

## Sarah Myers

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**From:** doug14brown@gmail.com  
**Sent:** Monday, January 13, 2025 10:47 PM  
**To:** Sarah Myers  
**Subject:** RE: Acc't 2355 - 20 Thurland late fee waiver

Sarah,  
Thank you. I will send a hard copy to the 27 College Place address.

Below is a copy of my waiver request and reasons.

Buncombe County TDA  
c/o Explore Asheville Convention & Visitors Bureau  
Vic Isley, TDA Staff Liaison  
27 College Place  
Asheville, NC 28801

January 13, 2025

To Whom It May Concern,

A couple months ago (fall of 2024) these outstanding amounts were pointed out to me by the Tax Department. I had no idea these were outstanding. Here are my concerns:

- 1) The Adjusted amounts due are not, even for the three instances when my payment was after the 20<sup>th</sup> of those months, "a penalty equal to 5% of the amount of the tax" as per Buncombe County Monthly remittance Form. So, where do those "adjusted" amounts come from?
- 2) The VRBO Financial Reporting is quite straightforward: It gives one gross sales for the month; it provides the 3<sup>rd</sup> party fees collected; and that is where I get my data to pay the county's 6% fee. So, how does the county arrive at a "Total Due" amount for several months which are different from my "Total Paid" amounts? Where are you getting your information from? If it is different from my information, how am I supposed to know that?
- 3) Lastly, when does the city inform someone about discrepancies? Four years later? By chance? My first discrepancies existed in 2019; the most significant discrepancy occurred in November of 2020. Over four years! My phone number is on each Monthly Remittance Form.

I request a waiver for \$40.48 for the reasons above, and I look forward to an explanation about how the county determines an "Amount Due" different from data I get from VRBO from which my "Total Paid" amount is determined.

Thank you for your consideration,

Doug Brown, Asheville resident  
doug14brown@gmail.com

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**From:** Sarah Myers <smyers@exploreasheville.com>  
**Sent:** Monday, January 13, 2025 10:07 AM  
**To:** doug14brown@gmail.com  
**Subject:** RE: Acc't 2355 - 20 Thurland late fee waiver

Good Morning, Doug.

Thank you for your note. I am sorry for the delay in notifying you of next steps. I've recently taken over for Julia.

I have verified the \$40.48 total due with the Buncombe County Tax Collections office, and I would like to include your waiver request on the Agenda for the January 29, 2025 BCTDA Meeting.

To do so, I need to receive the penalty waiver request in writing, as detailed in the attached policy.

Please be in touch with questions,  
Sarah



POWERED BY | Buncombe County Tourism  
Development Authority



**Sarah Myers** She/Her ([what is this?](#))

*Manager, Executive & Strategy*

P: 828.333.5831

[smyers@exploreasheville.com](mailto:smyers@exploreasheville.com)

27 College Place Asheville, NC 28801

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**From:** Doug Brown <[doug14brown@gmail.com](mailto:doug14brown@gmail.com)>  
**Sent:** Friday, December 6, 2024 1:16 PM  
**To:** Julia Simpson <[jsimpson@exploreasheville.com](mailto:jsimpson@exploreasheville.com)>  
**Subject:** Acc't 2355 - 20 Thurland late fee waiver

Dear Julia,

Nichole Blake at the Buncombe Tax Dept recently informed me about an accumulation of late fees since 2019 for a total of \$40.48. I am requesting a waiver of these fees please.

Five years have passed. Had Nichole or someone at the Tax Dept picked up the phone and left a message or had emailed me back in 2020 I would have been alerted that my payments were a day or two late; I usually drop them in the box in front of the office on Coxe Ave.

It is frustrating to get this notice so many years later especially during this time of year and after the hurricane.

Now that I am aware that my payments are sometimes late, I will drop them off a day or two earlier to avoid this. Thank you for your consideration.

Pls advise how to proceed.

Best regards,

Doug Brown  
(618) 556-0592  
20 Thurland Ave., AVL #2355

## Sarah Myers

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**From:** Michael Boyko <Michael.Boyko@buncombecounty.org>  
**Sent:** Monday, January 13, 2025 9:36 AM  
**To:** Sarah Myers  
**Cc:** Nichole Blake; Elliott Suess  
**Subject:** RE: 20 Thurland Penalty Waiver Request

Hi Sarah,  
The County can confirm that the balance due is \$40.48, from a series of small late fees incurred over the past few years.  
There have been no other penalty waivers on this account.  
Let us know if you need anything else.  
Thanks, and have a lovely day.

Regards,



### Michael Boyko

He/Him

Tax Collections  
Daily Collections Supervisor

**(828) 250-4912**

[michael.boyko@buncombecounty.org](mailto:michael.boyko@buncombecounty.org)

Physical: 94 Coxe Avenue, Asheville, NC 28801

Mailing: PO Box 3140, Asheville, NC 28802

*Respect. Integrity. Collaboration. Honesty. Equity.*

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**From:** Nichole Blake <Nichole.Blake@buncombecounty.org>  
**Sent:** Monday, January 13, 2025 9:28 AM  
**To:** Michael Boyko <Michael.Boyko@buncombecounty.org>  
**Subject:** Fw: 20 Thurland Penalty Waiver Request

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**From:** Sarah Myers  
<[smyers@exploreasheville.com](mailto:smyers@exploreasheville.com)>  
**Sent:** Monday, January 13, 2025 9:19 AM  
**To:** Elliott Suess

<[Elliott.Suess@buncombecounty.org](mailto:Elliott.Suess@buncombecounty.org)>; Nichole Blake <[Nichole.Blake@buncombecounty.org](mailto:Nichole.Blake@buncombecounty.org)>  
**Subject:** 20 Thurland Penalty Waiver Request

 BC Email Security couldn't recognize this email as this is the first time you have received an email from this sender [smyers@exploreasheville.com](mailto:smyers@exploreasheville.com).

Hi, Nichole and Elliott.

Happy Monday. I am relying on Julia Simpson's records here at Explore Asheville to follow up with you both on a penalty waiver request we received from Douglas Brown (see below).

We are planning to bring the penalty waiver request before the BCTDA board later this month. In the past, the county has verified the penalty amount that is owed.

Would you be able to assist with the amount confirmation and let me know if there have been any late payments or penalties waived in the past for this property or any other insights on this penalty?

Thank you for your help.

Best,  
Sarah



POWERED BY

Buncombe County Tourism  
Development Authority

**Sarah Myers** She/Her ([what is this?](#))

Manager, Executive & Strategy

P: 828.333.5831

[smyers@exploreasheville.com](mailto:smyers@exploreasheville.com)

27 College Place Asheville, NC 28801



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**Sent:** Friday, December 6, 2024 1:16 PM

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