

Correspondence via AirBnb - Sunday, Feb 26, 2017

Amazon.c x Jace Jord x jace jordar x Student In x Lopi Leyde x Watch Th

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Hi again,

Upon further inspection, it appears some house rules were broken and I am missing some personal items. Most importantly, I can not locate my light brown mink stole from my (Master room) closet. The clear plastic dry cleaning bag it was hanging in is on the closet floor but the stole is nowhere to be found. Can you please help me? The mink stole was a gift from my grandmother who passed away just last month and I will be heartbroken if I do not find it.

Please find it in your heart to help me locate it. It means everything to me.

Thank you,
Alice

Last Sunday at 11:01 PM

#2

Hi Jace, I apologize for the late message. I just returned home to the Talon. Did you use the fireplace? And was something spilled on it?

Thanks,
Alice

Last Sunday at 9:43 PM

#1

ate p....jpeg

Monday, Feb 27, 2017

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Jace, this is blatantly false. You know you and your friends (however many) left a horrible mess in and around my home and I have photographic proof from last night and today. You went through my personal belongings, you spilled things all over the floors, beds and bathrooms. You smashed glass bottles on the front porch and threw your beer cans into my front yard. You left left wine bottles in my garden and someone in your group stole from me. I don't mind that you drank the Utopia, but you should not have taken the bottle as it was my personal belong with my name on it.

Last Monday at 10:03 AM

#5

Alice,
My four guests and I followed all the rules except building a fire which we did because it was cold. As for the mink stole and bed spread no one took them but I will continue to ask. We drank the same Adams Utopia because we were instructed that we could drink anything in the house. We did not throw a party in your house though we did clean up after ourselves and any remaining things we thought would be taken care of by the cleaning fee.

Last Monday at 9:58 AM

#4

Jace, please respond to me ASAP. I am noticing more and more problems with the house.

Last Sunday at 11:38 PM

#3

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doing by smashing all the glasses and bottles on 7 off my porch in the first place?

#8

Thank you for agreeing to return the Utopia bottle (inside it's box with my personal note please) and pay for the bedspread. You will also need to cover the extra cleaning cost of the chimney and glass and beer cans from our grounds and I still sincerely hope I can see my mink again....

Last Monday at 10:31 AM




Alice,

My guests that were with me were all over the age of 21 and you also provided us with alcohol. I do not know what glassware you are referring to that is broken. We will be happy to return the bottle and pay for the bed spread.

#7

Last Monday at 10:17 AM



Alice,

I apologize for the mess that we left but you do charge a cleaning fee. Sorry, we didn't realize you would want an empty bottle but that can be returned. As for going through your belongings we were just exploring the house, there was no malcontent behind it. We did not mean to invade your privacy. I have not heard from anyone in my party about stolen items but I will do my best to continue inquiring.

#6


Last Monday at 10:11 AM

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Last Monday at 10:57 AM




Alice,

Outside the trash bags there were at most 3-4 beer cans in the briars outside your house. I do apologize for the broken glass. The mess inside was hardly horrific with maybe a few wine spills we failed to see. Please specify the extra cost for each part of cleaning.

#9

Last Monday at 10:39 AM



Jace, there countless beer cans in my yard and thousands of tiny pieces of glass on my porch, in my yard and walkway below. Please explain to me how \$40 could possibly cover cleaning that up safely, let alone the rest of the horrific mess inside the house? Especially considering I do open my home to guests, how can I allow guests to safely walk under there now? May I ask, what in fact you were even doing by smashing all the glasses and bottles on 7 off my porch in the first place?

