



April 12, 2021

City of Missoula  
Development Services  
435 Ryman  
Missoula, MT 59802

Re: Unleashed Conditional Use Permit

Dear Development Services:

Unleashed, a dog daycare facility, would like to add boarding and kennel service at their current location. Animal Services - Boarding and Kennel are in high demand in Missoula, as there are limited businesses who offer these services. The inclusion of boarding and kennel services allowed by this proposed Conditional Use would allow for animals to stay overnight. The owner is proposing staffing ratios of 5 animals per 1 employee. The max amount of dogs at one time would never exceed 20, with 20 dogs we would have 4 staff members working with a ratio of 5 dogs to 1 staff member.

Unleashed is located in a small shopping center with an interior parking lot shielded from view of the adjoining residential neighborhood. Access to the parking lot is from the adjoining commercial street with no access to the residential streets to the East and North. When the business opened, a fenced-maintained outdoor doggy potty was added and is screened from view. The space is cleaned immediately after a dog uses it, solid waste is picked up immediately in biodegradable waste bags and placed in a larger trash can. That trash can is then emptied daily into the Waste Management dumpster which is emptied weekly. Any liquid waste is cleaned up immediately with a dog and human friendly cleaning mix. Cleaning procedures have been included in this packet for review. The outdoor "potty" space is disinfected daily, the screen and pavement is sprayed with disinfectant and organic sod is replaced on a regular basis. The outside space is completely fenced in and the gate is padlocked. It has been surrounded with construction grade fence screen. The facility has been improved to minimize noise issues and no complaints have been received from the surrounding businesses or residences since opening in July 2020.

The philosophy at Unleashed is "a tired dog is an obedient dog", as a boarding facility we hope to help exercise and wear out dogs for their owners, when needed, so that they are able to enjoy their pets upon return. Our Mission Statement is "To provide a safe, reliable, comfortable environment for dogs and their community of humans." A daily schedule for dogs would be as follows: Dogs are dropped off between the hours of 7am-8pm. Once they enter they are

directed to the area that best fits their needs, there are three different spaces for the dogs. One lounge area for dogs that are older and less mobile, a smaller area for small dogs who do not require high stimulation and a larger area for high energy dogs that need high stimulation. All areas are closely monitored by employees as well as all areas have web cams so clients can view their dogs through out the day. We use toys, enrichment activities, socialization, mental stimulation, scent work and continual training to help wear them out. With parent permission we also do one on one walks to work on leash training. At night, the dogs will never be left alone in the facility. A staff member is always there and dogs are not placed in kennels over night. They are free to snuggle and relax with staff in the lounge area to keep them comfortable and supervised.

Sincerely,

David V. Gray LEED Green Associate

Principal Architect / Owner

[david.dvgarchandplan@gmail.com](mailto:david.dvgarchandplan@gmail.com)

<http://www.dvgarchitects.com/>

cc: Jennifer Haviland





## DEVELOPMENT SERVICES

435 RYMAN • MISSOULA, MT 59802 - 4297 • (406) 552-6630 • FAX: (406) 552-6053

### CITY CONDITIONAL USE APPLICATION

#### A. GENERAL INFORMATION

1. One submittal packet is required for Completeness/Sufficiency Review.
2. Once the application is deemed complete by Development Services (DS), 2 submittal packets and the appropriate fee shall be submitted.
3. Name of Conditional Use Request: **Unleashed**
4. Name(s) of Applicant: **Jennifer Haviland**  
Mailing Address: **2118 S Reserve St Missoula**  
Telephone Number: **406-493-4635**  
Email Address: **puppylovemt@outlook.com**
5. Name(s) of all Owners of Record: **Crist Family LLP, Crist Brad**  
Mailing Address(es): **2100 S Reserve St**  
Telephone Number(s): **406-572-6630**  
Email Address(es): **cristplumbing@gmail.com**
6. Name and Company of Representative: **DVG Architecture and Planning LLC**  
Mailing Address: **111 N Higgins Ave #420 Missoula MT 59802**  
Telephone Number: **406-241-7707**  
Email Address: **david.dvgarchandplan@gmail.com**
7. If the applicant is someone other than the property owner, the owner must also sign the application in the space provided below.

Certification: I hereby certify that the foregoing information contained or accompanied in this application is true and correct to the best of my knowledge.

*Jennifer Haviland*  
Applicant's Signature

*4-9-21*  
Date

*Brad Crist*  
Owner's Signature

*4-9-21*  
Date

*David V. Gray*  
Representative's Signature

*4-9-21*  
Date

## B. SUBJECT PROPERTY INFORMATION

General location of subject property and address (if address has been assigned): 2100 Reserve St  
Legal Description - complete and unabbreviated: Carline addition, S29, T13 N, R19 W, BLOCK 21, LOT 1-15 & 1/2 VAC ALLEY ADJ

Township, Range, Section(s): **T13 N, R19 W, S29**

Subdivision, Lot(s), Block(s): **Lots 1 through 15 and half of vacated alley adjacent in Block 21 of Carline Addition located in section 29, T13 N, R 19 W, P.M.M**

Tract(s), COS#:

Bearings & Distances Descriptions (if boundaries of proposed Conditional Use are not exactly the same as the boundaries of the property legally described above):

Geocode: **04-2200-29-3-01-49-0000**

## C. ZONING AND GROWTH POLICY INFORMATION

1. Complete the following table (where applicable, indicate Unzoned):

	Zoning	Current Land Use
Adjacent (North)	<b>B2-2- Community Business/ DE-C Design Excellence Overlay- Cooridor Typology and RT5.4 Residential</b>	<b>Single Dwelling Residential</b>
Adjacent (South)	<b>C1-4 neighborhood commercial/ DE-C Design excellence overlay- cooridor Typology 4</b>	<b>Commercial- retail, offices, pawnshop</b>
Adjacent (East)	<b>RT5.4 residential</b>	<b>single dwelling Residential</b>
Adjacent (West)	<b>RT2.7 residential</b>	<b>Single dwelling residential</b>

2. What is the current zoning of the property? **C1-4 neighborhood commercial/ DE-C Design Excellence Overlay- Cooridor Typology 4**

3. What is the applicable comprehensive plan and land use designation for the property? **The Our Missoula 2035 City Growth Policy is the applicable reginal plan & recommends a land use designation of community mixed-use which is "intended for high-intensity commercial serving general community needs and high density residential intermixed"**

4. What is the conditional use requested? **Animal Services- Boarding and Kennel**

## D. RESPONSES TO TITLE 20 ZONING ORDINANCE CONDITIONAL USE REVIEW CRITERIA

1. **Review Criteria.** Describe how the proposal meets the following review criteria. (Not all review criteria will apply in every case. Only the applicable review criteria need to be met.)

a. Whether the conditional use complies with all applicable standards of the zoning ordinance.

