



# Appeal of Decision

(Please Note: Original application and staff report are made a part of this application.)

**Type:**  Plan Amendment  Rezoning  Certificate of Appropriateness  
 Street Name Change  Other: **Special Use**

**Decision By:**  Planning Staff  Planning Commission  Other:  Date of Decision: January 8, 2026

**Jurisdiction:**  City Council District 5  County Commission District

**1-A-26-SU** **CareCuts**

Original File Number Being Appealed

**Hatcher Hill Properties**

Original Applicant Name

**068NE 01201**

Name of Owner of Subject Property

Parcel Number of Subject Property

**Approval for Special Use "Spot Zoning"**

Decision Being Appealed

Reason for the Appeal:  
(Attach additional pages,  
if necessary.)

**Failure to comply with Zoning Requirements: Evaluation fails requirements of Art. 16.2.F.2, further as a new COO (Certificate of Occupancy) is required of this 1980 construction, modification to American Disabilities Act mandatory. I will not allow spill over parking as the site has insufficient parking and will have vehicles Towed. See attached**

## PETITIONER INFORMATION

**Clinton TN LLC**

Name of Petitioner

**MORRIS SHASHO**  
*Morris Shasho*  
Signature of Petitioner

**23 January 2026**

Petitioner's Interest in the Matter (Include a description of affected property owned by Petitioner):

**I am Managing member of Clinton TN LLC property immediately adjacent to the subject property, on two sides. Although an Immediate neighbor no one contacted me.**

All correspondence should be sent to: **Clinton TN LLC via Reg. Agent Registered Agent Solutions, Inc.**

Name (Print)	Phone	Email
<b>992 Davidson Drive, Suite B</b>	<b>Nashville,</b>	<b>TN</b>
Address	City	State
		<b>37205</b>
		ZIP

## STAFF USE ONLY

**SHARLEY GRAY** *Sharley Gray* **\$ 500<sup>00</sup>** **1/23/2026**  
 Application Accepted by Planning Staff Member Appeal Fee Amount Date Appeal Received

## APPEAL MEETING INFORMATION

**03/03/2026** **Payment made 1/23/2026, SG**  
 City Council - 6 p.m. County Commission - 5 p.m. Knoxville-Knox County Planning Commission - 1:30 p.m.  
 Month | Date | Year Month | Date | Year Month | Date | Year

## **Misplaced Reliance on the MU-CC Policy Statements**

Staff's reliance on the Mixed Use – Community Center (MU-CC) land-use classification is incomplete. MU-CC envisions a commercial/office core within ¼-mile of higher-intensity housing and specifically notes that “redevelopment of vacant or largely vacant shopping centers” is a consideration for such centers. It also anticipates locations “served by or planned to be served by sidewalks [and] transit.”

Nothing in the staff report identifies this center as vacant or largely vacant, and no evidence shows that the site is presently served by, or planned to be served by, sidewalks and transit consistent with MU-CC sitting criteria. Absent those predicate facts, the report cannot treat MU-CC as an affirmative justification for approval.

Moreover, the statement that “proposed renovations are consistent with the general plan policy” is unsupported on this record: no renovation drawings were submitted, and no analysis demonstrates how any specific renovation advances MU-CC objectives. Under the Code, special uses are evaluated on the evidence presented, and listing a use as “special” does not create a presumption of approval.

I specifically object to the proposal that my shopping center is “vacant or largely vacant”. My units are all substantially rented with no element of abandonment.

## **Proposed Use and Required Findings**

The application seeks approval for a “Social Service Center.” The City’s definition covers establishments aiding individuals recovering from dependency, survivors of abuse, persons experiencing homelessness, those with prior incarceration, or with health/disability challenges, and it excludes inpatient or overnight lodging.

Under Article 16.2, Planning must adopt documented findings that the use (a) is consistent with adopted plans, (b) is compatible with neighborhood character, and (c) will not detract from the environment by traffic, congestion, or other impacts; among the general standards is that the use not draw substantial additional traffic through residential streets and not be located where surrounding development poses a potential hazard to the use.

Given the applicant’s expectation of significant pedestrian clientele, Planning was obligated to analyze whether the site conditions (and any conditions of approval) mitigate pedestrian exposure to traffic hazards and provide safe on-site circulation. That analysis is absent.

## **Pedestrian Safety Is Material and Ignored**

Clinton Highway is a major arterial corridor characterized by a wide right-of-way, median control, and limited pedestrian accommodations. The City’s Sidewalk Study and New

Sidewalk Requests program expressly recognize that many corridors require new sidewalks based on demand, health/equity, and roadway-characteristics metrics, underscoring that sidewalk gaps are a known public-safety concern.

Despite this policy backdrop—and despite MU-CC’s expectation of sidewalks and transit access—the staff report does not examine: (i) frontage sidewalk feasibility, (ii) internal pedestrian routing from the right-of-way and between buildings, (iii) driveway consolidation or access management to reduce conflict points, or (iv) a safe connection to transit facilities.

For a pedestrian-serving social-services use, these omissions undercut the required Article 16 findings regarding traffic and public-safety impacts and compatibility.

### **Parking**

The proposal is deficient. The zoning ordinance for docks county requires at article 3.50 off street parking. Reviewing the requirements, I found that, paragraph 3.50.01, significant parking must be addressed, which must be within the same lot or within 200 foot of the building. Subject to the requirements of paragraph 3.50.08, a review of the minimum number of spaces required falls between 21 through 168 spaces depending on the purpose intended. The application is vague, but the oral argument included the suggestion that they want to be a church. Based on the zoning ordinance the applicant requires 168 parking spaces for this 5025 square foot building. My company intends to enforce our rights to limit access to our parking lot to customers of the businesses located on my property. We will tow violators.

### **Requested Disposition**

**Because the record lacks substantial and material evidence that the Article 16.2 standards are satisfied, Council should reverse the decision.**

(Please Note: Original application and staff report are made a part of this application.)

**Type:**  Plan Amendment  Rezoning  Certificate of Appropriateness  
 Street Name Change  Other: Special Use

**Decision By:**  Planning Staff  Planning Commission  Other:

Date of Decision: January 8, 2026

**Jurisdiction:**  City Council District 5  County

Commission District

1-A-26-SU

CareCuts

Original File Number Being Appealed

Original Applicant Name

Hatcher Hill Properties

068NE 01201

Name of Owner of Subject Property

Parcel Number of Subject Property

Approval for Special Use "Spot Zoning"

Decision Being Appealed

Reason for the Appeal:  
(Attach additional pages,  
if necessary.)

See attached. The Staff Recommendation is incomplete and fails to comply with many requirements set out in the zoning ordinance and specifically, adopts a form of spot zoning prohibited by the ordinance.

## PETITIONER INFORMATION

David Hamilton, Secretary, Norwood Homeowners Group



Signature of Petitioner

Name of Petitioner

Petitioner's Interest in the Matter (Include a description of affected property owned by Petitioner):

Petitioner is a spokes person for the members of the residential community near and around the property whom will be impacted by the planned pedestrian use of the property, and has property on Merchant Drive, commercial, and personal residential about 1/2 mile.

All correspondence should be sent to:

David B. Hamilton, Attorney  
Name (Print)

865.219.9250  
Phone

dbh@dbhamilton.com  
Email

1810 Merchant Dr.,

Address

Knoxville,  
City

TN  
State

37912  
ZIP

## STAFF USE ONLY

SHARLEY GRAY,   
Application Accepted by Planning Staff Member

\$ 500.<sup>00</sup>  
Appeal Fee Amount

1/22/2026  
Date Appeal Received

## APPEAL MEETING INFORMATION

Payment made 1/23/2026, SG

City Council - 6 p.m.

03 03 2026  
Month | Date | Year

County Commission - 5 p.m.

Month | Date | Year

Knoxville-Knox  
County Planning  
Commission - 1:30 p.m.

Month | Date | Year

## RESPONSE TO STAFF SPECIAL-USE REPORT

File No. 1-A-26-SU | Parcel: 068IE01201 | Address: 5200 Clinton Highway | Former Use: Bank (circa 1980; approx. 5,025 sq. ft.)

Requested action: Special-use approval to operate a "Social Service Center" and associated zoning entitlement changes from C-H-1 (Highway Commercial).

### Summary

The staff recommendation-approval subject to three generic "meet all applicable requirements" conditions-does not make the documented findings required for a special use under the City of Knoxville Zoning Code and fails to reconcile material conflicts with the One-Year Plan's MU-CC (Mixed Use-Community Center) land-use classification, the site's auto-oriented arterial context, and mandatory accessibility and life-safety obligations triggered by a change of use/occupancy. At minimum, approval must be reversed or remanded with conditions addressing: (i) plan conformance and site design for pedestrian access; (ii) ADA/IBC change-of-occupancy compliance (including accessible route, entrances, toilet rooms, and parking supply/striping); and (iii) a specific, reviewed redevelopment plan rather than an open-ended promise to "meet applicable requirements." See Article 16.2(F) (special-use findings); Article 2 (definition of "Social Service Center"); One-Year Plan MU-CC criteria; 2010 ADA Standards; and IEBC/IBC provisions for change of occupancy.

### I. Required Special-Use Findings Are Not Supported by the Record

Under Article 16.2(F), listing a use as "special" is not a presumption of approval; the Commission must support approval with documented findings that the use is (a) consistent with adopted plans; (b) in harmony with the Code; (c) compatible with neighborhood character; and (d) will not injure adjacent property or detract from the environment due to traffic, congestion, and other impacts. The excerpted record shows only a three-line, generic condition set ("meet all applicable requirements"), without analysis of pedestrian access or ADA compliance. This does not satisfy Article 16's evidence-based standard.

#### A. Plan Consistency - MU-CC Criteria

The One-Year Plan describes MU-CC as a moderate-intensity, mixed-use center, with a commercial/office core within ¼-mile of higher-intensity housing; it highlights "**redevelopment of vacant or largely vacant shopping centers**" as an MU-CC consideration. Nothing in the staff report identifies such a center context here; the site is a stand-alone, auto-centric former bank on a high-speed arterial with no continuous sidewalks, not a node designed for pedestrian access and mixed-use circulation. The site is immediately adjacent to a shopping center site which has no significant vacancies. The staff's conclusory statement that "proposed renovations are consistent with the general plan policy" is **unsupported where no renovation plans were produced**.

#### B. Use Classification and Corridor Compatibility

A "Social Service Center" provides assistance to individuals recovering from dependency, survivors of abuse, persons transitioning from homelessness or prior incarceration, or those with

health/disability needs-without inpatient/overnight services or medical procedures/dispensing. **Approval of this use at an auto-oriented highway site absent pedestrian infrastructure and safe access requires a tailored finding that the use is compatible and conditions that provide safe on-site circulation and frontage improvements.**

The staff report does not provide those findings or conditions.

### **C. Pedestrian Safety and Access**

Clinton Highway is a major arterial corridor historically planned for vehicular throughput; City transportation materials emphasize a citywide sidewalk deficit and the need to prioritize segments for investment. **The staff report contains no analysis of pedestrian routing to the building, frontage sidewalk feasibility, or the relationship to any transit stop-despite the applicant's own expectation of significant pedestrian clientele.** This omission undermines the required Article 16 findings on traffic and public-safety impacts.

The proposed use is pedestrian centric and is not compatible with the auto-centric location. No crosswalks exist at the existing stop light beside the applicant. No sidewalks exist. No sidewalk was required when the new Firestone building was built and opened recently. No sidewalk was required when the new office building was fully renovated into professional offices immediately across Clinton Highway from the site.

Finding is not supported by facts.

## **II. Accessibility and Building Code Compliance Are Triggered and Unaddressed**

### **A. ADA Title III / 2010 ADA Standards**

A change of use/occupancy and any alterations to a public accommodation trigger compliance with the 2010 ADA Standards for Accessible Design to the maximum extent feasible, including an accessible route from compliant accessible parking to accessible entrances, and compliant toilet rooms. The staff report is silent on these mandatory obligations.

Accessible parking: Under §208, each parking facility must provide the minimum number of accessible spaces, with at least one van-accessible space for each six (or fraction) of accessible spaces. The location has 6 total spaces, then at least 1 accessible (van-accessible) space with proper width, aisle, slope, signage, and an accessible route to the entrance is required. The record contains no verified parking plan or striping schedule.

Finding is not supported by facts.

### **B. International Existing Building Code / IBC**

A change of occupancy under the IEBC Chapter 10 requires demonstrating compliance with life-safety and accessibility provisions for the new occupancy, including occupant load, egress

capacities, fire-protection features, and accessibility elements referenced by IBC Chapter 11. No building-permit or plan-review submittal appears in the record; staff's generalized conditions do not substitute for this threshold compliance.

Result: Because neither ADA nor IEBC/IBC compliance is analyzed, the Commission lacked a basis to find the use "in harmony" with the Code or that impacts to safety and circulation were addressed as required by Article 16.2(F).

Finding is not supported by facts.

### **III. Transportation Context - Auto-Centric Arterial without Sidewalks**

Clinton Highway functions as a median-divided arterial with a very wide right-of-way and limited pedestrian accommodations in several segments. City materials (Sidewalk Study and Sidewalk Requests program) acknowledge that many corridors require new sidewalks based on demand, health/equity, and roadway-characteristics metrics. The staff report does not examine frontage sidewalk construction, internal pedestrian routing, driveway consolidation, or a safe connection to any transit facilities-core issues for a pedestrian-serving social-services use.

Finding is not supported by facts.

