proud "parent" of a three year old Australian Shepherd (Apollo) and he is our little furbaby. Finding a groomer who would treat him with the loving care we desired was quite a chore. As it turns out, many groomers actually "hold" dogs in cages while they groom other dogs. This is not good for dogs who are not normally put in crates / cages. Also, there tends to be a lot of foot traffic in and out of these places which also makes pets very "agitated". We looked and looked for someone who would do a quality job AND would treat our beloved pet as their own when they had him. Crystal came highly recommended so we paid her a visit at her "location". It was a breath of fresh air for us as we have never seen more than one animal at a time at Crystal's place getting services. There has never been more than one client's vehicle in her driveway at one time. That vehicle was mine anytime I was either picking up or dropping off our precious Apollo. In fact, I would not have guessed or had a reason to think that Crystal was providing grooming services there if she hadn't been recommended. I actually drive almost a half hour one way because it is such a great environment for Apollo. We are incredibly blessed to have access to "Dog Grooming by Crystal" at her location and hope to continue to have Crystal provide grooming services indefinitely for us at her location.

Be the blessing,  
Fred Braden



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] case # 8-C-17-UR Dog Grooming by Crystal

1 message

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Callie Rickards <callie.rickards@gmail.com>  
Reply-To: callie.rickards@gmail.com  
To: commission@knoxmpc.org

Wed, Jul 19, 2017 at 3:20 PM

case # 8-C-17-UR Dog Grooming by Crystal

I am writing you to make you aware of my support for this local business. Crystal provides an amazing service and is truly one of a kind. She is kind, professional, and does a great job. I find it hard to believe anyone would file a complaint against her so much that I have taken time from my busy schedule to write you this e-mail.

Thank you,  
Callie Rickards

--  
Callie.Rickards@gmail.com  
www.konane.etsy.com  
401.261.1679



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case # 8-C-17-UR Dog Grooming By Crystal

1 message

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Lida Ward <lidamaddyward@gmail.com>  
Reply-To: lidamaddyward@gmail.com  
To: commission@knoxmpc.org

Tue, Jul 18, 2017 at 8:35 PM

To whom it may concern,

I regards to the home business Dog Grooming by Crystal I would like to state that the business is a wonderful asset to the community. The owner provides a service to her clients that is less stress than a normal grooming office and very professional. Her immediate neighbors can not only attest she is not a nuisance what so ever, but many of her fellow residents in the neighborhood use her grooming services themselves. They entrust her with their pets, which many of us love as our family. She also grooms for local shelters in the area to help pets be adopted out. I will re-state again that her and her business are a true asset to the community that we do not wish to lose. Please consider this in your decision.

Thank you,

LMW



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] case # 8-C-17-UR Dog Grooming by Crystal

1 message

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Michelle Bickers <michellerbickers@gmail.com>  
Reply-To: michellerbickers@gmail.com  
To: commission@knoxmpc.org

Wed, Jul 19, 2017 at 1:45 PM

RE: case # 8-C-17-UR Dog Grooming by Crystal

Dear Friends on the Knox County Commission:

We have used Dog Grooming by Crystal for about six months. In that time, Crystal has provided professional grooming to our dogs, Gus and Marlo. Additionally, she is concerned about their well being and has offered kindness to our dogs when they are in her care. I am glad to elaborate on her calming suggestions if you need that information in the future, but for now I will spare you the details. I formally used a dog grooming service in Halls and each time I pick them up, they acted frightened and cowered as if they had been mistreated. I could never prove that and have no need to when other services of much higher quality are available so close to my home. Upon picking my dogs up at Crystal's home, they are happy, albeit hyper, nothing like a good salon visit to get your groove on!

I hope you will allow Crystal to continue offering superior service out of her home - she does a great job and her prices for the services are a good value. Well run small businesses are an asset to our community and the manner in which Crystal has dealt with us have been nothing short of well run.

Please feel free to contact me should you need any other information regarding my experience with her grooming services. Even better try her services for you dog and you will see for yourself the reason I recommend her!

Grace and peace,

Michelle Bickers  
5205 Catalina Road  
Knoxville, TN 37918



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] Case # 8-C-17-UR

1 message

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Brian Marcus <bamarcus@mail.com>  
Reply-To: bamarcus@mail.com  
To: commission@knoxmpc.org

Wed, Jul 19, 2017 at 7:56 AM

Knoxville Metropolitan Planning Commission

RE:Case # 8-C-17-UR  
Dog Grooming by Crystal

I would like to send in a note to support Crystal Diaz in her role as owner of Dog Grooming by Crystal. I have known Crystal for many years, and her skills as a dog groomer are outstanding - and her personal attitude towards her customers is exceptional. I strongly believe that the skills she brings (as well as her positivity and professionalism) make her an asset to her community, and to the entire region. As you review her case (#8-C-17-UR) I hope you consider how many people and their pets she has positively affected and realize that she is a benefit to her neighborhood.