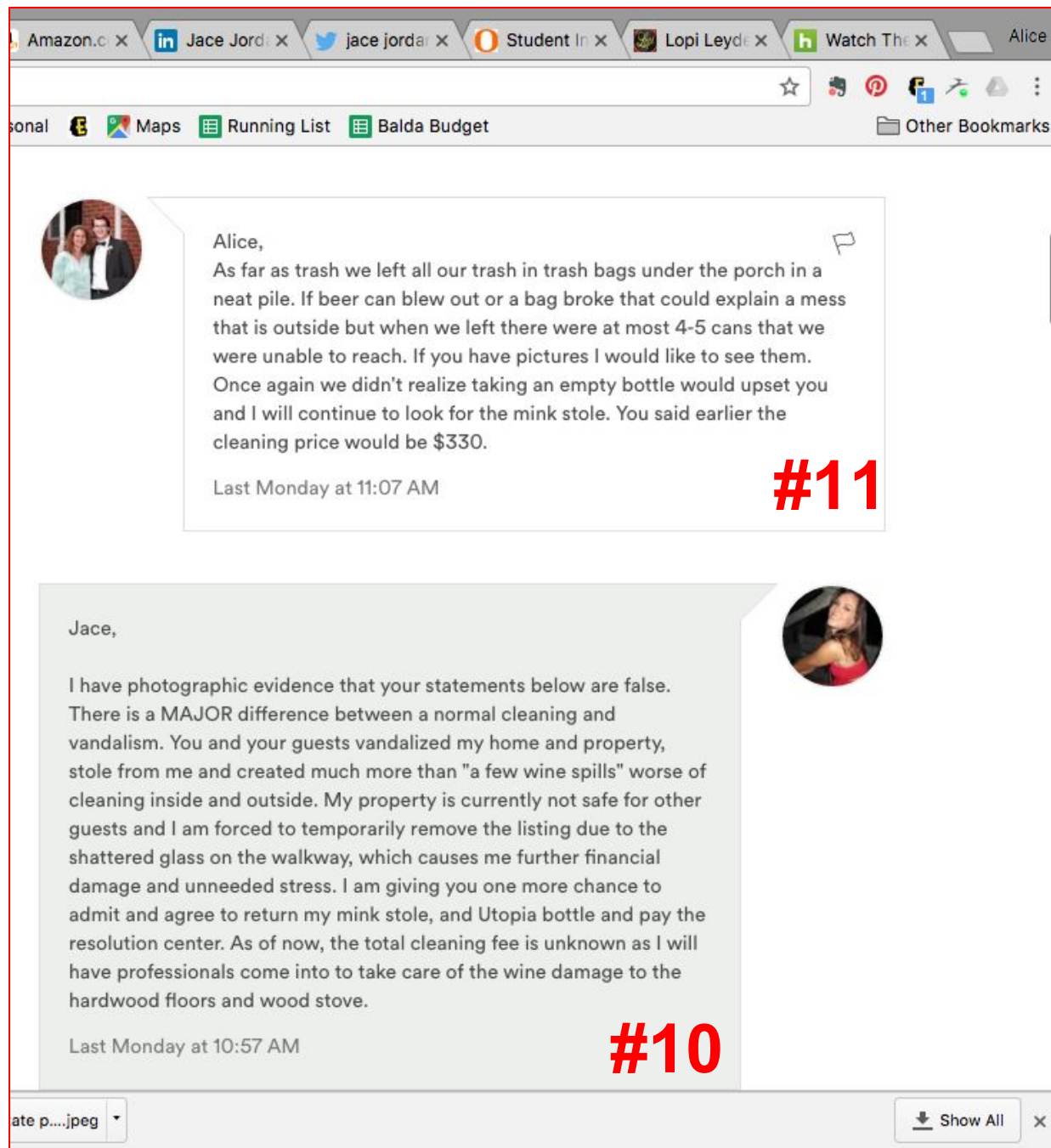
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#8