### **IV. Specific Deficiencies in the Staff Recommendation**

1. No documented Article 16 findings on plan conformance, compatibility, or safety; only boilerplate conditions to "meet applicable requirements."
2. Plan conformance not demonstrated: MU-CC criteria emphasize a mixed-use center with proximity to higher-density housing and potential shopping-center redevelopment; the subject is a stand-alone highway site without pedestrian infrastructure located at a high use commercial location, which fails to meet criteria of MU-CC.
3. No ADA/IBC analysis despite a change of use/occupancy; no verified accessible parking count, entrance/route, or toilet room compliance.
4. Parking supply vs. stated demand: If attendance is ~80 persons, plus employees plus volunteers, six striped spaces are facially inadequate, based on the applicant statement of potential church activities, the parking requirement based on square footage is 168 vice the 6 available.
5. Pedestrian safety: No analysis of sidewalk absence along the frontage, safe pedestrian ingress/egress, or access management conditions-despite Article 16's mandate to prevent traffic and congestion impacts and protect public welfare. The recommendation is auto centric and fails to address pedestrian centric proposed use.
6. Unsupported "renovation consistency" assertion: Staff references consistency with general policy but no actual renovation plan set was provided for review or conditioning. (Article 16 allows conditioning of site plans and operations; none were specified.)

7. No discussion of necessary issuance of Certificate of Occupancy as the site has not been used for years.
8. No discussion of “Spot Zoning”: In Knoxville and Knox County, Spot Zoning occurs when a small parcel gets a different zoning classification than its surroundings, often to allow a specific use, and is generally discouraged as potentially illegal because it conflicts with comprehensive planning for public welfare. MU-CC refers to a Mixed-Use Community Commercial land use classification. This designation is primarily used in the Knoxville-Knox County comprehensive plans (such as the One Year Plan and Sector Plans) to guide future growth and rezoning decisions in the redevelopment of abandoned commercial areas. Here the site fails the key requirement of MU-CC, a dead or dying Commercial Use.

## **V. Requested Disposition**

### **Primary Relief - Reverse the Special-Use Approval**

Based on the lack of Article 16 findings, unresolved MU-CC conflicts, and unaddressed ADA/IEBC/IBC obligations that directly affect safety and operations, the Commission's approval should be reversed.

(Please Note: Original application and staff report are made a part of this application.)

**Type:**  Plan Amendment  Rezoning  Certificate of Appropriateness

Street Name Change  Other: Special Use

**Decision By:**  Planning Staff  Planning Commission  Other: \_\_\_\_\_  Date of Decision: JANUARY 8, 2026

**Jurisdiction:**  City  Council District  County  Commission District

1-A-26-SU

CARE CUTS

Original File Number Being Appealed

Original Applicant Name

HATCHER HILL PROPERTIES

068NE01201

Name of Owner of Subject Property

Parcel Number of Subject Property

APPROVAL FOR SPECIAL USE "SPOT ZONING"

Decision Being Appealed

Reason for the Appeal:  
(Attach additional pages,  
if necessary.)

SEE ATTACH.

## PETITIONER INFORMATION

HEM CLINTON HWY LLC

Name of Petitioner

HUMBERTO RODRIGUEZ

HUMBERTO RODRIGUEZ  
MEMBER 2

Signature of Petitioner

Petitioner's Interest in the Matter (Include a description of affected property owned by Petitioner):

My LLC. CLINTON HWY OWNS PROPERTY ACROSS FROM THE SUBJECT PROPERTY. THE PROPOSED USE IS NOT COMPATIBLE WITH THE AUTO-CENTRIC COMMERCIAL ACTIVITIES ALONG CLINTON HWY MY INVESTMENT IS NEW AND THIS CHANGE THREATENS THE VALUE OF MY PROPERTY AND HAS NEGATIVELY IMPACTED MY LEASES.

All correspondence should be sent to:

DAVID B. HAMILTON, ATTORNEY

865-215-9250

Email

dbh@dbhamilton.com

6523 WESTMINSTER RD

Address

KNOXVILLE

City

TN

State

37919

ZIP

## STAFF USE ONLY

SHEILEY GRAY

Application Accepted by Planning Staff Member

\$500.00

Appeal Fee Amount

1/22/2026

Date Appeal Received

## APPEAL MEETING INFORMATION

Payment made 1/23/2026 SG

City Council - 6 p.m.

03/03/2026  
Month | Date | Year

County Commission - 5 p.m.

Month | Date | Year

Knoxville-Knox County Planning Commission - 1:30 p.m.

Month | Date | Year

The applicant proposes to renovate an existing, 5,025-sq ft structure along Clinton Highway into a **social service center** for CareCuts. A summary of the services provided, along with operation hours, is provided in Exhibit B (Staff Recommendation, Comments:).

“Approve the request for a **social service center** in the C-H-1 (Highway Commercial) district, subject to 3 conditions” (Staff Recommendation, Comments:).

“5.2-B.3. **Social Service Centers are allowed only in the DK-E Subdistrict**” (The Zoning Ordinance of the City of Knoxville, Tennessee Page 62)

“March 23, 2021 Ordinance No. O-43-2021. An Ordinance to amend the Knoxville City Code, Appendix B, Zoning Code, to add social service centers as a special use in the C-G (**General Commercial**), C-R (**Regional Commercial**), and DK-E (**Downtown Knoxville - Edge**) Districts” (Planning Commission File No. 1-A-21-OA). (The Zoning Ordinance of the City of Knoxville, Tennessee Page 439)

1) THE USE IS CONSISTENT WITH ADOPTED PLANS AND POLICIES, INCLUDING THE GENERAL PLAN AND THE ONE-YEAR PLAN.

Answer. The proposed renovation of the existing structure is consistent with the General Plan's Development Policy 8.10, which encourages redevelopment of obsolete commercial strip space by providing incentives for "infill" rather than greenfield development.

B. The One Year Plan's and the Northwest City Sector Plan's MU-CC (Community Mixed Use Center) land use classification promote redevelopment of vacant or largely vacant shopping centers and the proposed use is consistent with the adopted plans.

**Argument:**

The surrounding area contains multiple active businesses, including an operating AutoZone immediately adjacent to the site, which indicates continued commercial viability rather than conditions warranting redevelopment incentives.

The applicant further references "Development Policy 8.10" as justification for consistency. However, within the Knoxville ordinance framework, Policy 8.10 pertains to the Floodplain Overlay District, and the subject property is not located within a flood zone. As a result, the cited policy does not apply to the site or the proposed use. The lack of a clear and relevant policy reference makes it difficult to determine what provision is being relied upon, requiring assumptions based on context rather than a direct and accurate citation. This further weakens the claim that the proposed use is demonstrably consistent with adopted plans and policies.

2) THE USE IS IN HARMONY WITH THE GENERAL PURPOSE AND INTENT OF THIS ZONING CODE.

Answer. The CH-1 district is intended to accommodate higher-intensity commercial uses of a predominantly auto-oriented character, including retail, rental, and service establishments of a more intense commercial character including those requiring permanent outdoor service or storage areas. Social service centers may be allowed by special use approval.

B. No structural expansions or site layout changes are proposed with this application. The project shall meet all applicable zoning standards during the permitting phase.

**Argument:**

The proposed use is not in harmony with the general purpose and intent of the C-H-1 zoning district, which is intended for higher-intensity, predominantly auto-oriented commercial uses. Social service centers differ in function and operational characteristics and are not inherently compatible with this district.

The Knoxville Zoning Ordinance limits social service centers to specific districts. Ordinance No. O-43-2021 (March 23, 2021) allows social service centers as a special use only in the C-G (General Commercial), C-R (Regional Commercial), and DK-E (Downtown Knoxville–Edge) districts. The C-H-1 district is not included. This omission indicates that social service centers are not intended to be located within C-H-1.

The absence of proposed structural or site changes does not address this incompatibility, as meeting dimensional or permitting standards alone does not establish consistency with the intent of the zoning district.

3) THE USE IS COMPATIBLE WITH THE CHARACTER OF THE NEIGHBORHOOD WHERE IT IS PROPOSED, AND WITH THE SIZE AND LOCATION OF BUILDINGS IN THE VICINITY.

Answer. The proposed use has no conflicts with the auto-centric character of the commercial corridor along Clinton Highway. The scale and size of the one-story structure are consistent with the surrounding commercial buildings.

**Argument:**

There is no issue with the building itself; the concern is the location of the use. This corridor would be better suited for uses consistent with C-H-1 zoning, such as a restaurant, retail business, or financial institution. A social service center would be more appropriately located in a zoning district such as DK-E that is intended to accommodate this type of use.

4) THE USE WILL NOT SIGNIFICANTLY INJURE THE VALUE OF ADJACENT PROPERTY OR BY NOISE, LIGHTS, FUMES, ODORS, VIBRATION, TRAFFIC, CONGESTION, OR OTHER IMPACTS DETRACT FROM THE IMMEDIATE ENVIRONMENT.

Answer. The proposed is not expected to significantly injure the value of any adjacent properties.

**Argument:**

The proposed use has the potential to adversely affect the value of adjacent properties due to increased activity associated with individuals relying on the services offered at the site throughout the week. Although overnight stays may not be permitted, individuals without vehicles or permanent housing are likely to remain in the surrounding area, resulting in spillover effects onto nearby businesses and residential properties. These conditions raise concerns related to public safety and quality of life.

The assertion that adjacent property values will not be affected is a substantial claim that is not supported by any site-specific data or studies demonstrating that similar social service uses have neutral or positive impacts on nearby residential or commercial property values. In addition, the proposed use may contribute to environmental impacts, including increased litter and sanitation concerns, which would further detract from the immediate environment.

5) THE USE IS NOT OF A NATURE OR SO LOCATED AS TO DRAW SUBSTANTIAL ADDITIONAL TRAFFIC THROUGH RESIDENTIAL STREETS.

Answer. The proposed use will not significantly impact traffic on surrounding residential streets. Clinton Highway is a major arterial street with a transit route that supports the proposed use.

**Argument:**

Although Clinton Highway functions as a major arterial roadway, the proposed use and its location create traffic and pedestrian safety concerns that extend beyond existing conditions. Williams Street carries approximately 2,200–6,000 vehicles per day, while Clinton Highway accommodates traffic volumes exceeding 30,000 vehicles daily. Individuals accessing the site without vehicles would be required to travel along Clinton Highway, which lacks continuous sidewalks and safe pedestrian crossings. These conditions increase the likelihood of unsafe pedestrian activity, including mid-block crossings and pedestrian-vehicle conflicts. As congestion on Clinton Highway increases, motorists may divert onto nearby residential streets to avoid delays, resulting in increased residential traffic over time.

6) THE NATURE OF DEVELOPMENT IN THE SURROUNDING AREA IS NOT SUCH AS TO POSE A POTENTIAL HAZARD TO THE PROPOSED USE OR TO CREATE AN UNDESIRABLE ENVIRONMENT FOR THE PROPOSED USE.

Answer. There are no known uses immediately surrounding the subject property that would pose a potential hazard or undesirable environment for the proposed use.

**Argument:**

Contrary to the applicant's statement, conversations with nearby business owners and employees in the vicinity of 519 Williams Street revealed ongoing concerns regarding personal safety in the surrounding area. Individuals who requested anonymity described feeling unsafe walking to their vehicles after work hours. It was also noted that a police presence at gated entrances and the need for volunteers to be escorted to their vehicles have occurred. These conditions indicate that the surrounding area may already present safety challenges, contributing to an undesirable environment for the proposed use.

(Please Note: Original application and staff report are made a part of this application.)

**Type:**  Plan Amendment  Rezoning  Certificate of Appropriateness  
 Street Name Change  Other: **Special Use**

**Decision By:**  Planning Staff  Planning Commission  Other:

Date of Decision: January 8, 2026

**Jurisdiction:**  City Council District 5  County  
 1-A-26-SU

Commission District  
 CareCuts

Original File Number Being Appealed  
 Hatcher Hill Properties

Original Applicant Name  
 068NE 01201

Name of Owner of Subject Property  
 Approval for Special Use "Spot Zoning"

Parcel Number of Subject Property

Decision Being Appealed

Reason for the Appeal:  
 (Attach additional pages,  
 if necessary.)

Failure to comply with Zoning Requirements: Evaluation fails requirements of Art. 16.2.F.2, further as a new COO (Certificate of Occupancy) is required of this 1980 construction, modification to American Disabilities Act mandatory. See attached

## PETITIONER INFORMATION

Knoxville Combatives LLC  
 Name of Petitioner

  
 Signature of Petitioner **JASON SORRELL**

Petitioner's Interest in the Matter (Include a description of affected property owned by Petitioner):

I own a martial arts school inside the Clinton TN LLC property immediately adjacent to the subject property, with students already concerned with random pedestrians an issue ignored by staff.

All correspondence should be sent to: Knoxville Combatives Llc via Reg. Agent United States Corporation Agents, Inc.  
 Name (Print) Phone Email  
 5865 Ridgeway Center Pkwy Ste 384 Memphis, Tn 38120-4032  
 Address City State ZIP

## STAFF USE ONLY

  
 Application Accepted by Planning Staff Member

**\$500<sup>00</sup>**  
 Appeal Fee Amount

**1/23/2026**  
 Date Appeal Received

## APPEAL MEETING INFORMATION

**Payment made 1/23/2026, SG.**

City Council - 6 p.m. **03/03/2026** County Commission - 5 p.m.  
 Month | Date | Year

Month | Date | Year

Knoxville-Knox  
 County Planning  
 Commission - 1:30 p.m.