Brian Marcus



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] Case # 8-C-17-UR Dog Grooming by Crystal

1 message

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Donna Diaz <donna.h.diaz@gmail.com>

Wed, Jul 19, 2017 at 10:03 AM

Reply-To: donna.h.diaz@gmail.com

To: commission@knoxmpc.org

I am writing in support of Crystal Diaz' business "Dog Grooming by Crystal" Case #8-C-17-UR

I'm not certain why this business is on "Use and Review" but my personal experience with this business has been entirely favorable. So, I will try to format my support in the form of "A Letter of Experience"

I own a Standard F1B Goldendoodle. He is 70#, 1/4 Golden Retriever -3/4 Standard Poodle. He is 2 Years Old, very sweet and cooperative patient. But whoever is grooming a dog this size has got to know their "stuff". This breed doesn't shed, which is great, but it also means their hair grows and grows and it is important that they get regular hair trims.

After trying various Veterinarians and Grooming establishments in Bearden, Rocky Hill and Farragut, I was still on the search for a "good fit". I came aware of this business thru Facebook. Crystal had several photos of Goldendoodles that I liked, and I contacted her. She has a very caring, professional and businesslike demeanor. Her "Mission Statement" and "Business Plan" is clearly and personally stated about what services she provides, and what she expects of her clients. I have been using her services for several months now and have been "most pleased" ; over and beyond what I have received from the four various other groomers I had tried.

Although we share the same last name, we are not related. I am not afraid to go a distance to find the best grooming job. I live in Sequoyah Hills, a good 20 minutes away, but I find she is well worth the drive. She works by appointment only and I have never encountered any other clients either coming or going, which is part of the reason my dog is always happy to go and be left there. She has noticed that he likes to have the grooming table turned around so that he can look out the window while she works on trimming him.

As I think I've conveyed, this is a very quiet neighborhood. I have never seen any traffic coming or going. She is a very professional businesswoman. I can't imagine that she is anything other than an asset to her neighborhood and a great example of a young entrepreneur.

Sincerely,  
Donna Diaz  
865 300-3865  
4238 Valencia Road  
Knoxville, Tennessee





Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case # 8-C-17-UR

1 message

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Baker, Alyssa <ABaker@etch.com>

Wed, Jul 19, 2017 at 9:38 PM

Reply-To: abaker@etch.com

To: "commission@knoxmpc.org" <commission@knoxmpc.org>

To whom it may concern:

I am contacting you regarding Dog Grooming by Crystal (Case number is stated in the subject line of the email). Crystal is no regard a nuisance in any form or fashion. As her neighbor and customer, I have zero complaints toward her business. She does a WONDERFUL job taking care of her clients (my dog loves going to her house to be bathed), and I have never had a problem with any of her clients or her own personal pets. It is way less stressful for my pet to be walked a few blocks over to be bathed and he isn't placed in a kennel afterward!! I will be highly disappointed if her business is shut down.

Thank you for your time.

Alyssa Baker, RN BSN  
Staff Nurse  
Neonatal Intensive Care Unit  
East Tennessee Children's Hospital

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CONFIDENTIALITY NOTICE: This e-mail message is intended only for the person or entity to which it is addressed and may contain confidential material and/or information otherwise protected by law from disclosure. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message, including all attachments.



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case # 8-C-17-UR: Dog Grooming by Crystal

1 message

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Mindy Logar <mlogar@hotmail.com>  
Reply-To: mlogar@hotmail.com  
To: "commission@knoxmpc.org" <commission@knoxmpc.org>

Wed, Jul 19, 2017 at 11:54 AM

To Whom it May Concern,

I would like to submit my support of this small dog grooming business. Crystal is a competent and compassionate groomer who is considerate and supportive of her clients and community. To my knowledge, she operates her business with all of the appropriate licensing and in addition, uses methods that are both pet and environment friendly. Please allow her to continue to operate her business to provide exceptional service to community dog owners.

Thank you for your time,

Mindy Logar



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case # 8-C-17-UR

1 message

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'Erinn Dent' via Commission <commission@knoxmpc.org>  
Reply-To: erinnlovelight@yahoo.com  
To: commission@knoxmpc.org

Wed, Jul 19, 2017 at 11:47 AM

Good morning,

I hope all is well in your world. My name is Erinn Dent. I am reaching out to inform you about Crystal Diaz's business dog grooming with Crystal. I have known her for well over a year and a half. Her business is wonderful. She is a lovely person with a wonderfully clean environment and I've been taking my dogs to her for a while. She's compassionate and kind and very clear. She has a very structured and smart housing plan for her business as well as her yard and all things related are in order. I enjoy this company very much. I love that it is a homegrown independent company. I too have my own business that I started from the ground up. And as you know word-of-mouth is everything. Everything about her and her business is wonderful and is a absolutely a joy to have in our community.

If you have any questions or would like to reach out please feel free to contact me at 865-585-8047.

Sincerely,

Erinn Dent

Sent from my iPhone



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] case # 8-C-17-UR

1 message

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Donna Copeland <donna@knoxrealtor.com>  
Reply-To: donna@knoxrealtor.com  
To: "commission@knoxmpc.org" <commission@knoxmpc.org>

Wed, Jul 19, 2017 at 5:11 PM

Case # 8-C-17-UR; Dog Grooming by Crystal

I'd like to express my support for Crystal Diaz and her dog grooming business. I've used her and can attest to the environment being low-key and quiet. I brought my friends' 2 English Sheepdogs for grooming. Since it's a double lot there is a large buffer area and it's on a corner which provides more distance. Her home has easy access in and out of the grooming area without facing any of the neighbors. She does 1-2 dogs at a time so it's really no different than if she were grooming her own dogs. She is an asset to the neighborhood.