Last Monday at 10:31 AM

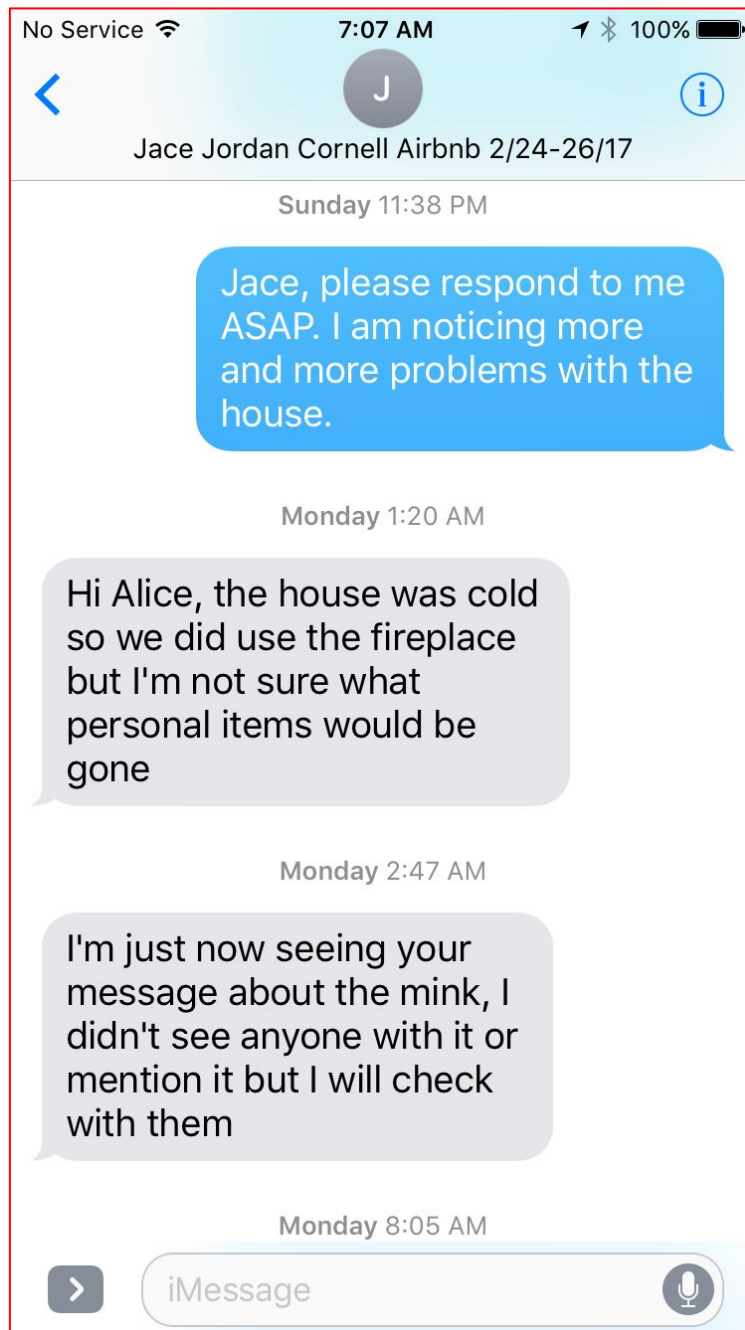
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