Month | Date | Year

## **MU-CC Criteria**

Staff appears to rely on MU-CC. The MU-CC special use is for , with a commercial/office core within ¼-mile of higher-intensity housing; it highlights **“redevelopment of vacant or largely vacant shopping centers”**. Nothing in the staff report identifies this commercial center as “Vacant” or “Largely Vacant. I rent in this busy center with students who are risk adverse. The staff's claim that "proposed renovations are consistent with the general plan policy" is **unsupported where no renovation plans were produced.**

The proposed "Social Service Center" appears to provide assistance to individuals recovering from dependency, survivors of abuse, suffering homelessness, prior incarceration, or those with health/disability. **Approval of this use where no one can walk safely along the highway required a finding that the use is compatible and conditions that provide safe on-site.**

## **Pedestrian Safety is Ignored**

Clinton Highway is a major arterial corridor: No walking paths. No sidewalks. No crosswalks. No pedestrian lights. **The staff report contains no analysis of pedestrian routing to the building, frontage sidewalk feasibility, or the relationship to any transit stop-despite the applicant's own expectation of significant pedestrian clientele.** This omission undermines the required Article 16 findings on traffic and public-safety impacts.

## **Transportation Context - Auto-Centric Arterial without Sidewalks**

Clinton Highway functions as a median-divided arterial with a very wide right-of-way and limited pedestrian accommodations in several segments. City materials (Sidewalk Study and Sidewalk Requests program) acknowledge that many corridors require new sidewalks based on demand, health/equity, and roadway-characteristics metrics. The staff report does not examine frontage sidewalk construction, internal pedestrian routing, driveway consolidation, or a safe connection to any transit facilities-core issues for a pedestrian-serving social-services use.



# SPECIAL USE REPORT

▶ **FILE #:** 1-A-26-SU

**AGENDA ITEM #:** 12

**AGENDA DATE:** 1/8/2026

▶ **APPLICANT:** CARECUTS  
OWNER(S): Hatcher Hill Properties

TAX ID NUMBER: 68 N E 01201 [View map on KGIS](#)

JURISDICTION: City Council District 5

STREET ADDRESS: 5200 CLINTON HWY

▶ **LOCATION:** Northeast side of Clinton Hwy, southeast of Merchant Dr

▶ **APPX. SIZE OF TRACT:** 0.52 acres

SECTOR PLAN: Northwest City

GROWTH POLICY PLAN: N/A (Within City Limits)

ACCESSIBILITY: Access is via Clinton Highway, a major arterial with four lanes divided by a median within a 150-ft right-of-way.

UTILITIES: Water Source: Knoxville Utilities Board

Sewer Source: Knoxville Utilities Board

FIRE DISTRICT: Knoxville Fire Department

WATERSHED: Second Creek

▶ **ZONING:** C-H-1 (Highway Commercial)

▶ **EXISTING LAND USE:** Commercial

▶ **PROPOSED USE:** Social services provider

HISTORY OF ZONING: None noted.

SURROUNDING LAND USE AND ZONING: North: Commercial - C-H-1 (Highway Commercial)

South: Commercial - C-H-1 (Highway Commercial)

East: Commercial - C-H-1 (Highway Commercial)

West: Transportation/communication/utilities - C-H-1 (Highway Commercial)

NEIGHBORHOOD CONTEXT: The subject property is within the large commercial node at the intersection of Clinton Highway and Merchant Drive. There are residential uses to the south and northeast. The I-640, I-275, and I-75 interchange lies one mile to the east.

### STAFF RECOMMENDATION:

▶ **Approve the request for a social service center in the C-H-1 (Highway Commercial) district, subject to 3 conditions.**

1) Meeting all applicable requirements of the City of Knoxville Zoning Ordinance.

2) Meeting all applicable requirements of the City of Knoxville Engineering Department.

3) Meeting all applicable requirements of the City of Knoxville Plans Review and Inspections Department.

**COMMENTS:**

The applicant proposes to renovate an existing, 5,025-sq ft structure along Clinton Highway into a social service center for CareCuts. A summary of the services provided, along with operation hours, is provided in Exhibit B.

**STANDARDS FOR EVALUATING A SPECIAL USE (ARTICLE 16.2.F.2)**

1) THE USE IS CONSISTENT WITH ADOPTED PLANS AND POLICIES, INCLUDING THE GENERAL PLAN AND THE ONE-YEAR PLAN.

A. The proposed renovation of the existing structure is consistent with the General Plan's Development Policy 8.10, which encourages redevelopment of obsolete commercial strip space by providing incentives for "infill" rather than greenfield development.

B. The One Year Plan's and the Northwest City Sector Plan's MU-CC (Community Mixed Use Center) land use classification promote redevelopment of vacant or largely vacant shopping centers and the proposed use is consistent with the adopted plans.

2) THE USE IS IN HARMONY WITH THE GENERAL PURPOSE AND INTENT OF THIS ZONING CODE.

A. The C-H-1 district is intended to accommodate higher-intensity commercial uses of a predominantly auto-oriented character, including retail, rental, and service establishments of a more intense commercial character including those requiring permanent outdoor service or storage areas. Social service centers may be allowed by special use approval.

B. No structural expansions or site layout changes are proposed with this application. The project shall meet all applicable zoning standards during the permitting phase.

3) THE USE IS COMPATIBLE WITH THE CHARACTER OF THE NEIGHBORHOOD WHERE IT IS PROPOSED, AND WITH THE SIZE AND LOCATION OF BUILDINGS IN THE VICINITY.

A. The proposed use has no conflicts with the auto-centric character of the commercial corridor along Clinton Highway. The scale and size of the one-story structure are consistent with the surrounding commercial buildings.

4) THE USE WILL NOT SIGNIFICANTLY INJURE THE VALUE OF ADJACENT PROPERTY OR BY NOISE, LIGHTS, FUMES, ODORS, VIBRATION, TRAFFIC, CONGESTION, OR OTHER IMPACTS DETRACT FROM THE IMMEDIATE ENVIRONMENT.

A. The proposed is not expected to significantly injure the value of any adjacent properties.

5) THE USE IS NOT OF A NATURE OR SO LOCATED AS TO DRAW SUBSTANTIAL ADDITIONAL TRAFFIC THROUGH RESIDENTIAL STREETS.

A. The proposed use will not significantly impact traffic on surrounding residential streets. Clinton Highway is a major arterial street with a transit route that supports the proposed use.

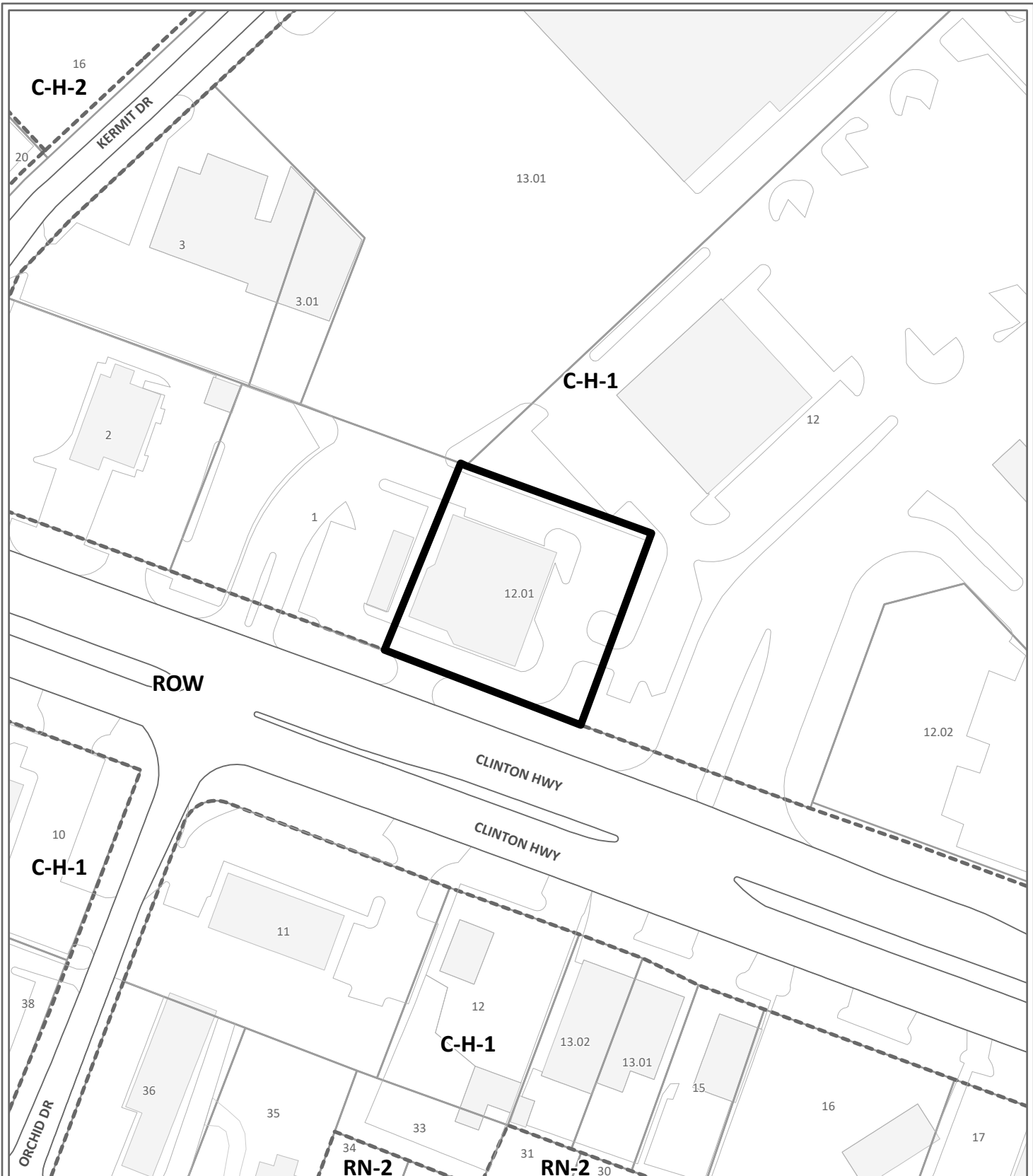
6) THE NATURE OF DEVELOPMENT IN THE SURROUNDING AREA IS NOT SUCH AS TO POSE A POTENTIAL HAZARD TO THE PROPOSED USE OR TO CREATE AN UNDESIRABLE ENVIRONMENT FOR THE PROPOSED USE.

A. There are no known uses immediately surrounding the subject property that would pose a potential hazard or undesirable environment for the proposed use.

ESTIMATED TRAFFIC IMPACT: Not required.

ESTIMATED STUDENT YIELD: Not applicable.

The Planning Commission's approval or denial of this request is final, unless the action is appealed to the Knoxville City Council. The date of the Knoxville City Council hearing will depend on when the appeal application is filed.



**SPECIAL USE**

**1-A-26-SU**

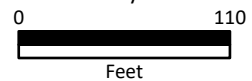
**Petitioner:** CareCuts



Social services provider in C-H-1 (Highway Commercial)

**Map No:** 68

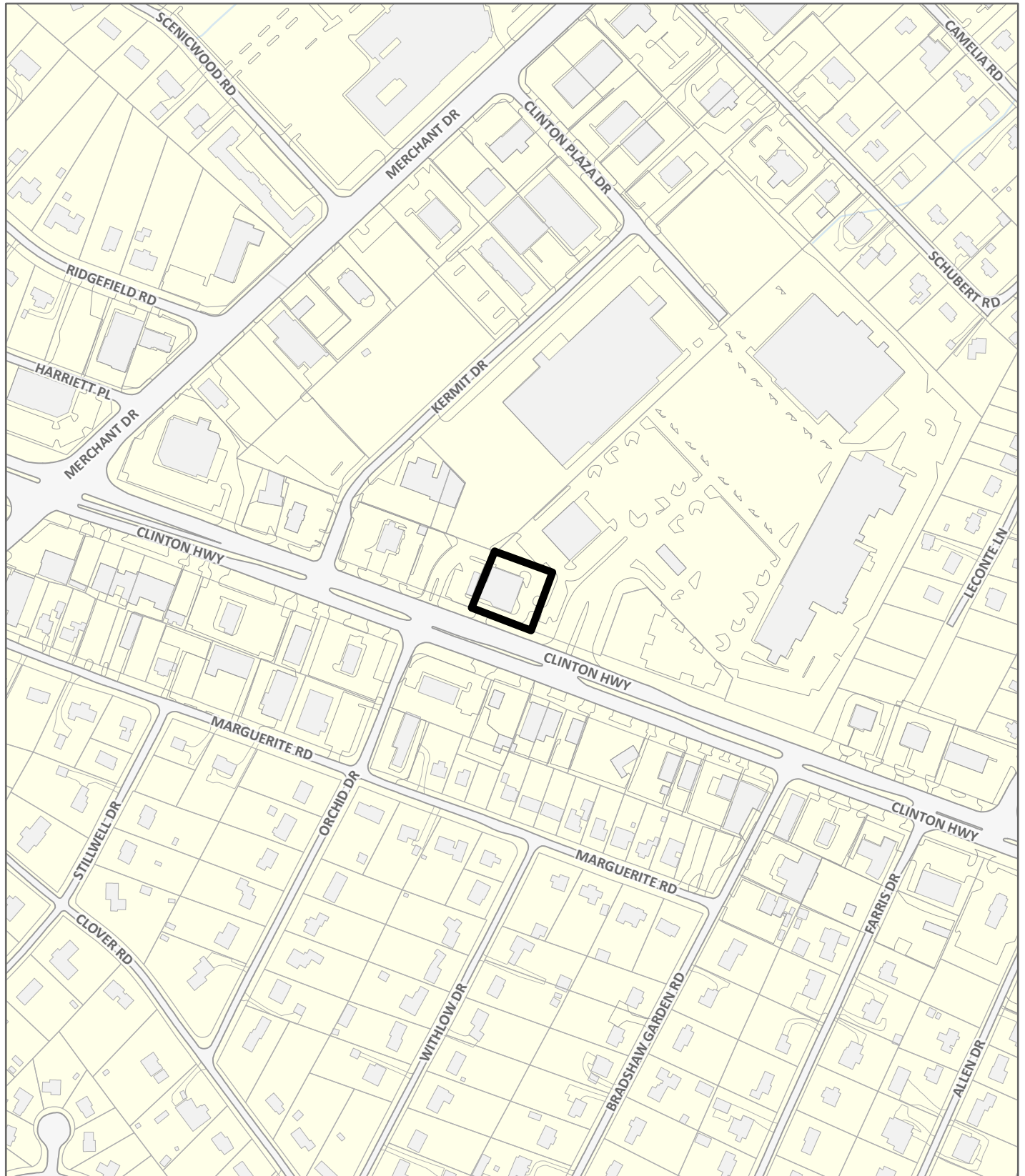
**Jurisdiction:** City



**Original Print Date:** 12/2/2025

Knoxville - Knox County Planning Commission \* City / County Building \* Knoxville, TN 37902

# Exhibit A. Contextual Images



**LOCATION MAP**

**1-A-26-SU**



Case boundary



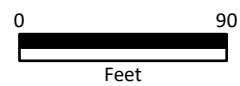
# Exhibit A. Contextual Images



## AERIAL MAP



Case boundary



# EXHIBIT B

## Proposed Summary of Operations: 5200 Clinton Highway

### Hours/Days of Operation

Serving the homeless: Tuesdays, Fridays & Sundays, 9am-1pm

Receiving and sorting donations: Thursdays & Saturdays, 9am-1pm

### Staff

Our staff consists mainly of volunteers, ranging anywhere from 4 volunteers on a Thursday to up to 8 on a Sunday. Two full time staff include the founder Marti Baker and our Operations Supervisor, Robbie Russell.