Thank you for your time.

Best regards,

Donna Copeland

*Coldwell Banker Wallace & Wallace, Realtors*

124 N. Winston Rd. Knoxville, TN 37919

Cell Phone: 865-414-1260

Office: 865-693-1111

Lic# 281108

[www.HomeValuesInKnoxville.com](http://www.HomeValuesInKnoxville.com)

Email: *Donna@KnoxRealtor.com*



Emails sent or received shall neither constitute acceptance of conducting transactions via electronic means nor create a binding contract until and unless a written contract is signed by the parties.



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] case # 8-C-17-UR

1 message

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Mike Lopez <Mike.Lopez@expressjet.com>  
Reply-To: mike.lopez@expressjet.com  
To: "commission@knoxmpc.org" <commission@knoxmpc.org>

Wed, Jul 19, 2017 at 1:25 AM

To whom it may concern:

I am writing this letter on behalf of Dog Grooming by Crystal. Her professionalism and devotion to her business and her community speaks for itself. This has been a successful business for the last year which has provided a unique service to all her clients. Crystal has an incredible passion to provide her community with a low stress grooming alternative to her clients and their pets. In regards to Dog Grooming by Crystal, it is an asset to the community and her neighborhood.

Thank you for your attention

*Mike Lopez*

*Knoxville Maintenance Team*

*CASS REP*



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] case # 8-C-17-UR

1 message

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Peg Youngblood <pegity@gmail.com>  
Reply-To: pegity@gmail.com  
To: commission@knoxmpc.org

Tue, Jul 18, 2017 at 9:46 PM

In reference to Dog Grooming by Crystal, I have the highest regard and support for this business. I cannot imagine anyone having problems with her or her dog grooming services.



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Reference #8-CT7-UR. Dog Grooming by Crystal

1 message

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'Lynn Day' via Commission <commission@knoxmpc.org>

Thu, Jul 20, 2017 at 1:34 PM

Reply-To: day.lynn37@yahoo.com

To: commission@knoxmpc.org

I am writing to give support to Crystal with her home based dog grooming business. I love that I can take my dog to her home for grooming. I have no complaints and want her to be able to continue her service. Thank you.

Lynn Day



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] reference case # 8-C-17-UR

1 message

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Javier Ortiz <jfortiz62@gmail.com>

Tue, Jul 18, 2017 at 5:13 PM

Reply-To: jfortiz62@gmail.com

To: commission@knoxmpc.org

I would like to show my support to Crystal Diaz and her business Dog Grooming by Crystal. I have used her in the past and she has always taken great care of my family dog. We are always appreciative of her work, the way she treats our dog and the relationship she has with us.

To think that anyone would have an issue with such a kind and loving person is not possible. I hope that her problem is resolved in a way that is amenable to her, her clients, the community and the planning commission.

Respectfully,  
Javier Ortiz



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Reference code # 8-C-17-UR Dog Grooming by Crystal

1 message

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Catherine Kennedy <skycurlycat@gmail.com>  
Reply-To: skycurlycat@gmail.com  
To: commission@knoxmpc.org

Wed, Jul 19, 2017 at 9:50 AM

To whom it may concern,

I have known Crystal for over 5 years and she is well known as a respectable, honest, hard worker and cares about the community. She is an avid animal lover and grooming dogs is her passion. She makes sure that her neighbors are okay and have no issues with her business. She communicates with them and make sure she and her business aren't a nuisance to the community where she lives. Please take in consideration that she shouldn't be punished or lose her business which she has worked so hard to build. She has gained so many clients that love the style she has with grooming dogs.

Please let her be able to continue her business which she deserves 100%.

Thank you  
Catherine Kennedy



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment]

1 message

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brian simmons <brianwardsimmons@gmail.com>  
Reply-To: brianwardsimmons@gmail.com  
To: commission@knoxmpc.org

Tue, Jul 18, 2017 at 9:09 PM

I'm Crystal's neighbor across the street and what she is doing for our neighborhood is great. I pledge my full support for her and her business.



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] Support for Crystal Diaz and her business Dog Grooming by Crystal

1 message

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Shelagh Leutwiler <shelagh.leutwiler@gmail.com>  
Reply-To: shelagh.leutwiler@gmail.com  
To: commission@knoxmpc.org

Thu, Jul 27, 2017 at 9:21 AM

Dear Commissioners,

I am writing in regards of case #8-C-17-UR.