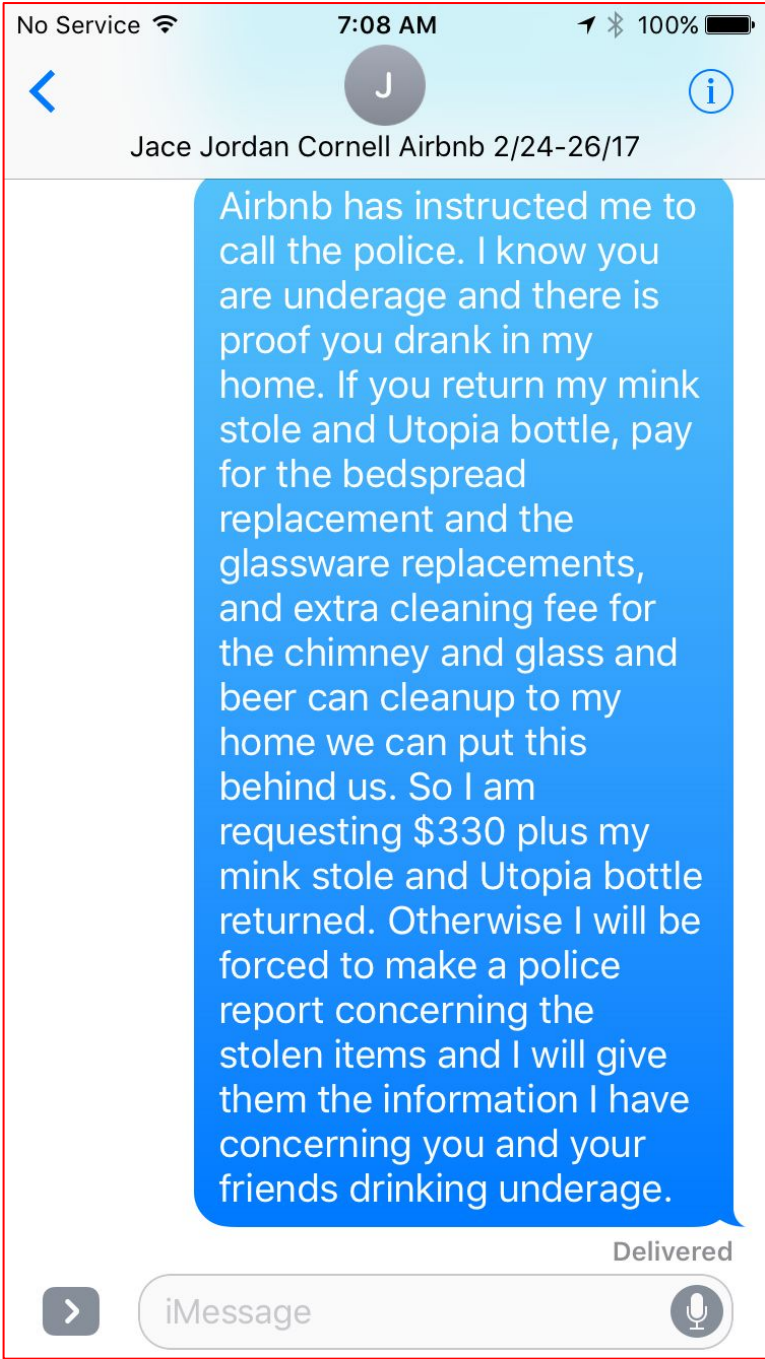
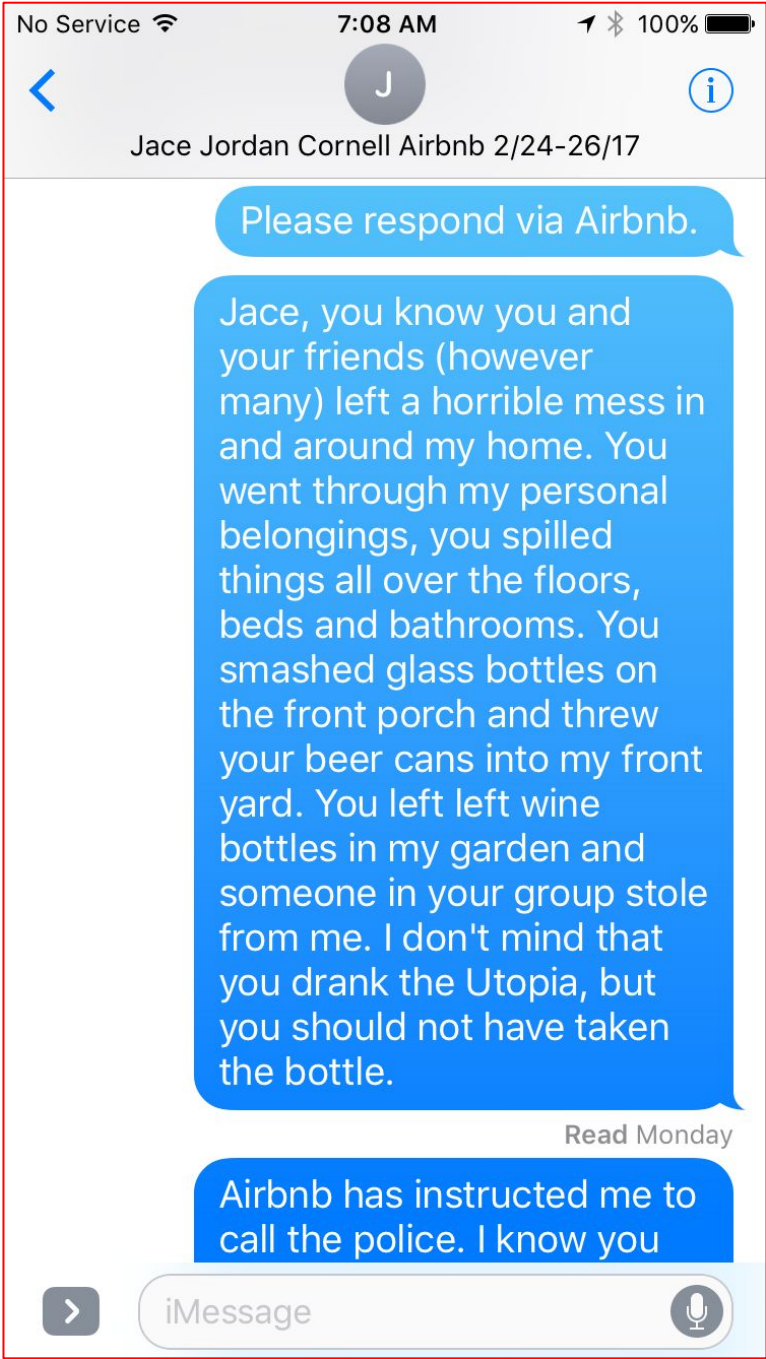