### Services

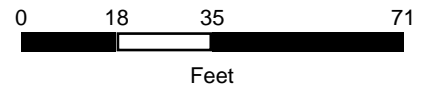
We will serve up to an estimated 40-60 people on Tuesdays and Fridays, and up to an estimated 80 people on Sundays. We have an estimated maximum amount of 28 people at any given time. All services will be day resource services with no individuals staying overnight. Services listed below will be provided on Tuesdays, Fridays and Sundays, unless otherwise noted:

- Serve breakfast and lunch
- Assist with obtaining TN identification cards and birth certificates, as well as out-of-state birth certificates
- Distribute clothing, shoes, backpacks and blankets
- Distribute hygiene items and reader glasses
- Provide KAT bus tickets for confirmed medical and job related appointments, and to obtain identification resources
- Act as a safe and reliable mailing address for our clients
- Provide pet food and pet accessories
- Offer computer and phone access during outreach days
- Refer to community providers and partners including houses, furniture ministries, bike referrals, rehab services, identification resources, etc.
- Provide laundry services (Future, TBD)
- Provide shower services (Future, TBD)
- Provide haircuts (Sunday only)
- Partner with community providers to provide occasional on-site services for areas such as veteran resources, insurance, mobile ID unit and phone services (schedule varies)

1-A-26-SU. Site Plan



Site to Remain As Is



KGIS makes no representation or warranty as to the accuracy of this map and its information, nor to its fitness for use. Any user of this map product accepts the same AS IS, WITH ALL FAULTS, and assumes all responsibility for the use thereof, and further covenants and agrees to hold KGIS harmless from any and all damage, loss, or liability arising from any use of this map product.

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Printed: 11/12/2025 11:33:17 AM

1-A-26-SU. Streetview of Existing Building



# 1-A-26-SU. Floor Plan

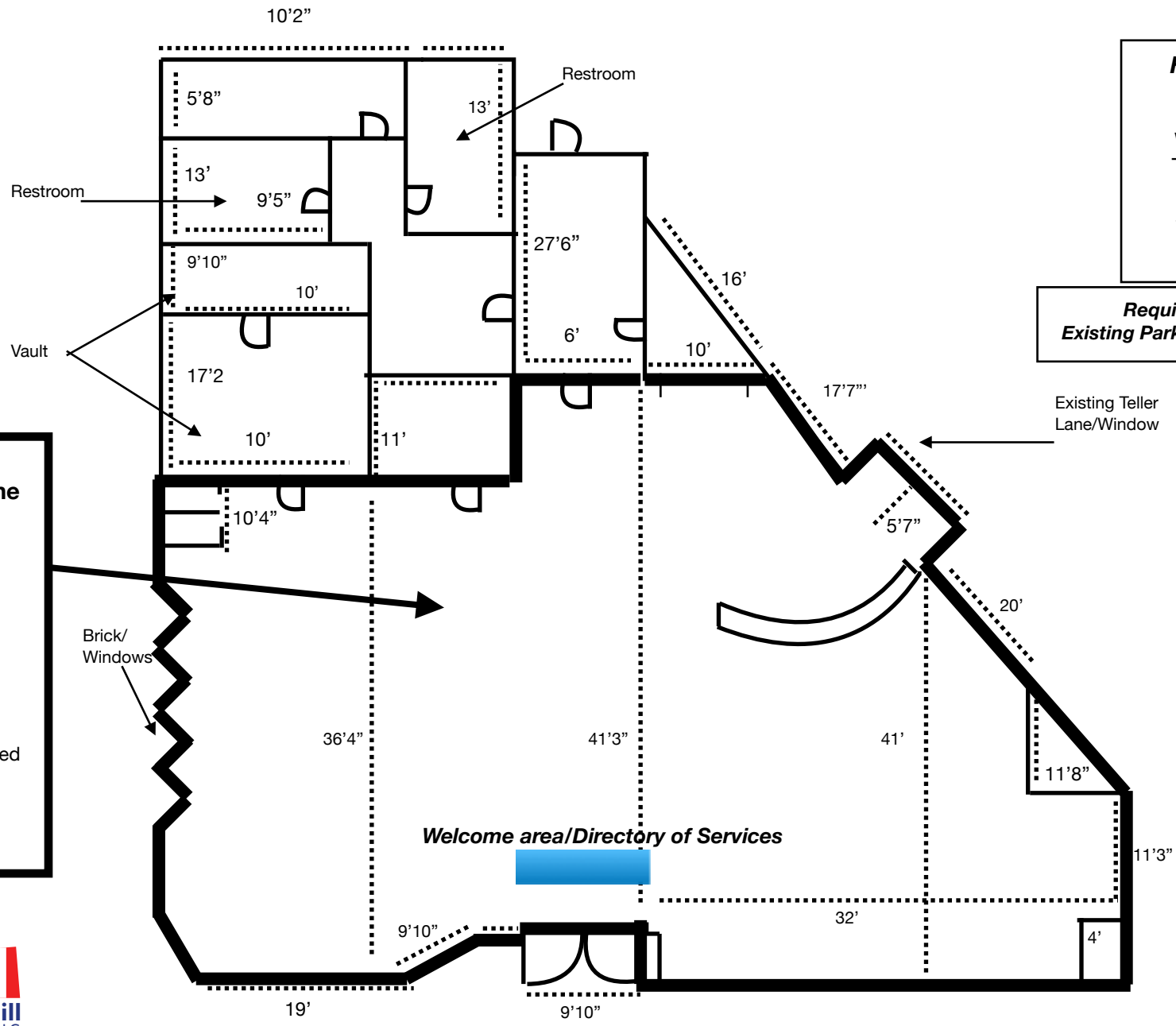
5200 Clinton Highway  
 Knoxville, TN 37912  
 5,025 SF

**Hours of Operation**  
 Monday: Closed  
 Tuesday: 9am-1pm  
 Wednesday: Closed  
 Thursday: 9am-1pm  
 Friday: 9am-1pm  
 Saturday: 9am-1pm  
 Sunday: 9am-1pm

**Required Parking: 15 spaces**  
**Existing Parking Spaces: 20 spaces**

**Flex Space For Stations Providing the Following Services:**

1. Boxed Food
2. I.D. Services
3. Clothing
4. Hygiene Items
5. Mailboxes
6. Computer and phone Referrals
7. Community Service Referrals
8. Haircuts
9. Bus tickets for confirmed medical & job related appointments



# Public Notice and Community Engagement

Planning strives to provide community members with information about upcoming cases in a variety of ways. In addition to posting public notice signs, our agency encourages applicants to provide information and offer opportunities for dialogue related to their upcoming case(s). The contact information you provide in your application may be used for that purpose. We require applicants to acknowledge their role in this process.

## Sign Posting and Removal

The Administrative Rules and Procedures of the Knoxville-Knox County Planning Commission require a sign to be posted on the property for each application subject to consideration by the Planning Commission.

**Planning staff will post the required sign.** If a replacement sign(s) is needed, the applicant is responsible for picking up the new sign(s) from Planning and will be charged \$10 for each replacement.

### Location and Visibility

The sign must be posted on the nearest adjacent/frontage street and in a location clearly visible to vehicles traveling in either direction. If the property has more than one street frontage, the sign should be placed along the street that carries more traffic. Planning staff may recommend a preferred location for the sign to be posted at the time of application.

### Timing

The sign(s) must be posted not less than 12 days prior to the scheduled Planning Commission public hearing and must remain in place until the day after the meeting. In the case of a postponement, the sign can either remain in place or be removed and reposted not less than 12 days prior to the next Planning Commission meeting. The applicant is responsible for removing the sign after the application has been acted upon by the Planning Commission.

### Acknowledgement

*By signing below, you acknowledge that public notice signs must be posted and visible on the property consistent with the guidelines above and between the dates listed below.*

12/27/25

Date to be Posted

1/9/26

Date to be Removed

**Have you engaged the surrounding property owners to discuss your request?**

Yes  No

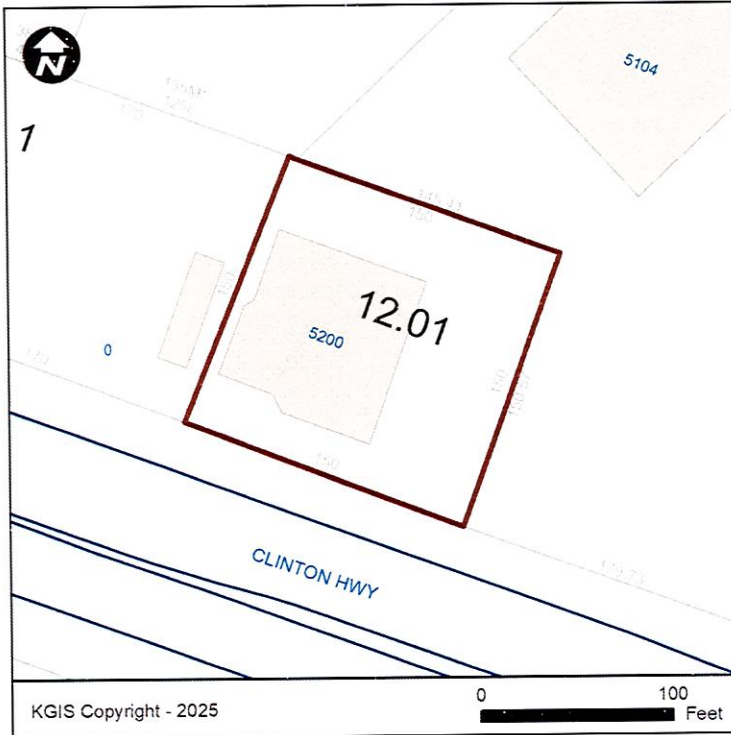
No, but I plan to prior to the Planning Commission meeting

  
Applicant Signature

May Katherine Wormsley  
Applicant Name

11-7-2025  
Date

### Parcel 068NE01201 - Property Map and Details Report



#### Property Information

Parcel ID:	068NE01201
Location Address:	5200 CLINTON HWY
CLT Map:	68
Insert:	N
Group:	E
Condo Letter:	
Parcel:	12.01
Parcel Type:	NORMAL
District:	
Ward:	39
City Block:	39550
Subdivision:	MEADOW VIEW 1ST ADD LOTS 8,9,10
Rec. Acreage:	0
Calc. Acreage:	0
Recorded Plat:	14 - 204
Recorded Deed:	20230721 - 0003643
Deed Type:	WD:Warranty Dee
Deed Date:	7/21/2023

#### Address Information

Site Address: 5200 CLINTON HWY  
KNOXVILLE - 37912

Address Type: BUSINESS

Site Name: FIRST BANK

Please contact Knoxville-Knox County Planning at (865) 215-2500 if you have questions.

#### Owner Information

HATCHER HILL PROPERTIES LLC  
128 N NORTSHORE DR  
KNOXVILLE, TN 37919

The owner information shown in this section does **not** necessarily reflect the person(s) responsible for Last Year's property taxes. Report any errors to the Knox County Property Assessor's office at (865) 215-2365.

#### Jurisdiction Information

County: KNOX COUNTY

City / Township: Knoxville

Fire Response: KNOXVILLE FIRE DEPARTMENT

Please contact the Knox County Fire Prevention Bureau at (865) 215-4660 if you have questions.

#### Other Information

Census Tract: 39.02

Planning Sector: Northwest City

Please contact Knoxville-Knox County Planning at (865) 215-2500 if you have questions.

#### Political Districts

Voting Precinct: 39E

Voting Location: Inskip Rec. Center  
301 W INSKIP DR

TN State House: 90

TN State Senate: 5

County Commission: 2 Courtney Durrett  
(at large seat 10) Larsen Jay  
(at large seat 11) Kim Frazier

City Council: 5 Charles Thomas  
(at large seat A) Lynne Fugate  
(at large seat B) Debbie Helsley  
(at large seat C) Amelia Parker

School Board: 2 Anne Templeton

Please contact Knox County Election Commission at (865) 215-2480 if you have questions.