I would like to offer support and be a reference for Crystal Diaz who owns Dog Grooming by Crystal. I first learned about Crystal and her business 2 years ago when I was looking for an alternative to big box store grooming services. I heard that she did excellent work and was based out of her home in North East Knoxville which was convenient, because it was close to my house. I was immediately impressed by Crystal's attention to detail. Crystal had a multiple page intake form that was more in depth than the intake form at my veterinarian's office. It went above and beyond that typical inquiries about age, health history and diet and asked us about our relationship and personalities. She wanted to get to know us, so she could understand how to best care for both my dog and his owner. Besides being impressed with her intake process I was in awe of how meticulously skilled she is with both grooming and caring for dogs. I took only one visit for me to realize that Crystal Diaz provides the best care of any groomer that my dog of 10 years had ever received. I always felt comfortable and confident about my decision to leave Cody in Crystal's care. This was crucial to me and solidified my decision to return to see Crystal time and time again, because Cody was a rescue from Young Williams he would act anxious when he felt he was being abandoned. He never seemed upset to be left with her, in fact he always seemed happy to be with Crystal. We both trusted her and I am grateful for all of the help that she provided for my big fluffy dog.

About two months ago I had to cancel Cody's last appointment with Crystal because he was ill and needed to go to the vet. When I let Crystal know that he was unwell, she asked to be informed about his health. When we received the diagnosis that Cody had cancer and only had a couple of months to live, we were all heart broken. She was so kind and supportive. When Cody passed 3 weeks ago, Crystal reached out to let me know that she was so sorry for our loss. She told me that not only had I lost the best dog, but she would miss him as well. Her response to Cody's passing is one that I would expect from a life long friend or family member, not my dog groomer. I know that when I am ready to get a new dog, I will be taking this new pet to Crystal for grooming, because I believe that the quality of work that Crystal provides is unparalleled in Knoxville.

I have provided evidence and support for Crystal Diaz in the hope that you will continue to let her work out of her home. Her business is important to so many dogs and their people. Please vote so that we will still have access to the best dog groomer in Knoxville, Tennessee.

Sincerely,  
Shelagh Leutwiler



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Use of Review Case # 8-C-17-UR

1 message

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Ann Curry <ann.curry7@gmail.com>

Mon, Jul 24, 2017 at 1:11 PM

Reply-To: ann.curry7@gmail.com

To: commission@knoxmpc.org

To Whom It May Concern:

I am submitting my opinion and observation regarding a Use On Review for Case # 8-C-17-UR, regarding Crystal Diaz of 4605 Oriole Drive in Knoxville.

I live in Ms. Diaz's neighborhood and became a customer last year. When I first noticed her sign in front of her home, I was excited to have an alternative choice for my dog grooming needs from someone who provides great care and grooming for dogs who may experience high stress when taken to a big box store. My dog loves going to Crystal, unlike before, and that is due to Ms Diaz's professionalism, caring personality, and quality service.

I was very surprised to learn of a complaint and subsequent Use On Review hearing. I can't imagine what the complaint might be. I frequently travel on Oriole Drive as I have friends who live one street over. Her home is always neat and well maintained I have never noticed cars parked in front of her home and in fact, when I drop my dog off, I've never run into another customer, so her business does not cause high volume traffic at her residence. Additionally, her web site states that she is a low volume grooming business in order to provide quality and individual care and that's what I like about her business.

Ms. Diaz's home and the entire neighborhood are very quiet and well maintained. Her home looks like a typical well cared for Fountain City home and does not look like a business at all. As a neighbor and customer, I feel she has a positive impact for those of us who want a low volume holistic approach for our fur babies needs. She is a good neighbor and asset to our neighborhood.

Thank you for your time and consideration in this matter.

Sincerely,

Ann Marie Curry

5324 Briercliff Road

Knoxville 37918

865-689-5363





Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] USE ON REVIEW - - CASE #8-C-17-UR - - Dog Grooming By Crystal

1 message

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TENNESSEE CRAIG <onlybelieve777@gmail.com>  
Reply-To: onlybelieve777@gmail.com  
To: commission@knoxmpc.org  
Cc: TENNESSEE CRAIG <onlybelieve777@gmail.com>

Wed, Jul 19, 2017 at 9:26 AM

Sir, (July 19, 2017)

I want to give an OUTSTANDING review for DOG GROOMING BY CRYSTAL, Case # 8-C-17-UR.

I am, David Craig Alleman, and my wife is Betty Lou Alleman, and we are 72 years old and own a 2 year old Multi-Poo dog, named LUCKY.

We had been using the Fountain City Vet Hospital for our grooming where you put you animal in a cage and when they get to it they call you back for pick up and the grooming is very generic.

We came across DOG GROOMING BY CRYSTAL over 6 months ago and we gave her a try. Here, our dog gets, by appointment, 1 on 1 loving happy clean treatment, all cage free, and she calls you back a few minutes before she is finished so you can pick up your dog right away.

She gives a special touch to the grooming process and the end result is very much positively noticed by the dog's owner, in looks, style, and smell. Our dogs hair growth is much better now and he also gets his nails rounded off with each grooming at no extra cost like the other Vet would do at an additional charge. We groom every 6 weeks.

In a clean home environment,. we are greeted with a happy warm smile, making you feel like you are at home here.

I have highly recommended CRYSTAL to many people, because she is very good at what she does and she does it with love.

Our daughter has also been using her as her groomer too.

All you have to do is check into FACE BOOK on her web site, called DOG GROOMING BY CRYSTAL, and you can see all of the pictures of all the dogs she has been grooming.

Of all the groomers that we have tried in the past years for all our pets, CRYSTAL has been the very best and is excellent in every way.

We continue to highly recommend her, in every way. She is TOPS IN HER FIELD OF WORK. We are happy here with her.