At this point, I contacted AirBnb (Monday, Feb 27 11:40AM - 26 min call) and the Customer Service Agent "Taylor" advised that I no longer communicate with Jace call the police immediately. Officer Samantha Maney met us at the Roan Mountain Post Office around 12:40pm and followed us to the property in her patrol car to investigate the damages at the house.

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Airbnb, Inc. [US]

https://www.airbnb.com/resolutions/2025923

Apps

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AUS

Mom Jeans

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Social

Personal

Maps


Running List

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You involved Airbnb in this request

today



You requested \$685 from Jace

Jace,

I was astonished to find the state of my home upon my return last night. Most importantly I feel violated that you and/or your guests went through my private belongings. I can see what you moved and am very concerned what else may have gone on here. I am missing my late grandmother's Mink stole she gave to me before she passed one month ago. This is obviously a priceless piece, and I desperately want it back! I am missing one king-sized bed spread as well. I am also missing my bottle of Samuel Adams Utopia inside its original box with a note written to me inside the box. Jace, I was extremely helpful to you, leaving you two bottles of wine, soda pop and even allowed you to eat my food. But, instead of being a great guest, your group drank EVERY bottle of wine in my house, ate ALL of my food, and you have completely destroyed my home. You clearly had a major party here with more than 5 guests, evidenced by the 7 empty 24pks of beer left on the porch and the dozens of cans littering my front bank. There are smashed glasses and soda bottles and used cigarette butts all over the porch and ground below. There is red wine spilled everywhere on the hardwood floors. It's in the living room, ON the woodstove, in my closet, in the bathrooms, on the comforter in the master bedroom, on the vanity and even in the refrigerator. You disobeyed the house rules by building a fire in the woodstove. The chimney must now be professionally cleaned as it was not open (set up) to have a fire.

3 days ago

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bobs.jpg

roan mountain state p....jpeg

Photos of Damage by Room/Area

Wood Stove 1



1. Baked in dark stains (most likely red wine) on top and front of wood stove.
2. Obvious use of woodstove
 - a. Against House Rules
 - b. Jace admitted use via Airbnb messages and text messages.
 - c. Decorative firewood gone (used!).
3. "Get Nailed Hear" sign removed from my personal belongings, moved on top of stove, cord broken.