#### School Zones

Elementary: NORWOOD  
ELEMENTARY

Intermediate:

Middle: NORTHWEST  
MIDDLE

High: POWELL HIGH



Intro Maps Results Legend Help

**Standard Maps**

- Standard Map
- Aerial

**Historical Aerials**

**Planning and Zoning Maps**

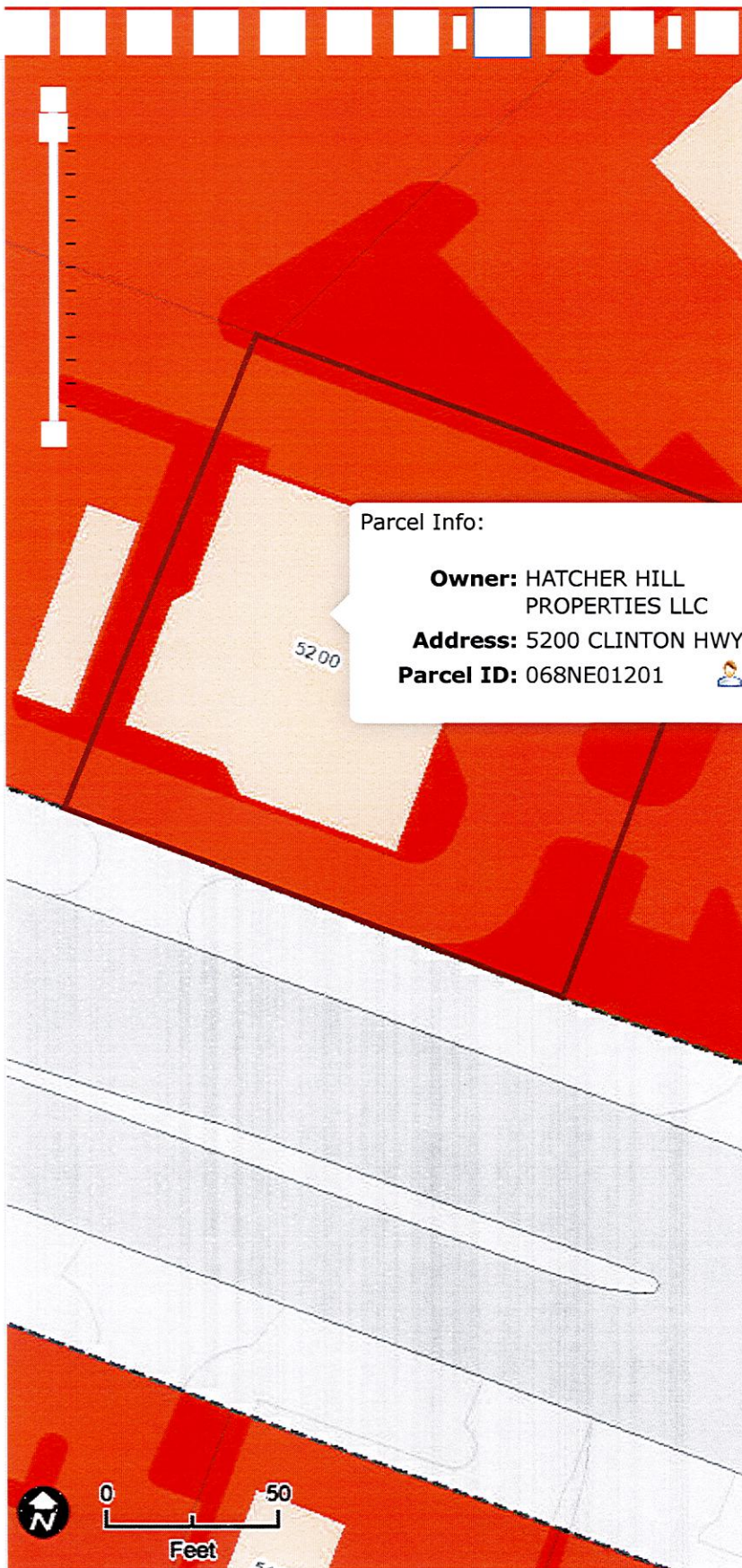
- Growth Policy Plan
- Knox County Future Land Use
- Knoxville One Year Plan
- Knoxville Future Land Use
- Zoning

- 
- FEMA Flood Map
  - Historic Districts and Pre-1865 Structures

**Political District Maps**

**School District Maps**

**Other Maps**



The Planning Commission met in regular session on January 8, 2026, at 1:30 p.m. in the Main Assembly Room of the City County Building.

Item No.

File No.

### 1. ROLL CALL, INVOCATION AND PLEDGE OF ALLEGIANCE

Commissioner	Present	Absent	Arrive late/left early
Tim Hill	✓		
Louis Browning	✓		
Rich Levenson, Vice-Chair	✓		
Tamara Boyer	✓		Arrived 1:32 p.m.
Nancy Barger	✓		
Katie Overton	✓		
Marité Pérez	✓		
Matt Anderson	✓		
Margaret Butler	✓		
Miles Biggs		✓	
Kara Daley	✓		
Nick Gill	✓		
Amy Midis	✓		
Cathy Shuck	✓		
John Huber, Chair	✓		

### 12. CARECUTS

5200 Clinton Highway / Parcel ID 068NE01201. Proposed use:  
 Social services provider in C-H-1 (Highway Commercial) District.  
 Council District 5.

*Commissioner Hill recused himself from discussing or voting on this item.*

1-A-26-SU

**Item No.**

**File No.**

**Speakers:**

Mary Katherine Wormsley, 128 N. Northshore Dr., Knoxville, TN  
Crystal White, 5441 Clinton Hwy., Knoxville, TN  
David Hamilton, 1810 Merchant Dr., Knoxville, TN  
Anne McKinney, 1019 Orchid Dr., Knoxville, TN  
Lynn Kohler, 5935 Tallent Rd., Knoxville, TN  
Alex Moore, 5015 Clinton Hwy., Knoxville, TN  
Matt Caldwell, 1000 Waterford Pl., Knoxville, TN  
Kelbin Rodriguez, 5115 Clinton Hwy., Knoxville, TN  
Humberto Rodriguez, no address given  
Chuck Cerney, 400 Main St., Knoxville, TN  
Vivian Shipe, 3615 Martin Luther King Jr. Ave., Knoxville, TN  
Karin Moore, 5113 Clinton Hwy., Knoxville, TN

**1. STAFF RECOMMENDATION**

Approve the request for a social service center in the C-H-1 (Highway Commercial) district, subject to 3 conditions.

**2. MOTION (OVERTON) AND SECOND (GILL) WERE MADE TO APPROVE PER STAFF RECOMMENDATION.**

**MOTION CARRIED 13-0 UNANIMOUSLY. APPROVED**

January 8, 2026  
Planning Commission meeting

# Public Comments

## 81 Comments for 1-A-26-SU and

---

**Craig** (37912), December 29, 2025 at 12:49 PM

With regards to another location of Care Cuts being located directly on Clinton Hwy with residential and businesses is not a good look for the City. Our Company closed our 5th Avenue Location which was directly effected by the presence of Knoxville homeless wandering about constantly. This would only add to what in our area is unwanted homeless problems we deal with currently. Please don't allow this.

---

**Myers** (37920), December 31, 2025 at 6:16 PM

CareCuts reduces homelessness. First, CareCuts provides a wide range of initial help from warm meals, clothing, showers, hygiene, grooming, a mailing address at CareCuts and medical first aid, among other things. Ultimately, CareCuts provides access to more vital resources like long term medical care and treatment, housing assistance and jobs. CareCuts partners with any number of other relief agencies in our community, including Remote Area Medical ("RAM"), ramusa.com; a quarterly Knox County Government "One Stop Shop Resource Fair;" and the State of Tennessee Department of Homeland Security in providing identification, among many others.

<https://www.youtube.com/watch?v=llcjVZgHIG0>

<https://www.wate.com/video/homeless-one-stop-resource-fair/10876813/>

CareCuts is solving homelessness in the name of Jesus Christ, and will do so on Clinton Hwy.

---

**Karin** (37912), January 3, 2026 at 2:40 PM

Having a business right across the street from proposed social service provider. :Carecuts is very concerning. Both for the businesses around the proposed center, and for the clients of the center. I have personally visited their site on Williams Street and have spoken to some of the surrounding businesses. They describe scenes of people seeking services that wrap around the block. Hundreds of people coming to the center requiring the center to have police security. Clinton Highway is an extremely busy highway and it is unsafe to attract clients that primarily walk to services. They will be in danger crossing a divided highway. Parking is not adequate for the amount of volunteers, staff and clients. Their current location also does not have adequate parking and clients and volunteers are encouraged to use street parking and other businesses and city parking around the center. This puts a burden on the businesses that surround the center. Current location Williams Street sees and average 2200 cars a day vs. Clinton Highway with 28,000 cars a day. Knox County planning commission needs to not only consider the businesses and homes in the area, but the safety of those the center is trying to serve. This is the an adequate space. When looking at the city ordinances and all of the planned uses. This center should only be allowed in DK-E zoning. Current zoning is C-H-1 and needs to stay that way with no special use approval.

---

**Alesandro** (37912), January 4, 2026 at 12:23 PM

I work at a business next to Care Cuts planned new location. Im worried they wont be able to control the effects of their operations. After speaking personally with business owners surrounding Care Cuts primary

location, I can confirm that my worries are justified. Business owners report higher rates of theft, loitering, and property damage due to Care Cuts operations. Care Cuts is a bad neighbor and doesn't do enough to ensure their operations stay within their property line. Surrounding customers reported feeling unsafe and distressed during Care Cuts operations. The new planned location is unsuitable for their work, with lack of parking spaces and sidewalks. This will only make matters worse for businesses and customers surrounding the planned location.

---

**Ben** (37917), January 4, 2026 at 12:50 PM

I oppose the requested special use/zoning change for CareCuts Inc. at 5200 Clinton Highway. This site is zoned C-H-1 (Highway Commercial) and is not intended for high-intensity social service uses that generate daily foot traffic and congregation.

Clinton Highway in this area has fast-moving traffic and no sidewalk infrastructure, creating a serious safety risk for pedestrians and drivers alike. Additionally, there is no shade or shelter from summer heat. These impacts will extend beyond the property to nearby businesses, parking lots, and the roadway itself. This location is a block from residential neighborhoods and minutes from Norwood Elementary School.

This request is not about the value of social services, but about appropriate siting and public safety. Approving it would set a difficult-to-reverse precedent along Clinton Highway. I respectfully urge the Commission to deny this request.

---

**Isabelle** (37917), January 4, 2026 at 12:52 PM

I want to bring awareness to the fact that this proposal requires a special use zoning change, which is a significant shift from the current intent of this area. The proposed location on Clinton Highway is unsafe, with no sidewalks, no crosswalks, and a history of frequent accidents even without added foot traffic. This road is known for high speeds and dangerous conditions, making it unsuitable for a use that will increase pedestrian activity. Moving CareCuts here introduces serious safety and compatibility issues that should not be overlooked.

---

**James** (te rd), January 4, 2026 at 12:53 PM

This is unsafe and will destroy our neighborhood and property values! We were not even notified about this change. If a neighbor hadn't told me about it today I would not have even been aware. This CANNOT happen in this neighborhood. Please do not allow this to happen!!!!

---

**Cassie** (37912), January 4, 2026 at 1:18 PM

I would like to vote against this.

---

**Michael** (37912), January 4, 2026 at 1:21 PM

I believe this would be dangerous for the folks congregating at this location. This area is zoned for retail and commercial businesses, not high intensity aid centers. This would impact residential properties as well as nearby businesses and sidewalks, and parking lots. In my opinion this would not be a good idea.

---

**MARK** (33325), January 4, 2026 at 1:32 PM

My name is Mark D., and I am a commercial property owner on 5103/5105 Clinton, directly across from the proposed homeless shelter site. I am writing to formally oppose approval of this project at this location.

While I support efforts to address homelessness, this site is not appropriate. It is a high-traffic commercial corridor, and placing a shelter here raises serious concerns regarding pedestrian safety, traffic flow, emergency access, and compatibility with existing businesses.

Based on experiences in other communities, shelters located near commercial properties often lead to increased loitering, theft, drug activity, untreated mental health issues, and higher demand on police services. The resulting increased police presence, while necessary, creates the perception of an unsafe area, which negatively impacts customer traffic, tenant retention, and property values.

This proposal risks harming established businesses and undermining the economic stability of this corridor. I respectfully urge the city to deny approval of the shelter at this location and to consider alternative sites better suited for this type of facility.

Thank you for your consideration.

Mark D.

---

**Cheyenne** (37912), January 4, 2026 at 1:47 PM

I am completely against this

---

**Charles** (37912), January 4, 2026 at 2:14 PM

Dont agree with this

---

**J.** (37912), January 4, 2026 at 2:38 PM

To my knowledge we were never made aware of this proposal prior to today. Unable to attend the meeting because you have scheduled it for the middle of a normal work schedule.

The proposal does not appear to be suitable for the building or surrounding area. Lack of foot paths, security and area around the building. Suggest further down Clinton Hwy. after the Walmart. There are larger areas and buildings with the change affecting fewer residential homes and commercial businesses.

---

**Braxton** (37912), January 4, 2026 at 3:11 PM

As a resident within 1/2 mile of the proposed CareCuts site, I formally object due to critical safety and procedural failures.