Yes, we are available for contact if needed:

David Craig & Betty Lou Alleman  
1800 Fenwood Drive  
Knoxville, TN 37918

Phone: 865-688-5282

Email: onlybelieve777@gmail.com

Sincerely,

David Craig Alleman and  
Betty L:ou Alleman



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] USE ON REVIEW - 8-C-17-UR

1 message

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Erik Bledsoe <erik@erikbledsoe.com>  
Reply-To: erik@erikbledsoe.com  
To: commission@knoxmpc.org

Mon, Jul 31, 2017 at 5:20 PM

Dear Board Members,

I am writing to express my support for Dog Grooming by Crystal and its proprietor Crystal Diaz (Use on Review case #8-C-17-UR).

My wife and I have using Dog Grooming by Crystal for about a year. I am not certain why her case is currently under review but given the business and its location I would assume that a complaint was made about either traffic or noise.

As to the former, at no time when I have dropped off or picked up my dogs after grooming have I ever seen another client or vehicle at the address. It is my understanding that Crystal deliberately limits the number of her clients because she does not cage or tie up the dogs. Therefore the amount of traffic in the neighborhood due to the business is negligible.

As to the latter, again because of the holistic approach Crystal uses, she is limited in the number of dogs that she allows on the premises at any one time. My wife I have two dogs that we take for grooming. While I have been there I have never seen another client's dog. Certainly, the sound of dogs barking is a common side effect of a grooming business, but in Crystal's case it would seem to be not much more than the equivalent of a homeowner getting a new pet in a neighborhood, and not like having a pack of dogs at the location.

Thank you for allowing me to express my support. I hope that after review the board will continue to allow Dog Grooming by Crystal to operate at its current location.

My contact information is below.

Erik Bledsoe  
5018 Morningstar Ln  
Knoxville, TN 37909  
865-406-3630



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] USE ON REVIEW - 8-C-17-UR

1 message

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Simsen, Karen Ann (Karen) <karen.simsen@tennessee.edu>  
Reply-To: karen.simsen@tennessee.edu  
To: "commission@knoxmpc.org" <commission@knoxmpc.org>

Mon, Jul 24, 2017 at 3:11 PM

I want to express my support for Dog Grooming by Crystal and proprietor Crystal Diaz.

I am a Knox County taxpayer and live at 5018 Morningstar Lane Knoxville, TN 37909. I can be reached at 865-216-6862.

I have been supporting Crystal's business since she opened.

I have thought about this all weekend and I am honestly not sure why her property has been sent for a USE ON REVIEW.

I have been to her business to drop off my two dogs and to pick them up at least 12 times in the past year.

There has never been a time when they have been there with another customer's dog. Not once.

Since her approach is holistic, Crystal does not cage the dogs or tie them up in anyway.

She therefore has NO WAY of grooming more than two dogs at the same time.

Every time I have been there –I have been the only car in the driveway. I have never once had to park in the street.

Crystal is super- efficient. I run in and pay and pick them up. I am never there for more than five minutes each time.

I also don't see a scenario where there are multiple visitors each day because grooming takes several hours. There is no way that she would have the time to groom more than a couple a day.



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Use On Review Case # 8-C-17-UR

1 message

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Bill Gurley <bgurley@utk.edu>  
Reply-To: bgurley@utk.edu  
To: commission@knoxmpc.org

Sun, Jul 23, 2017 at 4:50 PM

MPC Commission:

I would like to submit a comment regarding Case # 8-C-17-UR, submitted by Crystal Diaz of 4605 Oriole Drive in Knoxville.

I was very surprised to learn that Ms. Diaz had been asked to undergo a use on review, because her home business activity seems so innocuous to me, with regard to the neighborhood. I cannot imagine why anyone would have an issue with this activity.

I am both a neighbor of Ms. Diaz and also a customer. I have been taking my dog to her for grooming for several months and have been very impressed with her professionalism, her gentle demeanor with my dog, and the quality of her work. With regard to the neighborhood impact of her business, let me say that I have never even encountered another customer in the times I have dropped off or picked up my dog at Ms. Diaz's home. So there is minimal added traffic due to her business. Her home looks just like a neat, well-cared for Fountain City home; it does not even look like a business from the outside or the inside. Oriole is a quiet street, and the Diaz home is quiet as well. As far as I can tell, her home business has nothing but a positive impact on this quiet residential neighborhood.

Sincerely,

James W. Gurley

5617 Briercliff Road

Knoxville 37918



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment]

1 message

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8652069772@mms.att.net <8652069772@mms.att.net>  
Reply-To: 8652069772@mms.att.net  
To: commission@knoxmpc.org

Mon, Jul 24, 2017 at 2:57 PM

I am writing this letter on behalf of Krystal the groomer in Fountain City I live around the block from her she is an excellent groomer clean environment my dogs love her the environment is clean and neat at her home and in her home and having a groomer so close is good for the elderly Neighbors so they don't have to get out on main roads and endanger their self going to the groomer my name is Tina monholland 4404 Nall Dr 8652069772



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment]

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Carlyn <carlynburczyk@gmail.com>  
Reply-To: carlynburczyk@gmail.com  
To: commission@knoxmpc.org

Thu, Jul 20, 2017 at 6:00 PM

To whom it may concern,

I have known Crystal for some time and she is one of the kindest and hardworking people I know. She is very passionate about what she does and always made sure her animals are happy, healthy and safe as well as providing a great service for their owners in the nearby community. I can't say enough good things about Crystal and her dog grooming.