**Animal boarding kennels are allowed as a conditional use in a C1-4 zoned area, the parking required for this use has been met and will have no additional affects on the surrounding businesses.**

- b. Whether the conditional use is in the interest of the public convenience and will not have a significant adverse impact on the general welfare of the neighborhood or community.

**The addition of "Boarding and Kennels" to the Unleashed animal daycare is in high demand. There is not enough pet services to handle the demand of Missoula pet owners.**

- c. Whether the conditional use is compatible with the character of the surrounding area in terms of site planning, building scale, and project design.

**The conditional use does not require any additional space to be added indoors or outdoors. The operations would be similar to how the business operates but with pets indoors after business hours only using the existing outdoor potty area, located in the back of the building, for bathroom breaks, where dogs are supervised and let out to use the bathroom and then brought back in. Minor impacts should be felt by the adjoining neighborhood.**

- d. Whether the conditional use has operating characteristics that are compatible with the surrounding area in terms of hours of operation, outdoor lighting, noise, and traffic generation.

**Adding boarding and kennels to the Unleashed use will not adversely affect the surrounding neighborhood, operations for the business would remain indoors and no additional traffic would be added as customers would only drop off or pick up during business hours. The existing Neighborhood has many dogs living in it so this conditional use will not be a new impact felt by the neighborhood.**

- e. Whether the conditional use will not have a significant adverse impact on traffic safety or comfort, including all modes of transport (non-motorized and motorized).

**Traffic for the conditional use would be off of Reserve street into the commercial parking lot. No additional traffic is expected in the surrounding neighborhood as there is no business access to it. Animals to be boarded will be dropped off and picked up during normal business hours.**

## **2. Factors to be Considered.**

*Section 20.85.070(I) includes factors that City Council may consider in determining whether all applicable review criteria have been satisfied. These are listed below for reference.*

- a. That new buildings and structures are located to create a positive relationship with their environment, both urban and natural.
- b. That the site design properly addresses building orientation, open space, light, sun exposure, views, and protection of natural features.
- c. That buildings, structures, and uses are compatible with adjacent properties and uses in terms of physical design elements, such as volume and mass management, building materials, color, open space design, screening, and other design elements.
- d. That the overall project will be functional, attractive, and safe in terms of pedestrian, bicycle, and vehicular access, parking, loading, and servicing.

## **E. ATTACHMENTS**

As separate attachments (8.5" x 11" or 11" x 17"), provide the following materials with the site clearly identified. Where appropriate, required information may be combined as long as the information is clearly presented. Please check the box if the material is included in the packet. If the material is not included in the submittal packet, please note "N/A".

- ☒ **A cover letter** describing the purpose of the proposed project, existing site conditions, and a brief description of the proposal.
- ☒ **A vicinity map** showing the subject property and the area within 300 feet of the subject property.
- ☒ **A Zoning map** of the subject property and vicinity (showing the existing zoning district), extending

at least 300 feet from the property boundaries.

- ☒ **An aerial photo** of the subject property and vicinity extending at least 300 feet from the property boundaries.
- ☒ **A Growth Policy/Comprehensive Plan map** of the subject property and vicinity extending at least 300 feet from the property boundaries for the applicable comprehensive plan, clearly showing the land use designation of the subject property and surrounding properties.
- ☒ **The current plat** of the subject property.
- ☒ **A site plan**, including existing and proposed landscaping, parking, streets/access, sidewalks, bike lanes, and any other improvements to the property.
- ☒ **Building elevation drawings** of all proposed structures and/or photos of existing structures.
- ☒ **Floor plans** of all existing and proposed buildings.

**Opening: 6:30ish-7**

Unlock door, disarm alarm with personal code, turn on inside lights, turn off outside lights

Check temperature and forecast for the day, Check communications logs/Turn on monitor

Put down mats and beds/rugs etc.

**Open/Day shift: 7-3**

Turn on open sign/carry cell phone at all times

Clean Windows inside/out

Start coffee if you are drinking it/Stock paper in printer

Turn on fountains, fill if needed

**Every Day Tasks: 8-5**

\*\*\*\*\*All Day: Keep those pups happy and tired, use the company cell phone take pics/vids\*\*\*\*\*

Sanitize surfaces every hour that are frequently touched

Wipe all surfaces (dust shelving, tv tables, counter etc.)

(Door knobs, entry door, keyboards, phones, mouse, remote controls, light switches, etc.)

Keep all areas free of debris, mop up water spills

Make sure everything is entered correctly in computer, and files are put together in Reg. Folder

[Work on weekly cleaning chart/monthly cleaning chart](#)

**Pre-close: 3-5**

Turn off coffee maker

Disinfect and clean front fountain, clean tray

Wash dirty dog bowls, dry, and put away

Wash dirty dishes, dry, and put away

Fill coffee maker with water for the next morning

Fill watering can for morning staff(put by front fountain)

Fill all towel containers (dirty towels in laundry bag)

Fill all spray bottles and put in appropriate place (3)

Wash Fence screen with soap and water before mopping back area

Stock and clean bathroom(extra t.p./paper towels etc.)empty trash

**Night shift: 4-close**

\*\*\*\*\*All Day: Keep those pups happy and tired, use the company cell phone take pics/vids\*\*\*\*\*

Wash/Disinfect Plastic Toys, dry them and put them away

Disinfect and clean back fountain, clean tray

Disinfect and spray outside area

Sweep/mop back area, bathroom, and mop closet( leave doors open)

Empty mop closet trash & office trash into large one outside

**Front:**

Disinfect frequently touched surfaces: counters, handles etc.