Lack of Due Process: Neither I nor several neighboring business owners were notified. This failure of public notice deprived us of our right to provide input on a significant community change.

Infrastructure Safety: Clinton Hwy lacks the sidewalks and road width for increased foot traffic. Having witnessed a recent hit-and-run, I believe introducing a high-traffic hub here poses a lethal risk to pedestrians and increases city liability.

Proximity to Schools: This location is too close to a school, endangering students and families.

Property Values: Knoxville home values currently average ~\$363,100. Establishing this facility without infrastructure upgrades creates a market stigma, threatening our equity and the local tax base.

I urge the city to halt this proposal until safety, infrastructure, and notification reviews are complete.

---

**Gisele** (37922), January 4, 2026 at 3:45 PM

I have volunteered on multiple occasions alongside CareCuts with RAM at their Williams Street location, and based on my experience, I do not support the proposed special use zoning change of 5200 Clinton Highway due to significant safety concerns. The immediate and surrounding area lacks the infrastructure necessary to safely accommodate the increased pedestrian traffic this new CareCuts location would generate. There are no sidewalks, bike lanes, or marked crosswalks to allow individuals to access the center safely.

Many of the individuals who rely on CareCuts services are wheelchair users, and this location would present even greater accessibility challenges for them. Additionally, the sites proximity to a high traffic highway introduces further risks for both pedestrians and motorists. This location is not a safe or appropriate setting for a facility intended to serve vulnerable populations.

---

**Allan** (37912), January 4, 2026 at 4:12 PM

This is the absolute last thing this area needs. Clinton Highway and Merchant Dr is already dangerous with homeless people crossing the streets and they often have little regard for traffic. This will only keep people committing crime and abusing drugs right here in the area of people who work hard to pay their rent or mortgage. Ive already considered selling my home and leaving the area due to safety concerns of the very area this is in consideration of being open. I tell my wife and daughters to please avoid stopping at the Food

City or any gas stations in this area. This will only fuel concern for my family's safety. That isn't fair to feel forced out of a neighborhood. I hope this isn't approved and it'll be seen how the negative far outweighs the positive.

---

**David** (37912), January 4, 2026 at 4:16 PM

The traffic on Clinton Highway is so bad. It is so dangerous for pedestrians. The fact that there will be groups of people hanging outside this area is not going to make it very safe for them, nor is it going to be safe for the surrounding businesses. This is going to increase theft in local shops and bring in crime. This could possibly make it unsafe for people getting off work late, as we are right across the road. The area is already dark and hard to see, so I think it's not a good idea to turn this property into a CareCuts center.

---

**Terra** (37912), January 4, 2026 at 4:19 PM

This is unsafe for pedestrians. Clinton Highway traffic speed is akin to a pedestrian walking on an interstate. There is not a sidewalk for anyone to walk on to prevent them from going into traffic.

Somewhere else would be better, safer.

Businesses won't benefit from this because most people who go to a place such as CareCuts Inc. won't see any revenue from them because these people are poor. They don't have money to contribute to the businesses. Businesses would have to implement more anti-theft policies and structures. That puts too much load on the workers of those businesses.

This will ripple through the community for years.

---

**Omar** (37912), January 4, 2026 at 4:25 PM

I operate an automotive service business on Clinton Highway in close proximity to the proposed CareCuts rezoning. While I support efforts to provide services to individuals in need, I have serious concerns about whether this specific location is appropriate for a daytime-only service center.

This corridor includes a mix of automotive and service businesses, nearby residential homes, and a school within close proximity. Many businesses in this area store customer vehicles, tools, and equipment on-site. A daytime-only facility without overnight accommodations raises concerns about lingering after-hours activity, increased foot traffic through commercial lots, residential streets, and areas near the school, as well as added security and liability risks for nearby businesses, employees, residents, students, and customer property.

Clinton Highway lacks continuous sidewalks, has high traffic speeds, and has experienced recent pedestrian safety incidents. Additionally, this area already experiences a high concentration of social services and unsheltered individuals further down Merchant Drive. Adding another daytime-only facility nearby risks overconcentrating services in this corridor and displacing individuals into surrounding commercial, residential, and school-adjacent areas without adequate infrastructure or mitigation.

I respectfully ask the Planning Commission to carefully consider the impact

[View Attachment](#)

---

**Debbie** (37912), January 4, 2026 at 5:13 PM

We are not very happy. we do not need this in our neighborhood. We have kids, grandchildren, we understand they need somewhere, BUT NOT IN Our NEIGHBORHOOD. THIS IS [redacted]. NO GOOD AT ALL.. WHAT ABOUT WEST KNOXVILLE

**Liz** (37912), January 4, 2026 at 5:14 PM

---

I'm very concerned about the homeless shelter that is going to be on Clinton hwy. Because of my small grandchildren. I am not for the shelter. This is a neighborhood. And I vote no

---

**Charolette** (37849), January 4, 2026 at 7:51 PM

---

I am writing in regards to Case 1-A-26-SU. I am very much against the proposition of them coming to Clinton Hwy. I work on Clinton Highway very close about a block away and already feel unsafe and uncomfortable walking into my work due to the amount of homeless population wandering around the area. This place would only bring more to the area. I came from Las Vegas and seen what happens when these places come to an area. The entire area starts to lose business and become run down. The retail businesses and restaurants already have to deal with people sleeping behind their buildings and the trash they leave behind. Not to mention there is a school within 2 miles of this building which could cause other problems. Please do NOT allow this to happen to our area.

---

**Karin** (37912), January 4, 2026 at 9:02 PM

---

As a small business owner on Clinton Highway, I urge everyone on the commission to consider postponement of the vote to change the usage of 5200 Clinton Highway. Your decision, if in favor of Special Use will pose a significant nuisance to the surrounding property owners. It will also be dangerous to the clients Carecuts wants to serve.

---

**Alesandro** (37912), January 4, 2026 at 9:11 PM

---

I'm writing this message in regards to the planned rezoning of 5200 Clinton hwy in to a special use lot. I vote NO to the request by Carecuts to change the use of this lot. I also request the committee postpone the meeting to allow ample time for fellow 37912 residents to learn of this planned development, as they were not given any prior notification. This idea is dangerous to Carecuts staff, customers, and drivers on Clinton hwy.

---

**Gisele** (37922), January 4, 2026 at 9:22 PM

---

I have volunteered on multiple occasions alongside CareCuts with RAM at their Williams Street location, and based on my experience, I do not support the proposed special use zoning change of 5200 Clinton Highway due to significant safety concerns. The immediate and surrounding area lacks the infrastructure necessary to safely accommodate the increased pedestrian traffic this new CareCuts location would generate. There are no sidewalks, bike lanes, or marked crosswalks to allow individuals to access the center safely.

Many of the individuals who rely on CareCuts services are wheelchair users, and this location would present even greater accessibility challenges for them. Additionally, the sites proximity to a high traffic highway introduces further risks for both pedestrians and motorists. This location is not a safe or appropriate setting for a facility intended to serve vulnerable populations.

---

**Maximilian** (37919), January 4, 2026 at 9:33 PM

---

I would like to request that the committee postpone the vote, and vote no to the case of Carecuts coming to 5200 Clinton highway.

---

**Isabelle** (37917), January 5, 2026 at 10:00 AM

---

I am not opposed to helping unhoused individuals or to CareCuts as an organization. My concern is the request to change the zoning to allow this use at the proposed Clinton Highway location.

The current CareCuts location on Williams Street is overcrowded, with individuals often forced onto sidewalks and into the street. Moving this activity to Clinton Highway would greatly increase safety risks for pedestrians, drivers, and nearby businesses.

Clinton Highway is part of the City of Knoxville's High Injury Network, one of the city's most dangerous

highways, and it lacks sidewalks, crosswalks, traffic calming, or safe pedestrian access. Increasing foot traffic here, especially for vulnerable individuals, directly conflicts with Knoxville's Vision Zero goal of reducing the risk of serious injuries and fatalities.

Even with safety improvements, this use is incompatible with C-H-1 Highway Commercial zoning, which is intended for vehicle-oriented activity, not pedestrian-dependent services. A Special Use exception should not be used to place a facility in a location that cannot safely support it. I urge the Planning Commission to reconsider and direct these services to a site designed for safety, accessibility, and dignity.

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**Aiden** (37912), January 5, 2026 at 10:39 AM

I appreciate the opportunity to comment on CareCuts request for Special Use approval on Clinton Highway. While I respect the organization's mission, I do not believe this location is appropriate.

The Clinton Highway and Merchants Drive corridor has faced ongoing challenges, and many residents hope to see revitalization through new businesses and investment. My concern is that approving this use may discourage other businesses from investing in the area, slowing redevelopment efforts and potentially affecting property values.

There has already been a noticeable increase in the unhoused population along this corridor. Locating CareCuts here could reasonably draw additional individuals to the area, raising concerns about loitering, encampments, and long-term impacts on nearby businesses. Given the proximity to neighborhoods and schools, these potential effects deserve careful consideration.

For these reasons, I respectfully ask the Planning Commission to deny this application and instead prioritize uses that support economic growth and long-term revitalization of Clinton Highway and Merchants Drive. With thoughtful planning, this area has the potential to become a thriving corridor similar to other successful parts of our community.

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**Brittney** (37862), January 5, 2026 at 1:20 PM

I strongly oppose the proposed shelter being placed in this area. While I recognize the importance of addressing homelessness, this location is not appropriate for a facility of this nature. The shelter would negatively impact nearby businesses by creating safety concerns, reducing customer traffic, and placing additional strain on employees and surrounding infrastructure. Small businesses should not bear the burden of a decision that risks economic harm and long-term instability. I urge officials to reconsider this placement and identify a more suitable location that can provide services without jeopardizing existing businesses and the local economy.

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**Kim** (L), January 5, 2026 at 1:29 PM

I currently work on Clinton Highway across the street from where they are planning to establish the new facility. Due to this it will impact our ability to get into our business where traffic is already very busy. This will also be very dangerous for those who are walking to this facility because of the traffic flow and speed in this area. There are no sidewalks for the hundreds of clients that are expected to come to this facility and wait for the service given there. Due to the negative impact on this area I feel that they should consider another area that is actually zoned for the impact of the heavy traffic that this facility requires.

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**Ron and Zane** (37912), January 5, 2026 at 1:34 PM

We think this is a bad decision for our community.

The increasing presence of the unhoused in our area has resulted in higher crime rates. You only have to view the police records for evidence of this.

This population would be better served in closer proximity to facilities that provide overnight opportunities.

One example is the Knox Area Rescue Ministries on North Broadway. Combining services with other social organizations would be a better use of resources, rather than competing with them. By CareCuts offering social services without overnight housing, the already existing problem of people sleeping in makeshift tents will increase. Correspondingly, this increases the trash being left everywhere. Businesses have to clean up this garbage at their expense.

A new Carecuts facility will negatively affect the immediate businesses in that location. Please solicit businesses in that area that have already been affected by this population.

There have been efforts made in this community by churches, ministries and other organizations to support and stabilize the unhoused to little or no avail.

Lastly, increasing the unhoused population will contribute to the pan handlers who regularly block traffic on the interstate exits.

Please do not allow this organization to open their facilities in our community.

Thank you for the opportunity to share our concerns.

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**Linda** (37912), January 5, 2026 at 3:24 PM

I oppose this special use. As a business owner in this area, I'm concerned about how this will negatively affect my business, my property, and nearby businesses. Increased congestion, parking issues, and loitering would make it harder for customers to access my business and could hurt sales. This location is not suitable for this type of use, and it puts existing businesses at risk.

Additionally, this type of use risks lowering nearby property values and changing the character of the area in a way that harms existing businesses that have invested time and resources into this community. Decisions like this should protect current businesses, not place additional strain on them.

For these reasons, I respectfully urge the Planning Commission to deny this request and consider the long-term impacts on local business owners and the surrounding area.

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**Aimee** (37912), January 5, 2026 at 3:27 PM

PLEASE VOTE NO ON THIS. Businesses & residents in this area are already overwhelmed with trying to keep our customers, employees, families, & properties safe. Our neighborhood does not need a Planning Commissioner's property re-zoned to allow the problems we are dealing with to magnify. Businesses in this area have had meetings with the Police Depts. to assist us with the homeless & safety/health issues we already face in our neighborhood. A children's day care located at 5304 Clinton Plaza Dr. is within walking distance of this proposed location. This would not be beneficial for our businesses or residents that live & work here.

---

**Minh** (37912), January 5, 2026 at 5:12 PM

I do not support this proposal. It will increase congestion, parking problems, and negatively impact nearby businesses and properties. This area is not designed for this type of use, and approving it would harm the surrounding community.

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**Donny** (37912), January 5, 2026 at 6:46 PM

We don't want it here, merchants drive if already homeless gathering every day from the interstate to captains, but no one in gov has done nothing to rid the problem there, gov chased all out of town now they have spread in the rural areas, pan handling from Walmart to merchants road! Everyday!!! Clinton highway is not the breeding ground this gov has put on the businesses and residents that live in this area, how about move them all to Turkey Creek or Kingston Pike and let's see how long the businesses and residents will tolerate it. We don't want it here on Clinton highway anywhere!!!!!!

---

**Kelbin** (37912), January 5, 2026 at 8:18 PM

Please see attached PDF file. Thank you.

[View Attachment](#)

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**Mary** (37950), January 5, 2026 at 9:03 PM

I oppose CareCuts Inc. moving to 5200 Clinton Hwy. I live in Knox County and work on Clinton Hwy. This

organization which offers multiple services to a marginalized population will have impacts that will spread to nearby businesses, sidewalks and parking lots. The property is zoned C-H-1(Highway Commercial) which is meant for retail and commercial businesses, not high intensity aid centers.