Thanks,

Carlyn Burczyk  
Graphic Designer  
(516)286-6402  
Carlynb.com



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## Fwd: Dog Grooming Business Complaint

1 message

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Terry Gilhula <terry.gilhula@knoxmpc.org>

Mon, Jul 24, 2017 at 7:05 AM

To: "Mahan, Betty Jo" <bettyjo.mahan@knoxmpc.org>, "Brechko, Tom" <tom.brechko@knoxmpc.org>, "Kelly, Dan" <dan.kelly@knoxmpc.org>

----- Forwarded message -----

From: sue vaughan <sewaneesue@hotmail.com>

Date: Fri, Jul 21, 2017 at 6:56 PM

Subject: Dog Grooming Business Complaint

To: "contact@knoxmpc.org" <contact@knoxmpc.org>

My dog groomer, Chrystal, case # 8-C-17-UR, asked me to comment on her service.

I have taken my 7 lb. toy poodle to several groomers (he's 11 years old). A couple of them, Max shivered when I took him, and when I picked him up,

He has never shivered with Chrystal. I have not watched her groom or seen her work place. She grooms out of her home, which is close to mine, in

northeast Fountain City. The results of his recent visit was the best shearing he's ever gotten. Past groomers have nicked his skin when shearing so

close, but his skin was perfect. He also seems clean; to me, a good bath is important. Sue Vaughan



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] Case 8-C 17-UR. Dog Grooming by Crystal

1 message

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p2iamfox <p2iamfox@comcast.net>

Wed, Aug 2, 2017 at 8:03 AM

Reply-To: p2iamfox@comcast.net

To: commission@knoxmpc.org

Just wanted to say I have been a client of Crystals business for a while now and she is very professional and business-minded. She seems to run her business in a very careful and conscientious manner which I appreciate. She does not overbook and takes time for each animal. Thank you for taking time to read my comment.



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case # 8-C-17-UR

1 message

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Leigh Ann Bolton <lbolton@comcast.net>  
Reply-To: lbolton@comcast.net  
To: Commission@knoxmpc.org

Tue, Aug 1, 2017 at 10:43 PM

I am a customer of Dog grooming by Crystal in Fountain City and I also live in the neighborhood. My dog for the first time, enjoys going to the groomer and licks her in the face when we arrive. I appreciate that she only takes one dog and one family at a time so there are no other animals to worry about around my dog. There are no other cars either. She is very professional, runs a clean business and really cares about my dog. I can't imagine why anyone would ever complain about her or her business. She is an asset to our community and I appreciate that she is so convenient to so many pet owners in the neighborhood. I have recommended her to several other people and at least 2 are also current customers and very happy with her service. I would appreciate you allowing her to continue to serve our community as she has been a great addition.

Thank you for your consideration,

Leigh Ann Bolton  
5829 Briercliff Rd  
Knoxville, TN 37918  
865-705-2045

Case # 8-C-17-UR. Dog Grooming by Crystal



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case # 8-C-17-UR Dog Grooming by Crystal

1 message

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mikebolton <mikebolton@comcast.net>  
Reply-To: mikebolton@comcast.net  
To: commission@knoxmpc.org

Tue, Aug 1, 2017 at 6:28 PM

This email is in support of Dog Grooming by Crystal. I understand that there has been a complaint against this business. I am a resident of Fountain City and I take my dog, Jack, to Dog Grooming by Crystal. I have had a great experience while using her service. Crystal runs a clean, friendly, professional dog grooming business. Her service is very convenient to my house. I feel like she truly cares about my dog and gives him individualized attention. There is no reason to think that this business is a nuisance. I truly believe that Crystal is an asset to our neighborhood. I would ask that you allow Dog Grooming by Crystal continue to provide her great service to our Fountain City neighborhood. Thank you for your time.

Sincerely,  
Mike Bolton  
5829 Briercliff Rd  
Knoxville, TN 37918  
865.556.2045  
mikebolton@comcast.net



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case # 8-C-17-UR Dog Grooming by Crystal

1 message

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Audrey Jones <nursejones60@gmail.com>

Wed, Aug 2, 2017 at 10:01 PM

Reply-To: nursejones60@gmail.com

To: commission@knoxmpc.org

I am writing in support of Crystal's dog grooming business. I am a customer but also live nearby and since she only grooms one dog at a time she does not have multiple cars/customers in her driveway. In fact, if you didn't know it already it would be hard to tell there is a business there as it looks like a normal residence.

I ask that you allow her to continue her dog grooming business as she is an asset to the neighborhood. She cares for the dogs she grooms like they were her own..and does a great job of grooming!