Vacuum all rugs/Shampoo if necessary

New mop water: Sweep/mop front area, office, and entrance

Empty and clean out mop bucket after all areas are complete

Clean out wet dry vac: Make sure to scrub it clean, then rinse, disinfectant, 3 drops of liquid soap put it back together (2)

Charge the battery of the wet/dry vac(2)

Throw all trash away in the dumpster

Lock the back door and turn off the lights

Turn heat down to 56/off in the warmer months

Restart computer and turn off the monitor

Double check that lights, coffee maker, open sign and t.v.- off before you leave

Put cell phone on its charger/Turn on outside light sign, Set Alarm and lock doors

## **Weekly Cleaning List**

### **Monday**

- 🐕 -Scrub in/out: Mop Bucket and wet/dry vac
- 🐕 -Scrub out utility sink/surrounding wall area, clean the floor and baseboards underneath
- 🐕 -Take everything out of the mop closet and clean it

### **Tuesday**

- 🐕 -All Corners/Walls/Baseboards: front and back areas: scrub and remove all hair
- 🐕 -Clean black podium, all furniture in the back

### **Wednesday**

- 🐕 -Use the machine to scrub the floors
- 🐕 -New Towel in the bathroom/put dust mop head on laundry bag for Msla Textiles

### **Thursday**

- 🐕 -Spray/Scrub in/out of silver poop trash can and all trash cans
- 🐕 -Sweep around dumpster pad
- 🐕 -Clean the doggy crates, vacuum them out

### **Friday**

- 🐕 -Clean up front parking pad and middle bush area
- 🐕 -Wipe down outside window ledges
- 🐕 -Fill treat and candy bowls

### **Saturday**

- 🐕 -Empty fridge: clean it and microwave
- 🐕 -Deep clean the office area
- 🐕 -Vacuum couches
- 🐕 -Dust shelving included tall shelving, pictures, greenery, mirrors
- 🐕 -Dust outside light covers front area
- 🐕 -Dust artwork in the back area
- 🐕 -Dust inside the light fixtures in the front area