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**Erika** (37919), January 6, 2026 at 12:00 AM

The planned use for this is not consistent with the rest of Clinton Highway. Previous neighboring businesses of the proposed new tenants have expressed their concerns and lack of cooperation they have seen from them in the recent years. Trash piling up and never getting picked up. Lines of people, between 50-100 people laying on the sidewalks all day waiting for services. This is a bad location for this type of organization and it will negatively impact all businesses and neighborhoods, not to mention the elementary school that is so close by. I ask that you not approve this request.

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**Karlo** (37919), January 6, 2026 at 12:11 AM

This is a very bad location for these services. Is not consistent with the original intent of Clinton Highway. Will certainly negatively impact the surrounding neighborhoods and businesses. There is an elementary school just a block away. Forming long lines along a busy thoroughfare is also not safe for the people standing in line or for the drivers driving down Clinton Highway. Extremely dangerous for all.

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**Laura** (37912), January 6, 2026 at 9:16 AM

This is a terrible location, further pushing homeless 'territory' further west from Merchants into Clinton Hwy. Very dangerous road to walk as well. The businesses in the shopping area adjacent to this bldg will be negatively impacted. This northwest area (inskip/Norwood) only has Food City left for fresh food. I think it's important to get feedback from Food City, a critical business in the area in terms of becoming a potential food desert.

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**Jason** (37912), January 6, 2026 at 9:22 AM

I don't think this is a good idea in this area. Not something we need more of In this area.

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**Jennie** (37912), January 6, 2026 at 10:16 AM

This would make a bad area even worse. I am very much against this item. Please vote against this item.

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**Kristofer** (37912), January 6, 2026 at 10:16 AM

I would like to formally express my opposition to this proposal. This development would impact not only the surrounding businesses, but also many nearby residential areas. I grew up near the Clinton Highway area and have firsthand experience with how the current homeless population has already affected safety in the community. This proposal would likely increase the number of individuals dangerously crossing Clinton Highway and Merchants Drive, as many would be traveling on foot to access services such as CareCuts. While I believe there should be appropriate and safe shelter options available, I do not believe this location is suitable given its proximity to a major highway, numerous businesses, and established residential neighborhoods. I respectfully ask the Planning Commission to carefully consider the broader safety and community impacts this proposal may have on the surrounding area before moving forward.

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**Matt** (37763), January 6, 2026 at 11:00 AM

The application by CareCuts Inc. and Hatcher-Hill Properties LLC would be more appropriate in the DK-E subdistrict or another properly zoned location. While both entities may be well-intentioned, reliance on the Staff Comments exposes the City, landowner, and applicant to potential litigation for area nuisance and diminution of surrounding property values.

The Staff Recommendation relies on Development Policy 8.10, claiming the site is an obsolete commercial strip. This is inaccurate. Active businesses such as Food City, AutoZone, Dollar Tree, Firestone, and others show the area is not obsolete. That policy may apply to truly vacant centers, but not here. Staff Comments 2 6

repeat this incorrect assumption and should not justify Special Use approval.

The Planning Commission and City Council should follow the Knox Zoning Ordinance, which states Social Services Centers are allowed only in the DK-E Subdistrict (Pages 61,62,5.2.B.3), to avoid harm to businesses and property values.

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**Rebecca** (37912), January 6, 2026 at 11:04 AM

I am adamantly opposed to any center that is only going to increase the amount of homeless population. I live not far from Central Avenue where there is a large garbage pit created by a homeless population that is allowed to live there. The crime rate in the last three years on Cedar Lane, Merchants, and Clinton highway has escalated with the increase of homeless seen on the streets. I cant tell you how many times I have almost hit one of them in the dark as they are dressed in dark clothes and walking in the middle of the road. It is known to many that you dont go to any businesses in that area alone, or after dark. I have been panhandled on multiple occasions. The close by grocery store cant keep buggies because the homeless steal them from the cart returns. I have live other places with these types of helping centers and you always find the same issues. Local Business customers being accosted, urine and feces, theft, and eventually the local businesses packing up and leaving. We dont need that additional problem in an area already struggling to bring itself up. What authorities DO NEED to do is clean up the mess of the homeless encampments, stop bussing them in to the area from down town, and fine other cities that clean out their homeless and bring them here!

Thank you-

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**Brynlee** (37920), January 6, 2026 at 12:56 PM

Do not approve Carecuts on Clinton highway as it will negatively impact local businesses. It will also crowd a street that does not have enough space to safely accommodate the amount of foot traffic Carecuts is known to attract. The busy street and limited parking puts all parties at risk.

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**Lori** (37912), January 6, 2026 at 12:57 PM

Clinton Hwy and Merchants Road does NOT need more homeless brought in by whoever brings them in!!! The neighborhoods around this site does not need more buggies left on the side of the roads or in them! The streets will be trashed up because the ones that DO NOT care just throw whatever they are done with on the ground I have witnessed that!! The ones that run thru those neighborhoods now open mailboxes looking for all they can find! MOVE IT!!!!!! The people that live in these neighborhoods DO NOT want them here!!!!!!

---

**Kurtis** (37912), January 6, 2026 at 1:08 PM

I've lived in this zip code and neighborhood going back to Middle School over 20 years ago and will be a few minutes walking distance of this proposed social service site. I would like to start by stating I'm not opposed to the need for these services, but I am opposed to the suitability of this specific location. I've seen first hand the impact of similar services in our area, with property values lowering, crime rate increasing, along with drastically increased substance use and loitering that contributes to these concerns. This district is already not on the upper side of property values and there are residential neighborhoods surrounding the proposed site where this could potentially impact numerous residents primary financial asset (homeowners). There are also various small business' that could be negatively impacted by this passing due to increased loitering and panhandling, and decrease foot traffic. I believe this would bring instability to our local business and residential zones. I also fear the lack of nearby services that would be required, namely a hospital - and believe there has to be a more efficient site for the proposed social service for the homeless. Finally, if you do insist on passing this approval I would at least request on-site security and dedicated cleaning services to try and mitigate the inevitable issues that arise from having a location such as this, the impacts of which we have seen in the downtown area where a similar service was established.

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**Anne Marie** (37912), January 6, 2026 at 1:49 PM

The Merchants area is currently saturated with homeless people and drugs. My family lives in a subdivision

near Merchants, we have had homeless wandering our streets, breaking into cars and homes. We are unable to use businesses on Merchants because we are scared of being attacked by drug addicts who are roaming the streets. This needs to stay downtown, not to bring more crime to our neighborhoods.

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**Terri** (37912), January 6, 2026 at 2:28 PM

I am strongly against this coming to our neighborhood I have lived in my home for almost 28 years, and have begun feeling unsafe with all the homeless foot traffic in our neighborhood. It feels unsafe driving down Merchants and Clinton Hwy, when folks are jay walking in front of cars along the streets. I have been approached in Food City, and Kroger for money, and followed through the store. I am afraid folks will start making their way into our homes, uninvited. Please consider another location. Thank you, Terri

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**Tony** (37912), January 6, 2026 at 4:39 PM

This is a terrible idea. The homeless have already been destroying our neighborhoods, and building a center to officially serve them would make things worse. Currently they walk out into the middle of traffic, loiter at our gas stations, markets etc. Littering and doing drugs. This is a community that does not need to rezone to accommodate greed.

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**Rusty** (37849), January 6, 2026 at 4:48 PM

Dear Planning Commission,

I do not live inside the city limits of Knoxville. However, I recently sold a property on Sylvia Drive which was a rental property that I owned for many years. So I am familiar with the area. During my time in the area I have seen a significant increase in the homeless population. These folks, over time, have increased and present issues while traveling in the immediate area and while patronizing or wanting to patronize businesses in the immediate area. I dine in the area and do banking in the area so I have witnessed the wandering and gatherings of the homeless folks. Issues range from "pan handling" to loitering to garbage and drug paraphernalia. The highest and best use of the property under review does not appear to be a homeless shelter. Surrounding properties are typical commercial properties that provide support services for the nearby established residential areas. A facility currently exists in downtown Knoxville to facilitate the homeless. Please utilize that facility for the homeless and do not open a homeless shelter in the well established residential area of Inskip/Norwood. Thank You.

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**Matthew** (37912), January 6, 2026 at 5:09 PM

I am writing to formally OPPOSE the special use permit application, File# 1-A-26-SU, submitted by CareCuts for the establishment of a social services center at 5200 Clinton Highway in the C-H-1 zoning district. Attached you will find my full letter which addresses criteria point by point. Please read the attached pdf in full. In addition, previous years of experience as a property and business owner on Merchant Drive allows me to share firsthand experience of the homeless issues in the area. We (business owners) have spent years cleaning our properties daily and maintaining safe retail experiences for our customers. We have to deal with verbal and physical attacks from these individuals. KPD is very active and overwhelmed in this specific area due to the homeless population and heavy drug usage. Removing dirty needles and trash is an all day, every day chore. Allowing this center, based on similar situations, will increase theft, damage, devalued property, safety, and hazardous concerns exponentially. This location is not appropriate and the application should be denied.

[View Attachment](#)

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**Janice** (37912), January 6, 2026 at 5:34 PM

I do not support this proposal ! We as a community do not want this in our backdoor ! We have already been bombarded with the horrible activities of the "bussed in" drop offs on Merchants Rd !. This is an older community with lots of elderly people, some being in my family, that shop Food City and other stores in that strip. This will NOT be safe for them ! CareCuts will have negative effect on ALL the businesses on Clinton Hwy.

The traffic on Clinton Hwy has become horrible....I can't imagine adding more pedestrians !! We do not need more loitering, theft, and drug activity in this area. Norwood school and Inskip School are too close for more of this type of activity. PLEASE do NOT let this happen to our neighborhood.....VOTE NO !!!

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**Abbey** (37912), January 6, 2026 at 5:40 PM

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I was informed of this proposal only four days before the scheduled meeting, which is concerning. While I support providing services for individuals experiencing homelessness, this site is not suitable. I live one block away, and the impact on nearby residents and businesses would be significant.

There are two schools and a busy public park within walking distance. Children and families already face unsafe traffic conditions, and additional foot traffic raises legitimate safety concerns.

This area also lacks shelters or evening services, leaving individuals nowhere to go after 1 p.m. This could unintentionally result in encampments or loitering behind businesses, homes, or wooded areas.

Finally, Clinton Highway is a high-traffic corridor, making this site even more hazardous for both pedestrians and drivers.

I respectfully ask that the city consider these concerns and the perspective of the residents and business owners most directly affected.

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**Darlene** (37849), January 6, 2026 at 5:59 PM

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I grew up in Inskip & have seen this area of town progressively go down down down. Instead of offering the homeless more services in this area they need to formulate a plan for them to be incorporated back into general population KARM. This all became worse when area hospitals put them up in the motels in this area to get them discharged from the hospital & they never left but instead made encampment areas in the nearby woods when the hospital was no longer footing the bill for the motel cost. I am much opposed to this plan. The city needs to try & get this area back to a safe& clean neighborhood that families can thrive in

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**Jet** (37912), January 6, 2026 at 6:25 PM

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Good location good place to be

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**Amy** (37912), January 6, 2026 at 7:16 PM

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I would like to express my opposition to allowing Care Cuts to use this area for their services. The businesses and homes in our area have already been hit hard with the homeless population. We struggle with homeless traffic that discourages paying patrons from using businesses in the area. This also lowers property values for homes and neighborhoods close by. It is a cycle that should be stopped --not encouraged by offering services that would draw in more homeless individuals.

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**Jason** (37912), January 6, 2026 at 7:18 PM

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My family and I have just been told of a possible homeless/drug facility being built near our neighborhood. We do not approve of this. We have begun talking to neighbors and informing them of this catastrophe. We will not allow the criminals of downtown to be disgarded into our neighborhoods. This area of Clinton Hwy is starting to show positive signs of revitalization. We already have issues with Cassel Ridge Apts. and their constant overdose and burglary calls. Drug use and prostitution are on full display on merchants near the slum hotels next to the interstate. This area doesn't need anymore crime and the problems that these folks caused themselves should not be our problems!! We will be watching and listening Jan. 8th.

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**Sharon** (37912), January 6, 2026 at 10:40 PM

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My husband and I are definitely opposed to the 5200 Clinton Hwy location being used as a CareCuts facility. We live about a mile from this location and there are already many homeless pedestrians in the area. This location is not an appropriate site for the number of pedestrians that it will attract. Clinton Hwy is a very busy street as is Merchant Drive. In fact, we were involved in an accident on New Years Eve at the intersection of these busy streets. About 9 months ago, I was broadsided at the intersection of Clinton Hwy and Bradshaw

Garden. There are accidents often on this stretch of road. Add to this traffic congestion the number of pedestrians that will visit the CareCuts facility and there is no way that someone will not eventually be killed. Also, you need to consider that the city of Knoxville may be held liable when this happens because of the lack of infrastructure. I am not only concerned with safety, but also the effect it will have on businesses and neighborhood streets in the area. An elementary school is close by, which could pose another problem should someone attempt to harm a small child. This location IS NOT a good pick for CareCuts.

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**Scott** (37912), January 7, 2026 at 10:15 AM

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While I support resources for individuals experiencing homelessness, I do not support this specific proposal. I am concerned that the proposed location is not the most effective or appropriate place for these services. Knoxville already has an established area downtown dedicated to homeless support, including existing infrastructure and community partners. There are still vacant or underutilized lots in that district (Cooper St western border to Williams St Eastern border around Fifth Ave) that could accommodate expansion without moving services deeper into residential neighborhoods and suburban areas.