Thank you,  
Audrey Jones



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case #8-C-17-UR

1 message

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diane\_i\_am@comcast.net <diane\_i\_am@comcast.net>

Wed, Aug 2, 2017 at 8:10 PM

Reply-To: diane\_i\_am@comcast.net

To: commission@knoxmpc.org

I am a patron of Dog Grooming by Crystal who is also a neighbor in my neighborhood. I have used her to groom my dog for about 8 months. I am submitting this opinion in support of Crystal and her dog grooming business. She is a very good groomer and handles my dog with care and loving kindness. She is reasonable in what she charges and follows the required paperwork and procedures in her business. It is a convenience and community support to have her business in our neighborhood. There is less hassle and her availability is convenient when other grooming places are too busy to accept appointments on a rush or needed basis. Please allow her to continue providing her professional services to our community and giving us the comfort that our animals are well cared for. I can only find good to report and see no reason for her business not to continue.

Sincerely,  
Diane Crump





Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] Case# 8-C-17-UR

1 message

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Brooke Sloan <bsloan.hkrg@gmail.com>

Thu, Aug 3, 2017 at 10:20 AM

Reply-To: bsloan.hkrg@gmail.com

To: Commission@knoxmpc.org

I'm in writing in reference to case number Case # 8-C-17-UR

I'm a friend and fellow groomer of Crystal Diaz. I have known Crystal for 8 years can speak upon her character and as a fellow professional.

Crystal has a moral and ethic standard that accedes her age. She volunteers her time with Young Williams. She helps and teaches fellow groomers that even though would eventually become her competition it is all for over all bettering the field of her chosen profession. She is a person that is concerned about life and providing a better one for any being around her weather it be man or animal. She has extended driveway for cars to be parked off the road. The outside of her home is very clean and beautifully landscaped. Any neighbor would be proud to have her, not only for the pride she take in her but for the boost in over all property value she brings to the neighborhood.

I have been in home not only through the eye as a friend but the eye as a professional. Her services ultimate goal is to provide a stress free environment for pets that would be an alternative to a big groom shop. What this means to us in the industry is that she will be servicing a few dogs at a time.

I am sure as you are aware a most groom shops that you go to will have a drop off time and a pick up time. A dog is caged with other dogs surrounding them and done systematically although this a perfectly ethical system of service since the beginning of dog groom shops. It can be a long day for a pet. As much as we would like to think of dog grooming like we consider a spa day for a pet that is rarely the truth of it. But what Crystal is offering is as close as humanly possible to having that spa day for your pet. She provides an appointment time instead of a drop off time and a phone call when the service is done. The pet is never caged and because of that it brings an over all anxiety level down for pet and owner. It is much more cost effective to do her business in a traditional fashion but she is concerned more about the over all experience instead of her bottom line.

Due to the one appointment at a time system she would meet all the requirements that would be expected by any of her neighbors by Knox County Code Section 6-34

There are only a hand full of people in Knox County that do business this way and for some pet owners who might have a dog with anxiety, dementia or other health issues she is one of the few groomers that is best to deal with these issues. This is a hard service to come by and a book can easily get to be a 6 week wait just to get an appointment. Losing this service would really be a loss for this part of the county.

As a professional dog groomer and a former cosmetologist ID # 0000122765. I can say that not only does that she meet the standard practices of any dog grooming shop but she exceeds them. And I would be confident that she would meet an standard by the state board looking through a cosmetologist lens.

Its rare to meet a person of her quality in this world. I could not imagine for any real reason why a complaint would ever have been field on her. But I know that this women is upstanding citizen and professional improving the community where ever she is.

Thank you for taking the time to read this  
Brooke Sloan



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] #8-c-17-ur Dog Grooming by Crystal

1 message

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Pam <p\_threatt@comcast.net>  
Reply-To: p\_threatt@comcast.net  
To: commission@knoxmpc.org  
Cc: p\_threatt@comcast.net

Tue, Aug 8, 2017 at 11:15 PM

To Whom It May Concern,

I have used the dog grooming services provided by Dog Grooming by Crystal on three occasions for two of my pets. It has always been a pleasant atmosphere-respectful of the community, clients, and pets. I have struggled to find a professional groomer who treats my pets with the love and respect that Crystal has provided. She has provided a high quality service which I am truly grateful. She is an asset to our community.

Pamela Threatt

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This message was directed to [commission@knoxmpc.org](mailto:commission@knoxmpc.org)  
TIMOTHY MURRAY <barbtim167@bellsouth.net>  
Reply-To: barbtim167@bellsouth.net  
To: "commission@knoxmpc.org" <commission@knoxmpc.org>

Wed, Aug 9, 2017 at 2:33 PM

We have been taking our dog to Dog Grooming By Crystal for the past none months. At no time have we ever:

1. Seen a car other than ours or Crystal's parked in her driveway.
2. Seen any car whatsoever parked on the street in proximity to her business.
3. Seen or heard a dog other than ours or Crystal's on the premises.
4. Seen any signage or other indication that a business even exists at that location.

In summary, I have never in my 75 years encountered any business that maintains as low a profile as Dog Grooming By

Crystal. I cannot comprehend any reasonable person taking exception to this establishment. Please resolve case number

8-C-17-UR in favor of Dog Grooming By Crystal.

Thank you.