## Outdoor “Potty Area” Photos

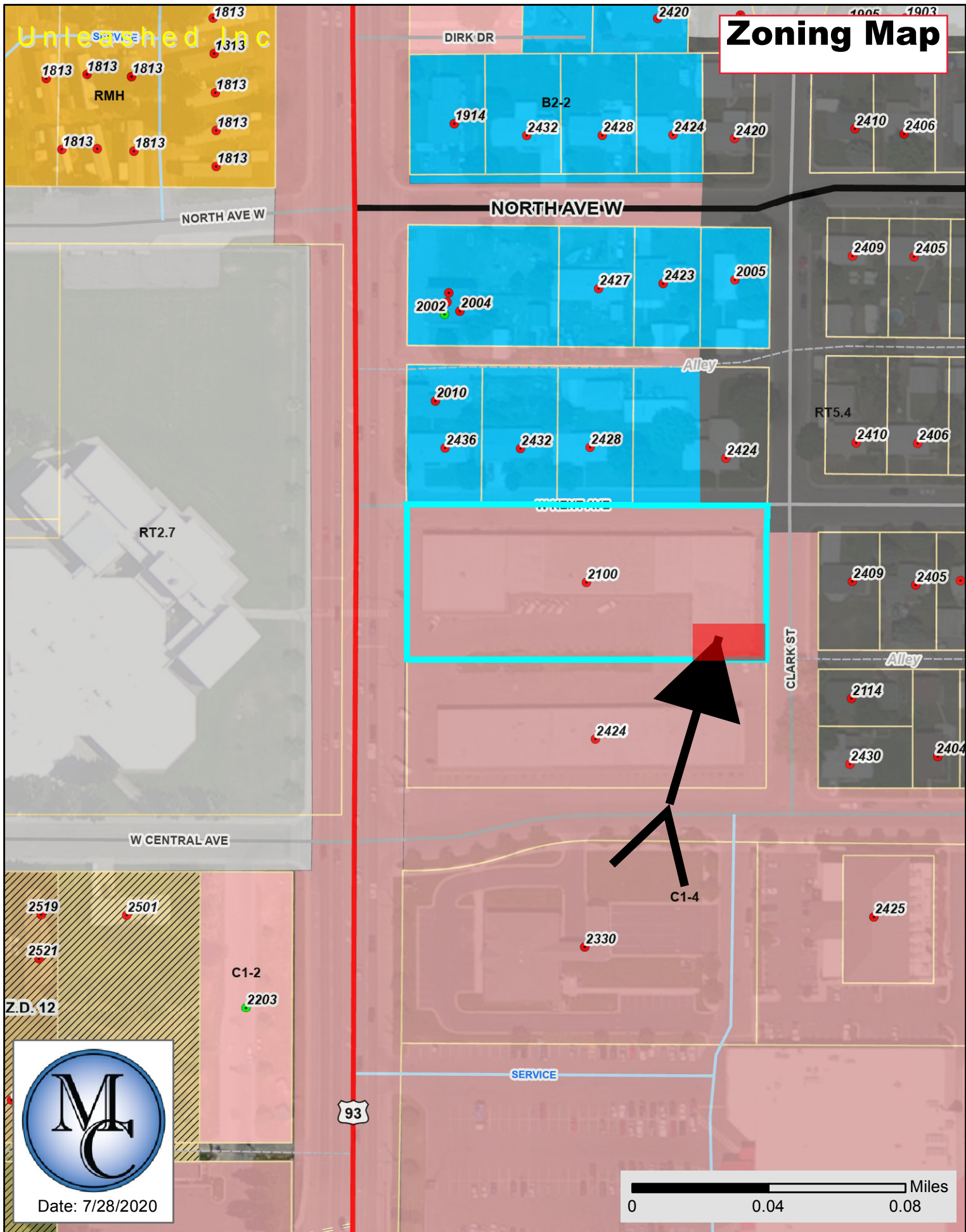




Map Center: X: -114.03703 - Y: 46.85149

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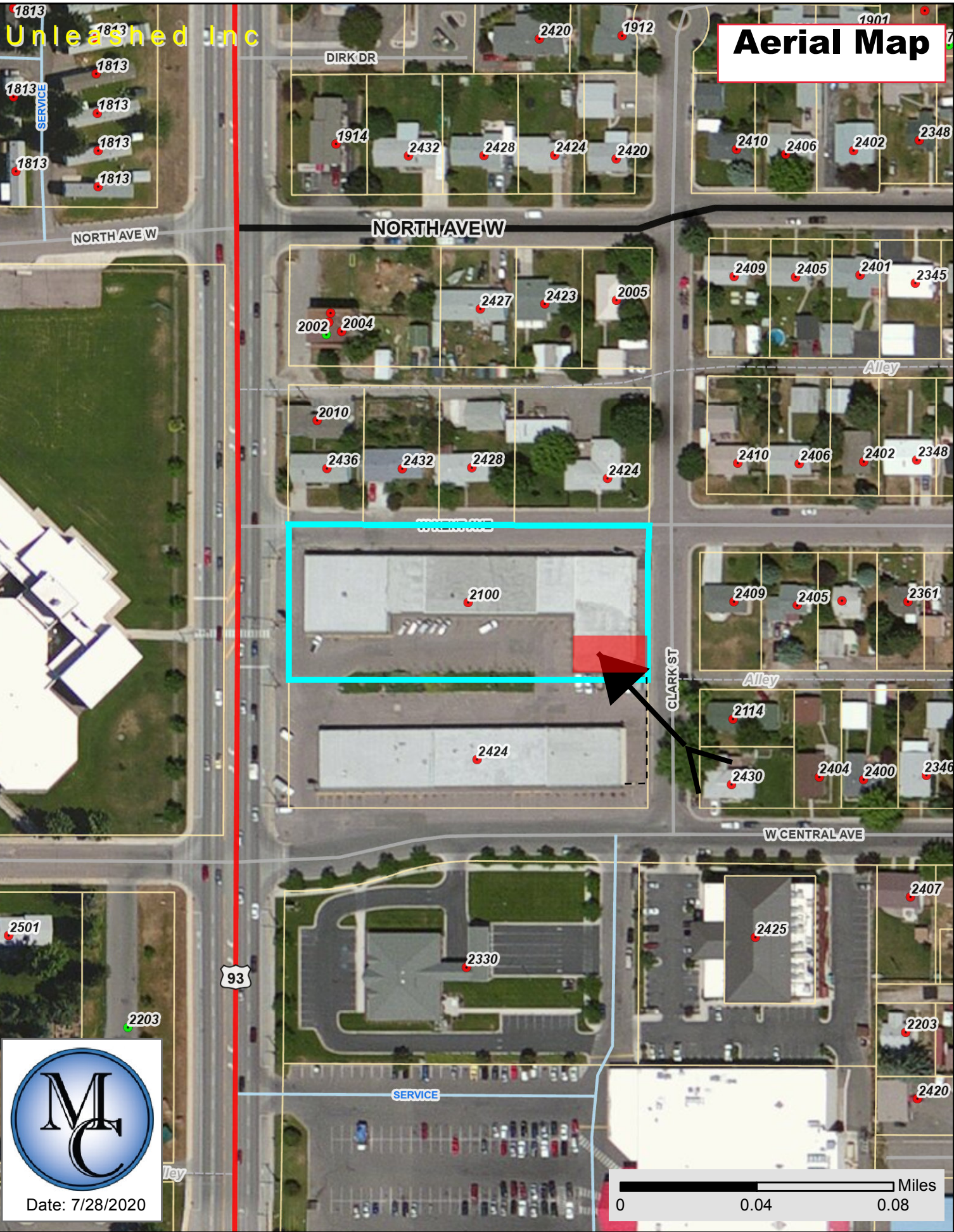




Map Center: X: -114.03903 - Y: 46.85121

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Map Center: X: -114.03858 - Y: 46.85127

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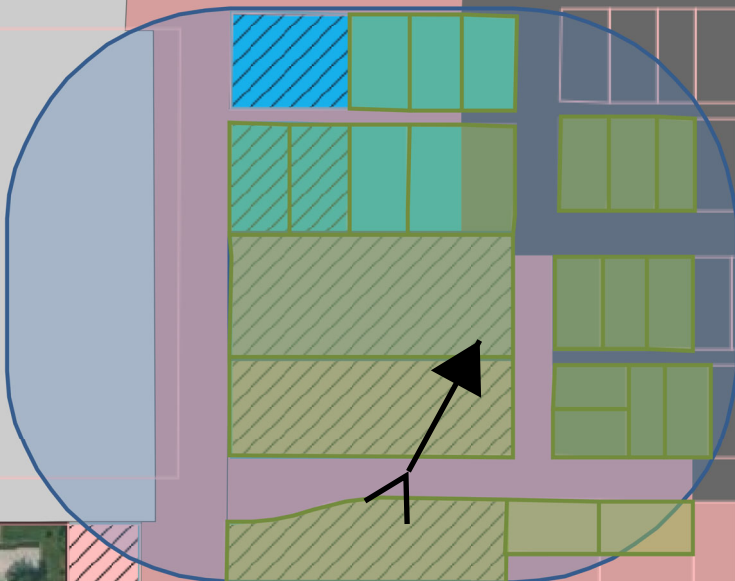


# What's My Zoning?

**300 ft.  
Boundary**



Search Address Query





# Car Line Addition.

MISSOULA MONTANA.

Scale—1 inch=300.

James H. Bonner

Engineers.