Neighborhoods near the proposed site are already beginning to experience increased homelessness-related activity including extreme amounts of litter, loitering, encampments, and crime.

Concentrating services in an area that is already specifically designed and zoned for them would provide better access to transportation, outreach organizations, and supporting agencies while minimizing negative impacts on residential communities.

I respectfully encourage the Planning Commission to reconsider this location and explore options within the current downtown services district, where expansion would be more compatible with existing land use and better aligned with the city's long-term planning goals.

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**Patricia** (37912), January 7, 2026 at 12:16 PM

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BAD IDEA TO PUT CARECUTS AT 5200 CLINTON HWY. AREA HAS DECLINED IN QUALITY OF LIVING BECAUSE OF THE HOMELESS POPULATION. THEY LEAVE TRASH EVERYWHERE. BATHROOMS ARE BEING CLOSED IN BUSINESSES WE TRADE WITH. NOT ALL BUT SOME. SOME BUSINESSES HAVE TO KEEP AN EYE OUT FOR FOOT TRAFFIC EVEN LOCKING THEIR DOORS DURING DAY HOURS. HOMELESS PEOPLE EVEN SLEEP AROUND THE BUSINESSES AT NIGHT TO STEAL AND LEAVE TRASH. POLICE HAS BEEN CALLED TO REMOVE A DRUGGED INDUCED COUPLE FROM A BUSINESS OWNER'S PARKING PLACE AT 9AM ONE DAY. HE THOUGHT THEY WERE DEAD. WE HAVE ENOUGH TO CONTEND WITH THE WAY THAT IT IS. I AM THE ONE THAT FEELS LIKE I AM BEING DISCRIMINATED AGAINST. SO PLEASE DO NOT PUT IT THERE.

THANK YOU FOR YOUR TIME

PAT

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**Virginia** (37912), January 7, 2026 at 2:08 PM

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I am very opposed to this project at this location. This area is already bad enough.

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**Robin** (37912), January 7, 2026 at 2:18 PM

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PLEASE VOTE NO ON THIS. Our neighborhood does not need a Planning commissioner's property rezoned to allow the problems with the homeless that WE deal with to MAGNIFY. A children's day care located at 5304 Clinton Plaza Dr. is within walking distance of this proposed location. This would not be beneficial to our residents or businesses that live and work here. The problem is BAD enough!

Thank you for the opportunity to share my concerns.

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**Michelle** (37912), January 7, 2026 at 4:05 PM

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I am a multiple property owner, long-term resident of more than 30 years, mother, paralegal, mediation volunteer, and the operator of a supervised visitation business located directly across Clinton Highway from the proposed CareCuts site. This corridor is a high-speed, high-volume arterial with no continuous sidewalks and multiple nearby intersections that recorded 84 collision calls in 2024, making it inherently unsafe for a pedestrian-intensive social services use. Although CareCuts proposes operating only three days per week, the

impact is seven days per week, with displaced individuals remaining in the area and contributing to loitering, trash and biohazards, drug activity, vandalism, and unmanaged mental-health crises. I already must survey my property daily to remove potential hazards before opening my child-focused business, and approval of this use would materially increase those risks and burdens. For these reasons, the proposed Special Use is incompatible with C-H-1 zoning and should be denied. see attachment.

[View Attachment](#)

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**Hemal** (37912), January 7, 2026 at 4:18 PM

We are surrounded by active businesses and do not believe the idea CareCuts is trying to establish is beneficial to the area.

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**Kimberly** (n dr ), January 7, 2026 at 5:05 PM

We are already overwhelmed with the homeless in Inskip and cannot handle anymore! Tim Hill on city council is the owner of the proposed property and this is clearly a money grab and a huge conflict of interest. This is ruining our family oriented neighborhood and lowering our property values. Please stop this project that was virtually hidden from homeowners and businesses!

---

**Humberto** (37912), January 7, 2026 at 6:44 PM

See attached documents. I am Landowner on Clinton Highway. I am very concerned with the staff recommendations. It appears incomplete and, in some instances, incorrect. Please review the uploaded documents and thank you for time and services.

[View Attachment](#)

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**Debbie** (37912), January 7, 2026 at 7:31 PM

This is not a proper location for this type of business. This is a very busy highway that has 26,000 vehicles a day. This would not be safe for anyone to be walking on nor crossing. We are very concerned about the safety of the people that would be using this facility.

Also, no one was made aware of this special use until Monday afternoon when I was first made aware of it. Residence and businesses in the area of this location and the people that live in the residential area that backs up to Clinton Highway was not made aware of it, neither was the Norwood Homeowners Group. We would appreciate a continuance for the applicant to come speak to our Norwood Group. Another question I have is theyre not a conflict of interest with Tim Hill, that was not disclosed. The homeowners and adjoining and adjacent businesses are asking that this special use be denied or continued for the applicant to speak to us

---

**Sam** (37912), January 7, 2026 at 8:36 PM

I do not approve of this we dont need that in this area we are already covered in homeless people walk down merchants rd you cant drive without almost hitting them because they just walk right out in front of you or they will be playing around and shove each other out in the road in front of traffic they need to do what they originally planned before putting a facility out by the penal farm that would make more sense to me because even going down Broadway you cant drive without them walking out in front of you its not safe for them or other people.

---

**Pamela** (37912), January 7, 2026 at 8:48 PM

See attached

[View Attachment](#)

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**Parker** (37950), January 7, 2026 at 9:57 PM

This is a perfect location for this use. These services are needed all over Knoxville. Clinton Hwy is a corridor with great access to public transportation. The services that Carecuts provides can be done by right under Personal Service Establishment or Place of Worship. Please support those people in our community that are in need of help, and approve the Special Use.

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**Robert** (30309), January 7, 2026 at 10:53 PM

Please reference the attached file.

[View Attachment](#)

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**Uvalde** (37912), January 7, 2026 at 11:22 PM

We, our neighborhood, does not want this establishment located here. There are too many families and children and profitable businesses that are near by. People walk to the nearby grocery store and drop their car off at Firestone. It will be quickly unsafe to accommodate 400+ homeless people in this area of town with so many families, children, and businesses.

I recently called the local cops to please remove a homeless man high on drugs from walking through our neighborhood but the cops never came. It's already a concern for us to exist in our neighborhood. We don't want more unknown and unfamiliar homeless people around.

We want to help our homeless community but this is not the place for them.

Please vote no to place this Care facility at the proposed location on Clinton Hwy!!

Thank you.

Vr

Ms. Uvalde Mendez

Colonel, U.S. Air Force Reserve

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**Tara** (37912), January 8, 2026 at 8:30 AM

We oppose this being put this close to our business as we already deal with large amounts of homelessness. As we do feel empathy for people that are struggling. Our business also struggles with not only witnessing overdoses, but large foot traffic coming through our business trash having to be cleaned up, constantly left behind . Weve also experienced homeless coming into our business. It has been a struggle already cant imagine the influx of more people coming to the area. This is not a good idea for our business and it may possibly run other businesses out that dont want to deal with this and it affecting their business.

---

**Theresa** (37912), January 8, 2026 at 8:39 AM

I vote no on the case 1-A-26-SU. Putting a care cuts on Clinton Highway is not the place for that! I live off merchants in a subdivision and there are so many homeless already. I avoid stopping at a store or to get gas in my own area. There are always people walking or hanging out in these parking lots. Please dont do this here!

---

**Daniel** (37912), January 8, 2026 at 10:17 AM

Conflict of Interest, Disclosure, and Recusal Tim Hill (Owner/Planning Commission) The owner of the subject building is Hatcher Hill Properties, and Tim Hill is the Co Founder/President of Hatcher Hill Properties and a sitting member (and recent Chair/Executive Committee member) of the Knoxville Knox County Planning Commission

The application fails the compatibility, impact, and traffic/pedestrian safety tests embedded in Article 16.2.F.2 and presents a significant conflict of interest that demands full disclosure and recusal.

Even with conditions requiring compliance with Plans Review, Zoning Ordinance, and Engineering, the core hazard remains: pedestrian congregation and foot traffic at a 50 mph principal arterial with 26,000 vehicles/day is inherently unsafe and incompatible. Engineering standards and plan reviews cannot remove the fundamental exposure created by siting this use on Clinton Highway.

This Special Use Case request must to be denied.

Please see attached PDF for additional details, references and documentation AGAINST this special use case proposal.

[View Attachment](#)

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**Stanley** (37912), January 8, 2026 at 10:53 AM

I own a business in the Norwood/Merchants Road area and I strongly oppose this special use rezoning. This area is already plagued by roving groups of homeless people. Merchants Road is already littered with debris from their activities, you cannot drive along Merchants without constantly watching to see if someone is jaywalking across the road. The McDonalds had to cut down all of their trees and remove all of their outdoor tables and chairs because they had becoming places these people gathered to hang out, litter and panhandle off of the patrons of the restaurant. There is litter everywhere. This area does not need a magnet to draw the homeless to this area. Look at what has happened downtown near the Rescue Mission. It is a disaster. This area of Clinton Highway has a difficult time maintaining good businesses and economic growth without the additional burden of a facility that will draw additional numbers of homeless to the area. PLEASE REJECT THIS PROPOSAL. Thank you.

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**Stanley** (37917), January 8, 2026 at 11:30 AM

Please deny this request. This area has been seeing difficult times, and attracting more homeless people will only exacerbate the issue through the myriad problems homeless people bring with them. A vote in favor of approval will sound the death knell for businesses in the area, which are already struggling.

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**Katie** (37912), January 8, 2026 at 11:38 AM

Dear Members of the City Council,

I urge you to deny the special use request for CareCuts at 5200 Clinton Highway. While their mission is commendable, this location is unsafe and incompatible with its zoning purpose.

Clinton Highway carries over 38,000 vehicles daily (TDOT), making it one of Knoxville's busiest corridors. It is a four-lane divided arterial designed for high-speed traffic not pedestrian safety. Placing a social service center here will expose vulnerable individuals, many arriving on foot or via limited transit, to significant danger. This is not a minor concern; it is a foreseeable hazard.

The proposed use also conflicts with C-H-1 zoning, intended for high-intensity commercial activity. Businesses in this corridor depend on accessibility and a perception of security. Introducing a social service center risks

detering investment and reducing property values, undermining the economic vitality of this commercial node.

Practical realities heavy traffic, inadequate pedestrian infrastructure, and congestion during service hours make this site unsuitable for CareCutsâ mission and unsafe for its clients. I strongly recommend rejecting this proposal and encouraging the applicant to seek a location with pedestrian-friendly infrastructure and transit access.

Thank you for your consideration.

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**Ben** (37917), January 8, 2026 at 12:04 PM

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1. Violation of the "Social Service Center" Definition According to Section 2.3, a Social Service Center is specifically defined with a clear exclusionary clause:

"Such service does not include medical examinations or procedures, or medical detoxification, dispensing of drugs or medications, or other treatments normally conducted in a medical [office]."

2. Evidence of Prohibited Medical Activity CareCuts openly provides services that fall directly into this prohibited category. This includes:

The regular presence of a volunteer nurse providing medical support.

Recurring partnerships with Remote Area Medical (RAM) to provide medical screenings and treatment on-site.

The dispensing of prescription medications and wound care.

The Planning Commission does not have the authority to waive the definitions set forth in Section 2.3.

Approving this Special Use would allow a use that is explicitly prohibited by the zoning text. If the applicant wishes to continue providing medical care at this location, this matter must be handled through a Legislative Rezoning process, not a Special Use permit. I urge the Commission to deny this application based on its failure to meet the fundamental definition of the requested use.

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## ORDER DETAILS

**Order Number:**  
**LOKR0450268**  
**External Order #:**  
**12041271**  
**Order Status:**  
Approved  
**Classification:**  
Public Notices  
**Package:**  
General Package  
**1 Affidavit:**  
7.50  
**Total payment:**  
88.70  
**Payment Type:**  
Account Billed  
**User ID:**  
L0013876  
**External User ID:**  
676064

## PREVIEW FOR AD NUMBER LOKR04502680

### PUBLIC NOTICE- APPEAL OF DECISION

The following item will be considered by the Knoxville City Council on March 3, 2026, at 6:00 p.m. in the Main Assembly Room, City County Building, 400 Main St., Knoxville, TN. Information related to this item is available online at [www.knoxplanning.org](http://www.knoxplanning.org) or in person at the Planning Office, Suite 403, City County Building. If you need assistance or accommodation for a disability, please contact the City ADA coordinator at 865-215-2104.

### **APPEAL OF DECISION**

Appeal by Morris Shasho (Clinton TN LLC), Jason Sorrell (Knoxville Combatives LLC), Humberto Rodriguez (HEM Clinton Hwy LLC), and David Hamilton (Norwood Homeowners Group) of the Knoxville-Knox County Planning Commission's approval of a special use application by CareCuts for a social service provider in the C-H-1 (Highway Commercial) district. Property located at 5200 Clinton Hwy, Council District 5. Planning Commission File No. 1-A-26-SU.  
February 8 2026  
LOKR0450268

## ACCOUNT INFORMATION

Knoxville-Knox County Planning  
400 W Main ST # 403 DALLAS DEARMOND  
Knoxville, TN 37902-2427  
865-215-3810  
[dallas.dearmond@knoxplanning.org](mailto:dallas.dearmond@knoxplanning.org)  
Knoxville-Knox County Planning  
Contract ID: GOVT

## TRANSACTION REPORT

**Date**  
January 29, 2026 8:53:23 AM EST  
**Amount:**  
88.70

## ADDITIONAL OPTIONS

1 Affidavit

## SCHEDULE FOR AD NUMBER LOKR04502680

February 8, 2026  
Knoxville News Sentinel

## Contact Us

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