Timothy Murray  
680 Jones Ridge Road  
Speedwell, TN 37870

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Tarryn Kelemen <Tarryn42@hotmail.com>  
Reply-To: tarryn42@hotmail.com  
To: "commission@knoxmpc.org" <commission@knoxmpc.org>

Wed, Aug 9, 2017 at 2:44 PM

Dear Sir or Madam,

I am writing with regards to the recent concern that was raised regarding Dog Grooming by Crystal. I have been acquainted with Crystal for several years and know her to be a strong and resourceful person who, upon choosing a place to settle, become a homeowner and opened her own small business. Her love for the animals she grooms is abundantly clear in the way she talks about them and the smile on her face when she works. I fail to see how anyone can view her and the small business she has created as anything other than assets to the community in which she resides. I urge you to continue permitting her to run her business in its current location where she can attend to her furry clientele in a low stress and caring environment.

Thank you for your time

Sincerely,  
Tarryn Kelem

**TO:** MPC Commissioners  
**FROM:** Fountain City Town Hall, Inc.  
**DATE:** August 8, 2017  
**RE:** Item 50, 8-C-17-UR, Dog Grooming as a Home Occupation in R-1

We request the following change and addition to the conditions of approval of this Use on Review:

**Condition 9. CHANGE FROM:** *"The business being located in the principal dwelling on the site with no more than 25% of the floor area devoted to the home occupation"*

**CHANGE TO:** *"The business being **conducted entirely inside** the principal dwelling on the site with no more than 25% of the floor area devoted to the home occupation"*

This change is an important clarification because Article II, Definitions, of the Zoning Ordinance include "Pet grooming" in the definition of both "Pet services, indoor" and "Pet services, indoor/outdoor."

**ADD CONDITION 11.** *"The service shall be by appointment only, with usually no more than one client present at a time."*

The addition of this condition should not be a problem since it is consistent with the Comments in the MPC Staff Recommendation and consistent with MPC's understanding of the owners' proposed plans for the service. Also, almost all of the letters from existing clients mention the "appointment only" one client at a time, not cages, business practice. This practice was an important consideration to the approval of the business.

It is important to include this condition because Uses on Review "go with the land." This will ensure that any future pet grooming business in this R-1 location will follow a similar business plan or return to MPC to change the conditions.

**Clarification:** It should be made clear to the owner that boarding of animals is not permitted. Boarding of animals is raised only because a client letter of support to MPC (Grace Ware, July 19, 2017) notes that *"She even took care of him [dog named "Bear"] while I was out of town."* It is not clear if the "care" took place on site or off site.

**Correction:** The Staff Recommendation states: *"With conditions noted this request meets the requirements for a home occupation in the **O-1 (Office, Medical and Related Services)...**"*

Please change to "...R-1 (Low Density Residential)..."

Yours truly,  
Charlotte Davis and Carlene V. Malone, Land Use Co-Chairs



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case # 8-c-17-ur

1 message

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Lori and Jim <lorijimrobertson@gmail.com>

Mon, Aug 7, 2017 at 7:44 PM

Reply-To: lorijimrobertson@gmail.com

To: commission@knoxmpc.org

Sirs,

I am writing in support of Dog Grooming by Crystal. Crystal is not only a good dog groomer, but also a good person. She has always acted in a very professional and courteous manner. We believe her business is an asset to the community. Your consideration to give her a good review to allow her to keep her business would be very much appreciated.

Thank you for your consideration.

Jim and Lori Robertson

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This message was directed to [commission@knoxmpc.org](mailto:commission@knoxmpc.org)



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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[MPC Comment] Case 8-C-17-UR - Dog Grooming by Crystal

1 message

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Jane Grasmick <jkgrasmick@comcast.net>

Mon, Aug 7, 2017 at 10:38 AM

Reply-To: jkgrasmick@comcast.net

To: commission@knoxmpc.org

I have been taking my 2 dogs to Crystal. I have never seen another car in the drive way, much less any problems in the neighborhood.

My dogs love her. They are the only ones there and it is a very short time and they are ready. I have been looking for someone like her.

I have waited as much as 5 hrs for my dogs to be groomed and they are there with a lot of other dogs I don't know or in cages. She is a wonderful

person and loves my dogs. I cannot imagine anyone complaining about her. I feel sure they are not in the neighborhood or have taken their dogs to her.

She is first class and a real asset to our neighborhood. I have referred 2 other people to her and they are totally satisfied too.

Please let us keep her near us. She has a top notch business and should not have to go through something like this!!

Thank you,

Jane Grasmick

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This message was directed to [commission@knoxmpc.org](mailto:commission@knoxmpc.org)



Betty Jo Mahan <bettyjo.mahan@knoxmpc.org>

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## [MPC Comment] Support

1 message

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Lori McCormick <mccormick1980@gmail.com>

Mon, Aug 7, 2017 at 10:58 AM

Reply-To: mccormick1980@gmail.com

To: commission@knoxmpc.org

I am writing this in support of #8-C-17-UR Dog Grooming by Crystal. I have found this business to be honorable and highly competent. It is run in a professional and caring manner. Dog Grooming by Crystal is the only place I take my pet for grooming.

Sincerely,  
Lorette R. McCormick  
[865-680-2513](tel:865-680-2513)

Sent from my iPad

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This message was directed to [commission@knoxmpc.org](mailto:commission@knoxmpc.org)