## CERTIFICATE OF DEDICATION.

Know all men by these presents that the CAR LINE LAND CO. a corporation organized and existing under the laws of the State of Montana does hereby certify that it has caused to be surveyed, subdivided and platted into lots, blocks, avenues, streets and alleys as shown by the plat and certificate of survey hereunto annexed the following described tract of land to-wit: All of lots 9, 14, 15, 20, 22, 25, 27, 28, 31, 32, 33, 34, 37, 38, 39, 40, 41, 42, 43, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 63, 66, 67, 68, 69, 70, 71, 72, 73, 76, 77, 78, 79, 80, 81, 82, 83, 85, 87, 88, a portion of lots 62, 63, 64, and all that portion of the E½ of the NE¼ of the NW¼ of Sec. 32, T. 13 N. R. 10 W. of the Principal Meridian Montana lying North of the North line of the Right of Way of the Northern Pacific Railway, to be known and designated as Car Line Addition to Missoula Montana, and the lands included in all avenues, streets and alleys shown on said plat to be and are hereby granted to public use forever, except that said dedicators reserve aright to lay water mains, improve streets and alleys and erect telephone poles, subject to the regulation of the board of County Commissioners.

CAR LINE LAND CO.  
By W.H. Houston - President.

Attest Frank Cannon Secy

State of Montana }  
County of Missoula }

On this 22 day of July 1909 before me R.R. Jones a Notary Public for the State of Montana personally appeared W.H. Houston known to me to be the President of the Car Line Land Co. the corporation that execute the foregoing instrument and acknowledged to me that such corporation executed the same.

In Witness Whereof I have hereunto set my hand and affixed my official seal, the day and year first above written.

R.R. Jones (Seal)

Notary Public for the State of Montana residing at Missoula Montana, my commission expires—23 1912

## SURVEYORS CERTIFICATE.

State of Montana }  
County of Missoula }

We Newton Orr and James H. Bonner assert that we are Engineers and that during the months of June and July 1909 we made a careful survey of The Car Line Addition to Missoula Montana and that the annexed plat is in strict conformity with such survey and that the dimensions of all lots blocks streets and alleys are as thereon shown, said survey being made in accordance with Chap. VI, Part IV, Title III of the revised Montana statutes.

Newton Orr  
James H. Bonner

Subscribed and sworn to before me this 19 day of July 1909  
A.T. Wilkinson

Notary Public for the State of Montana residing at Missoula Montana, my commission expires Oct 26 1909 (Seal)

This plat was examined and approved by us this 26 day of July 1909

D.T. Curran Chm.  
Frank Nelson

Commissioners in and for Missoula County, State of Montana.

Date received Missoula County  
Clerk & Recorder's office, 12-12-75  
Letter of Lifting of an earlier  
restriction 2nd 1-8-76  
from the State 1-8-76  
according to the  
Laws of Montana 1961 reg. No.  
136 Addition by name  
filed by [Signature]

9387

I certify that I received this  
Instrument for Record on the 22nd  
day of July 1909 at 10:15  
o'clock A.M. and that there  
exists in Vol. 2, Page 1707  
Records of the said County  
State of Montana, on page 61  
Private Land and Mineral plat  
of W. Kuphal

Res. #2811 Filed-B. 40  
Rec. Bk. 14-Micro-Pg. 1567  
Comm. Tr. E.E. Pg. 402  
Effective Date, Nov. 1, 62

R. J. [Signature]

January 25  
[Signature]  
[Signature]



A-5

# CAR LINE ADDITION

~TO~

## MISSOULA MONTANA

Scale - 1 inch = 300'

Newton Orr

James H. Bonner

Engineers.

### CERTIFICATE OF DEDICATION

Know all men by these presents that the CAR LINE LAND CO. a corporation organized and existing under the laws of the State of Montana does hereby certify that it has caused to be surveyed, subdivided and platted into lots, blocks, avenues, streets and alleys, as shown by the plat and certificate of survey hereunto annexed, the following described tract of land to wit: - All of lots 9, 14, 15, 20, 22, 23, 27, 28, 31, 32, 33, 34, 37, 38, 39, 40, 41, 42, 43, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 65, 66, 67, 68, 69, 70, 71, 72, 73, 76, 77, 78, 79, 80, 81, 82, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, and all that portion of the E. 1/2 of the NE 1/4 of the NW 1/4 of Sec. 32, T. 13 N., R. 19 W. of the Principal Meridian Montana, lying North of the North line of the Right of Way of the Northern Pacific Railway, to be known and designated as Car Line Addition to Missoula Montana, and the lands included in all avenues, streets and alleys shown on said plat to be and are hereby granted to public use forever except that said dedicators reserve the right to lay water mains, improve streets and alleys and erect telephone poles.

State of Montana }  
County of Missoula }

Attest: James H. Bonner Secretary  
CAR LINE LAND CO.  
W. H. Houston President

On this 22 day of July 1909 before me R. R. Jones a Notary Public for the State of Montana personally appeared W. H. Houston known to me to be the President of the Car Line Land Co. The corporation that executed the foregoing instrument and acknowledged to me that such corporation executed the same.

In Witness Whereof I have hereunto set my hand and affixed my official seal, the day and year first above written.

Notary Public for the State of Montana residing at Missoula Montana, my commission expires 23 1912.

### SURVEYOR'S CERTIFICATE

State of Montana }  
County of Missoula }

We, Newton Orr and James H. Bonner assert that we are Engineers and that during the the months of June and July 1909 we made a careful survey of The Car Line Addition to Missoula Montana and that the annexed plat is in strict conformity with such survey and that the dimensions of all lots blocks streets and alleys are as thereon shown, said survey being made in accordance with Chap. VI, Part IV, Title III of the revised Montana Statutes.

Subscribed and sworn to before me this on this 19 day of July 1909.

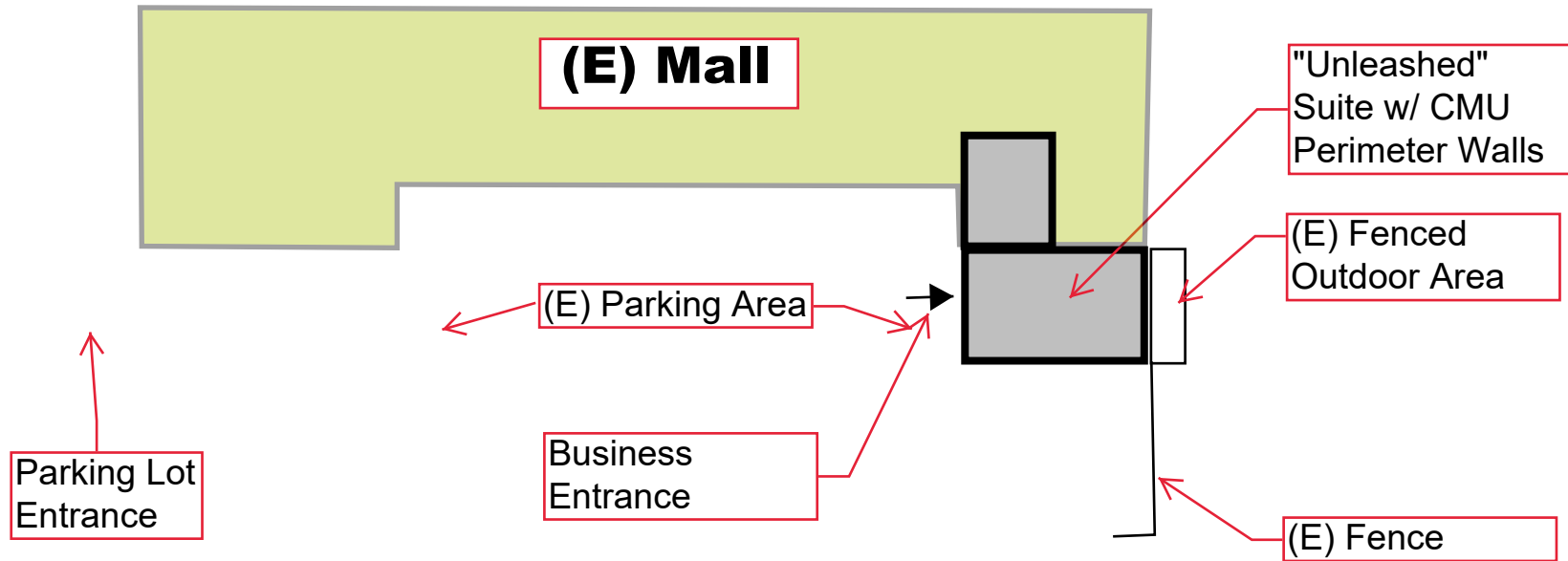
Notary Public for the State of Montana residing at Missoula Montana, my commission expires 26 1909.

This plat was examined and approved by us this 26 day of July 1909.

Commissioners in and for Missoula County, State of Montana.

I certify that I received the  
instrument for Record on the 22<sup>nd</sup>  
day of July 1909 at 10<sup>15</sup>  
o'clock A. M. and that it was  
recorded in Vol. 2 of Plat  
Records of Missoula County, State  
of Montana, on page 61.  
Witness my hand and official seal  
J. W. Apphol  
County Clerk  
Fees \$ 123 7/100. paid  
Returns to





Parking Lot  
Entrance

(E) Parking Area

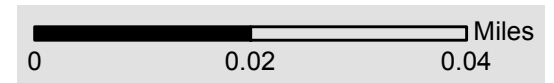
Business  
Entrance

"Unleashed"  
Suite w/ CMU  
Perimeter Walls

(E) Fenced  
Outdoor Area

(E) Fence

Date: 7/28/2020



Map Center: X: -114.03839 - Y: 46.85128



UNLEASHED - FRONT ELEVATION  
CONDITIONAL USE PERMIT APPLICATION  
2100 RESERVE STREET  
JANUARY 2021

D V G  
Architecture  
and Planning P.C.





**Unleashed**

Adjacent  
business area

Screen added to  
Fencing

**East Elevation**







Exterior wall of  
Unleashed

Property Line

Parking for  
adjacent  
businesses  
(Reserved)

Parking for  
adjacent  
businesses  
(Reserved)

South Elevation



## Parking Calculations

Mattress Store: 7 spaces = 6637 sf / 1200 +1

Window washer: 8 spaces= 2867 sf / 360

Security: 6 spaces = 2847 sf / 480

Realty: 7 spaces = 3502 sf / 480

Big Office Space: 12 spaces = 5810 sf / 480

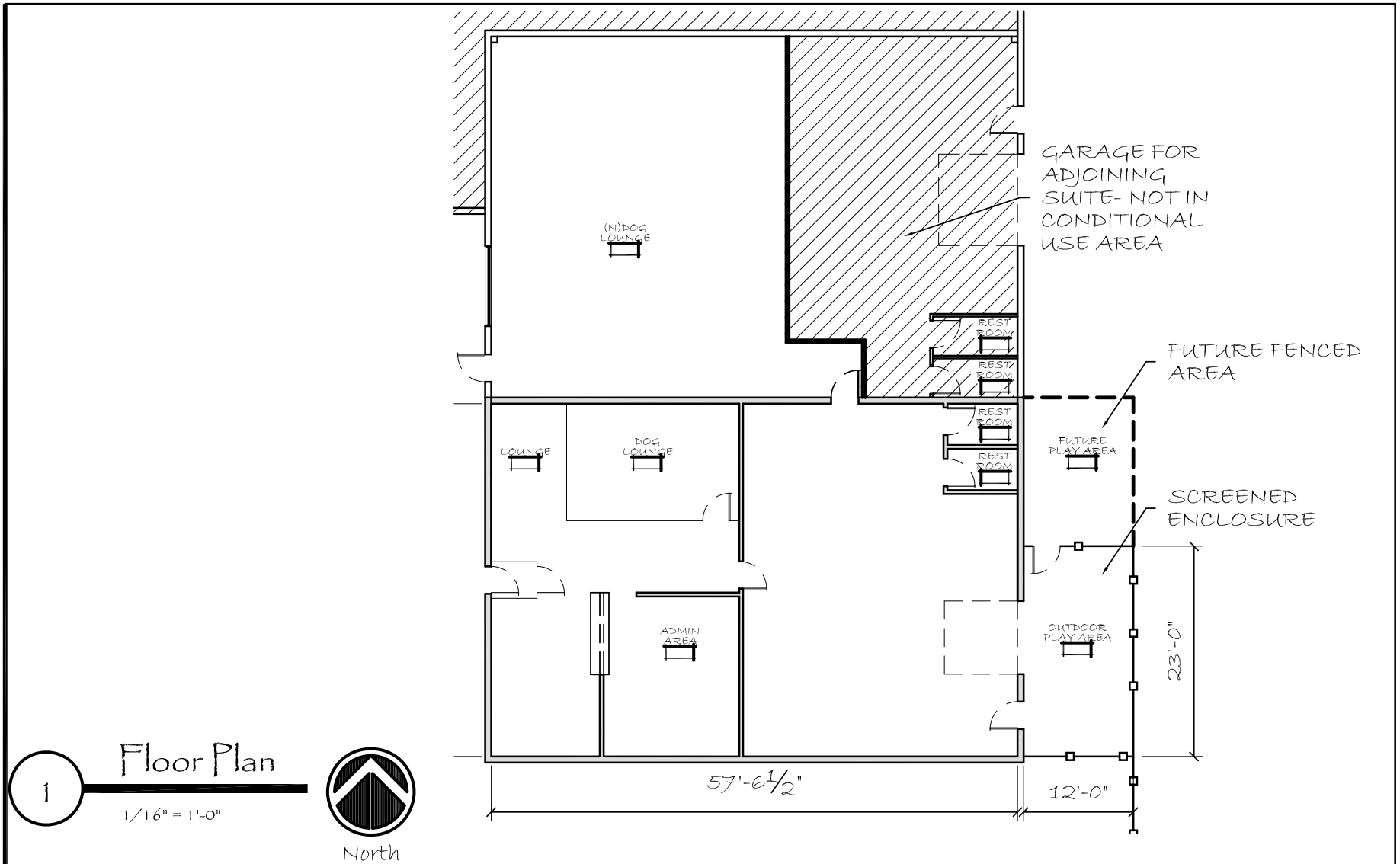
Storage Space: 1 space = 1 per 2 employees

Unleashed: 3 spaces = 3736 sf / 1200

**Total: 44 parking spaces required**

Total available :45 parking spaces





111 North Higgins Ave.  
Suite 420  
Missoula MT 59802  
tel: 406.241.7707

email:  
david.dvgarchandplan@gmail.com

**D V G**  
Architecture  
and Planning P.C.

**Unleashed**

2100 S Reserve Missoula

**EXHIBIT #2**

08-31-21



## Outdoor “Potty Area” Photos





December 11, 2020

City of Missoula  
Development Services  
435 Ryman  
Missoula, MT 59802

Re. City Conditional Use Application for Unleashed, LLC

Dear Sirs:

I am writing this letter in support of the Conditional Use Application submitted by Jennifer Haviland for a conditional change of use for the property located at 2100 S. Reserve, Missoula.

I am Jennifer's mother in law, and have been privy to the establishment of her business. The fact she has successfully launched a new business during an ongoing pandemic speaks to the need Missoulians have for the training and care of their dogs. I can tell you anecdotally that when friends and colleagues ask me what services Unleashed offers, they are usually interested in boarding their dogs. And again, this is during a pandemic. I believe there is a pent up demand for travel, and when restrictions ease, the demand of Missoulians who want to travel and board their dogs will increase, and the number of tourists coming to Western Montana with their dogs who will need boarding services will also increase.

I have never had parking issues when I have dropped by Unleashed. I am not aware of issues with neighbors, whether other tenants in the building, or in the residential area abutting it.

I would encourage you to grant the conditional use requested by Jennifer as it is in the interest of public convenience and will have a necessary and positive impact on the neighborhood and Missoula.

Sincerely,

A handwritten signature in cursive script, reading "Gail M. Haviland".

Gail M. Haviland  
5809 Longview Dr.  
Missoula, MT 59803  
(406) 396-0535

Shauna Gedney  
4412 Spurgin Rd  
Missoula MT, 59804

December 11, 2020

Missoula City Council  
435 Ryman St.  
Missoula, MT 59802

Dear Sir or Madam:

I am writing to recommend Jennifer Haviland, whom I have known for 25 years.

Recently, she started the business, Unleashed, and we had the privilege of being able to have her watch our dog Louie! She is a very positive, knowledgeable, person regarding training and handling dogs. It is very apparent that she cared for Louie by all the questions she asked when we were setting up the arrangements for her to watch him. She even had a camera in her business area that I could check on him any time of day! Their location is so convenient with being right off Reserve Street! I will definitely recommend her for dog daycare and boarding!

I have not doubt Jennifer will do very well with the business, Unleashed, and I give my highest recommendation! If I can provide any further assistance, please, do not hastate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Shauna Gedney', with a stylized flourish at the end.

Shauna Gedney  
406-880-2178, slgedney@hotmail.com



To whom it may concern,

It is with great pleasure that I, Bailee Robbins, offer a recommendation for Unleashed and their pet care services. I work in the healthcare field with unpredictable hours which proves difficult with most pet care facilities however the Unleashed staff have gone above and beyond to assist in my time of need. Jennifer Haviland, owner of Unleashed and her staff conduct themselves in a friendly and professional manner when caring for my dogs. If you are looking for a safe and loving environment for your pet, I feel confident you will not be disappointed in this drop-in facility. My dogs love their time spent at Unleashed so much, I am usually having to drag them out. They have made so many connections with the staff and other dogs, which I am profoundly grateful for.

Sincerely,

**Bailee Robbins RT(R)**

[bairobb36@gmail.com](mailto:bairobb36@gmail.com)

(406)465-3860



12/01/2020

Dear UNleashed Women,

I just wanted to tell you how pleased Starboy and I are with your service.

Because his separation anxiety is so severe, my life has been lived around his need to feel secure for 9 years.

He loves to spend time with you and your 4 hour schedule allows me time to tend to my affairs twice a week.

Our lives have been greatly enhanced since we found you.

Many Thanks,

Constance Quest



Dear Members of City Council,

I am writing to you on behalf of Unleashed Doggy Daycare. I want you to know that as a business, they are very professional and as community members they are kind, caring and proactive.

The owner of Unleashed, Jennifer Haviland, has the biggest heart of anyone I have ever met. She has a genuine gift of compassion. I have seen her time and time again accept dogs into her daycare that other daycares have turned away, based on their breed. She is loving and accepting of all breeds and is willing to give all dogs a chance to have a safe place to play and interact with other dogs. As a mother of future Missoula community members, I believe she has a true interest in creating an inclusive and accepting community for all our citizens, even the four-legged furry ones. She has taken her love for dogs and translated it into a business which loves, cares for and protects every dog that comes through her door.

I believe she is a valuable addition to our Missoula community. She is always seeking new ways to unite the canine community in Missoula. She is also looking for new ways to grow her business into something helpful to the Missoula canine community, such as offering boarding.

Please accept my witness and testimony to the character of Jennifer Haviland and her genuine respect and good-will toward increasing the value of the dog community in the Missoula Valley and surrounding areas.

Sincerely,

Bethany Anderson

2309 West Foothills Drive

Missoula, MT 59803

# Letter of Recommendation

Jannette Hoerner  
Missoula, MT 59801 406-546-6880  
lochnettmonster@gmail.com

December 11, 2020

To Whom it may concern,

I am more than pleased to have the opportunity to recommend the Missoula business, Unleashed for dog boarding. I'm honored to bring my own dog to the indoor facility and have enjoyed the welcoming staff, clean premises, extended operating hours and reasonable rates. Unleashed, locally owned and operated, is centrally located and has easy access to Reserve Street. I have always been impressed with Jennifer Haviland's professionalism and communication. As a dog owner, it is difficult to find trustworthy people to care for your pet when you are unable to especially during an emergency situation. Unleashed has given me that peace of mind with their live camera feeds so I can check in on my furry family member. They also offer special daycare arrangements. It would be a great service to me and any dog owners in the area to have the option of pet boarding. I wholeheartedly recommend Unleashed as an upstanding business in Missoula and would like you to consider extending their business to include boarding. I am confident this will not only be a value to already existing clients but the entire Missoula area.

Please feel free to contact me if you have any questions regarding Unleashed and my past work with them.

Sincerely,  
Jannette Hoerner

# Kimberly Witt

3903 Chelsea Drive, Missoula, MT 59808  
◆ (406) 214-5664 ◆ [kdwitt23@gmail.com](mailto:kdwitt23@gmail.com)

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December 11, 2020

Missoula City Council

Re: *Letter of Recommendation for Jennifer Haviland and Unleashed*

Dear Members of the Missoula City Council:

It is no secret that Missoula is a town that loves our dogs. My family is no exception. We rescued our dog, Bernie in March 2017, and he instantly became an integral part of our family. Unfortunately, with the demands of full-time jobs and the schedules of two busy young children, my husband and I don't always have the time to give Bernie the attention, socialization, and exercise he needs to have a fulfilling life. The long cold-season in our beautiful city further amplifies these issues.

Driving down Reserve Street one day, a sandwich board with a picture of a dog grabbed my eye and I made a mental note of the name "Unleashed". Upon returning home, my internet search revealed that Unleashed was an indoor doggie daycare. I decided it would be worthwhile to sign up online and bring Bernie in for a day, and I am so happy that I did.

Jennifer and the staff at Unleashed treated Bernie like a member of their family. Bernie was a bit apprehensive the first day that I dropped him off, but thanks to the link to the cameras that Unleashed provides, I could tell that he settled in quickly and had a great time playing with the other dogs. Bernie greeted me enthusiastically upon my return while Jennifer filled me in on the great day he had there. We have taken Bernie back to Unleashed on a number of occasions since, and everyone we've encountered there has been wonderful. Jennifer goes out of her way to make us feel welcome and valued, and there is no doubt that Bernie loves his visits to Unleashed.

Because Bernie was a rescue, we don't know all of the details of his past. However, we believe that he was left behind by his last family when they moved. When our family sold our home, Bernie's anxiety started to escalate, and we knew we needed to come up with a plan to make our move as easy on him as possible. I reached out to Jennifer about boarding, and she graciously agreed to take Bernie to Unleashed during the day and brought him to her home in the evenings. As with every prior visit, Jennifer and her employees treated Bernie with love and affection as though he were their own.

My entire family, including Bernie, is so grateful that Jennifer and Unleashed are a part of our community. They provide an amazing service to the City of Missoula and our furry family members, and I give them my wholehearted recommendation for any and all services.

Sincerely,



Kimberly Witt

Dear City Council,

We are writing to you to express our support in recommending Unleashed to provide a boarding facility as part of their services.

We are Max Gibson and Megan Miller, regular customers at Unleashed in Missoula, Montana. We have a dog named Orie who has been going to Unleashed for four months now.

During her time at Unleashed, Orie has socialized with many dogs there and has become well-known to many people who work at Unleashed. She has learned more positive behaviors and has become more socialized because of her time at Unleashed so that her interactions with people and other dogs in the community are better. Since bringing Orie to Unleashed, it has made an impact on us in learning to be better dog owners and learn new tips and lessons for our puppy and apply those trainings in our daily interactions with her.

As Unleashed itself, we have seen this business grow since we have started bringing our dog in. We have seen new dogs every week and they have made an impact on our community with their services to provide safe and reliable care to each dog and provide additional tips and education to owners as well. Their facility is constantly clean and very well maintained with all staff acting in a professional, respectable, and relatable manner. With this, we believe adding a boarding facility service would expand business options in Missoula and give people more access to their needs and for owners and their dogs to have additional confident and dependable options when it comes to pet care, training, and many more opportunities.

If you need more information or specific examples of how Unleashed has proved to be an exemplary business, please reach out to us at 971-221-2418 or by email at [max.irwin.gibson@gmail.com](mailto:max.irwin.gibson@gmail.com). We offer our highest recommendations for this business from our experiences.

Sincerely,  
Max Gibson and Megan Miller  
Unleashed Customers

To whom it may concern,

I believe Unleashed has been an amazing addition to our community. They became successful very quickly, in the middle of a pandemic! And I think that speaks volumes. They take the care of each dog very seriously and I have witnessed them care for mine as if she were their own. I can't express how important peace of mind is when it comes to my animals and knowing they're in good hands while in their facility is HUGE. It's so hard to find places like Unleashed and I'm very happy that I did. I support them adding Boarding to their services and hope you agree! The community will thank you.

Sincerely,

Rickie Richardson

406-304-4383