Wood Stove

4. Water found sitting in between cast iron layers of stove, between body and lid of stove.



Wood Stove



Wood Stove



Wood Stove

5. Rust beginning to form under the lid where the water was found sitting on Monday, Feb 27.

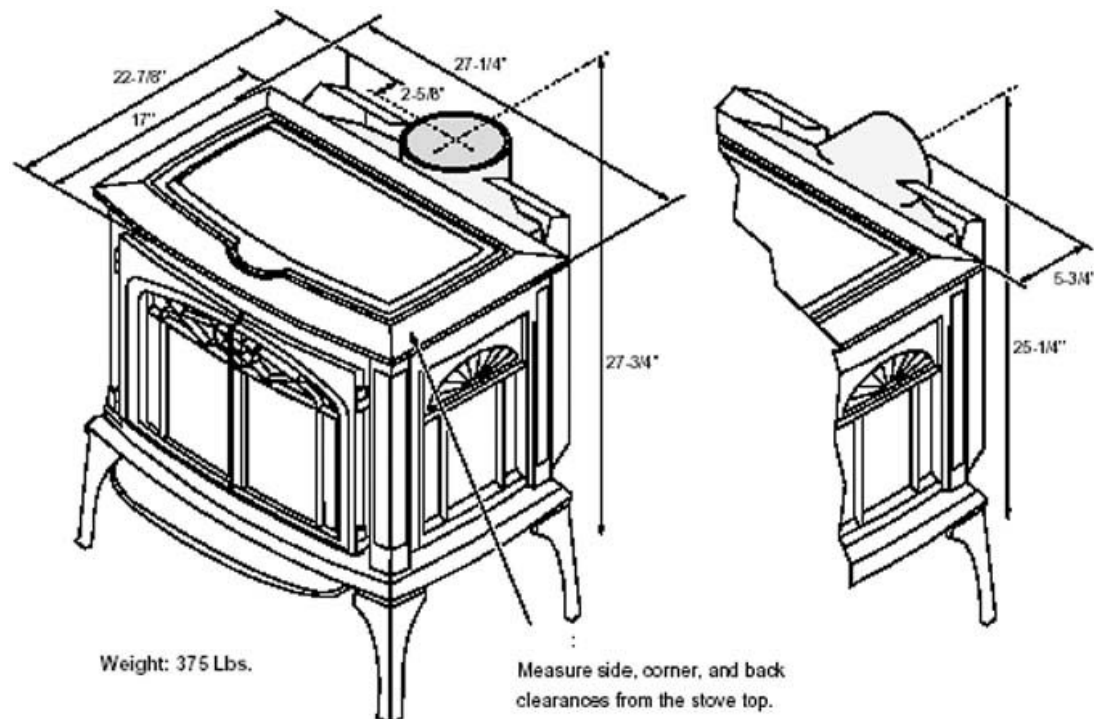


Wood Stove

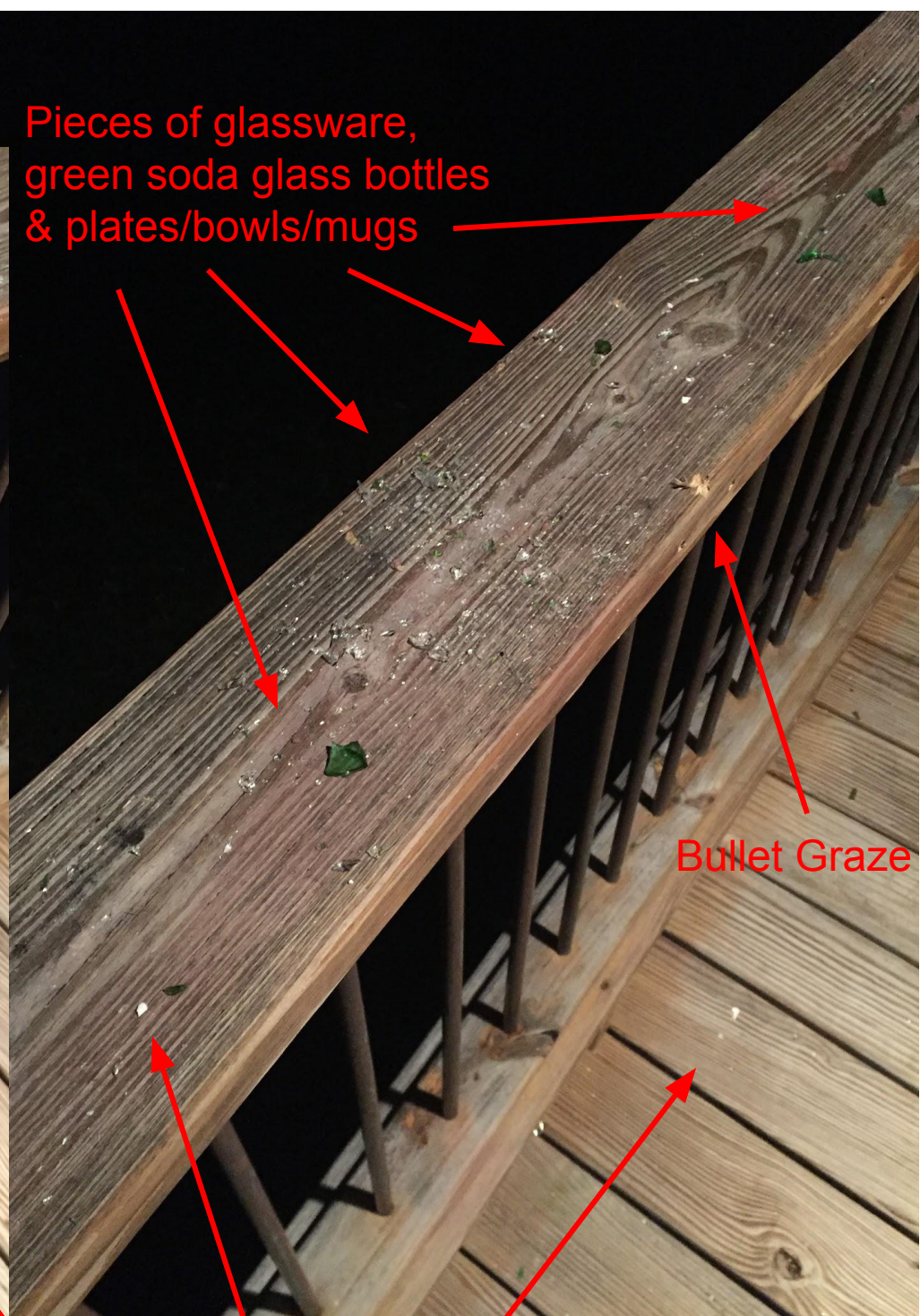
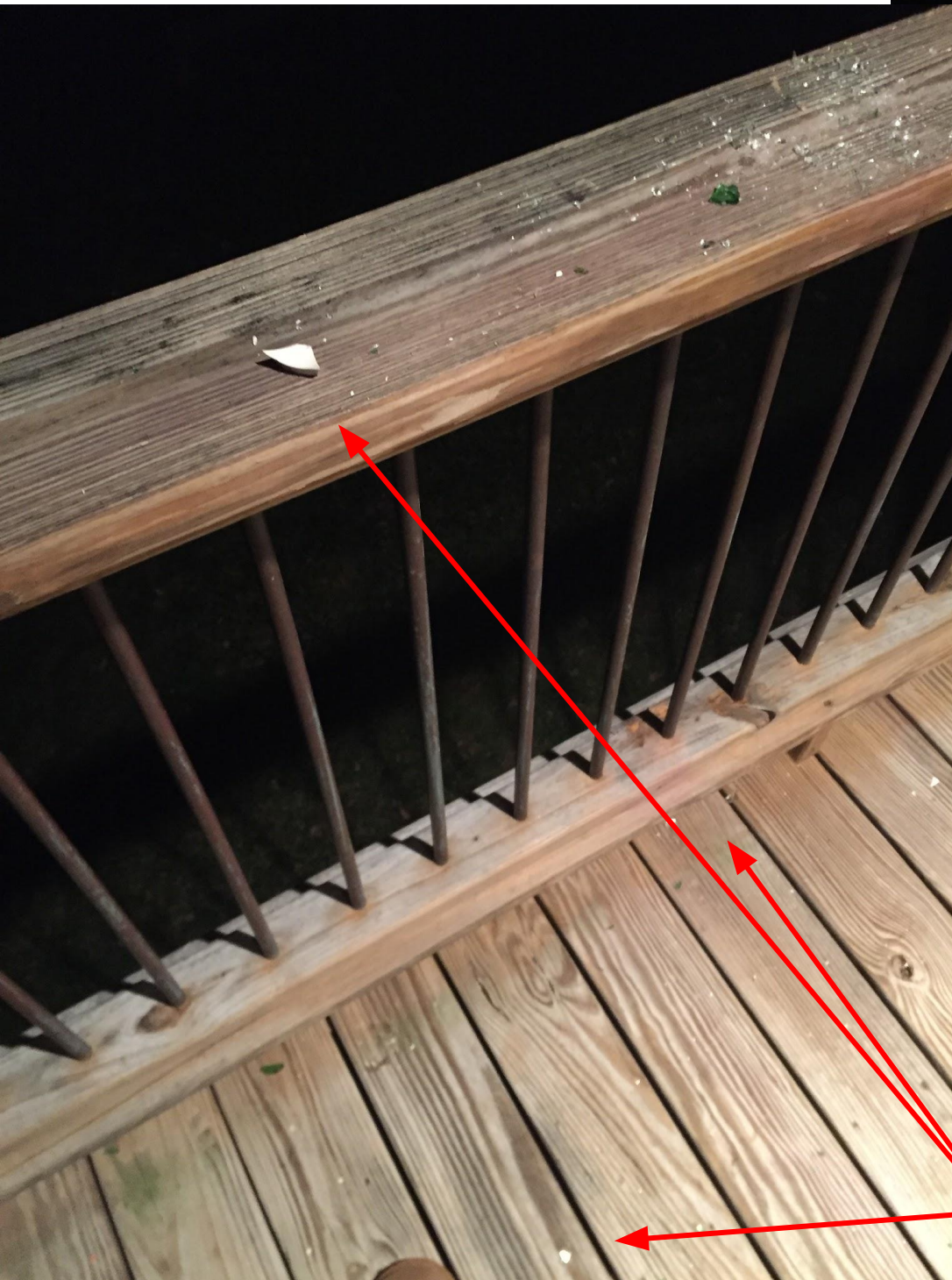


Lopi Leyden Wood Stove Details:

1. Purchased in 2009 for \$1,990. (RECEIPT)
2. Spoke with Authorized Dealer: specific model has been Discontinued.
3. We have tried to clean lid/stove of stains and rust - lightened stains but did not remove stains.
4. Rust still not removed.
5. [Link to Product Detail Webpage](#)



Front Porch

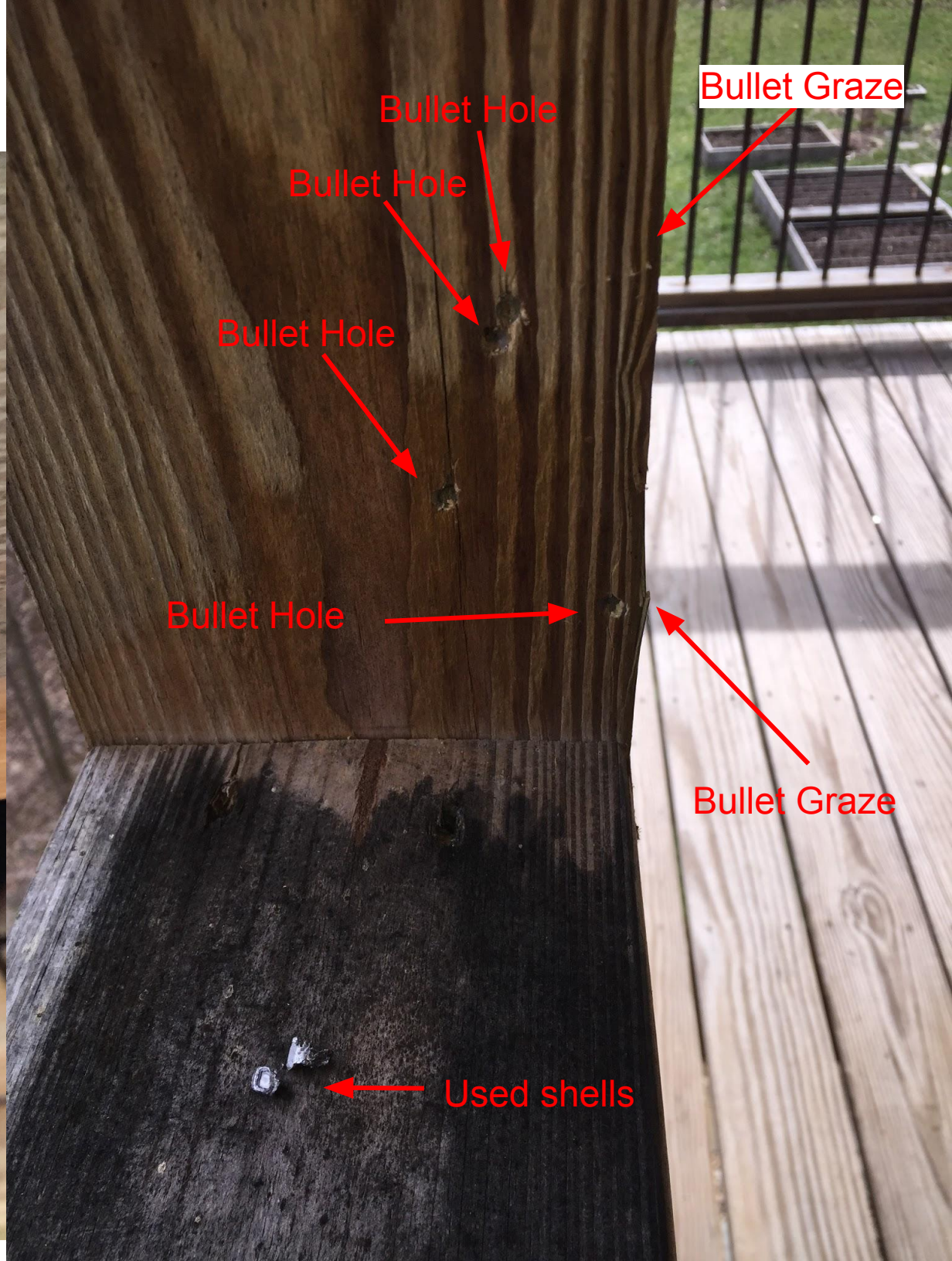


Pieces of glassware,
green soda glass bottles
& plates/bowls/mugs

Bullet Graze

Pieces of my
plates/bowls/mugs

Front Porch



Front Porch

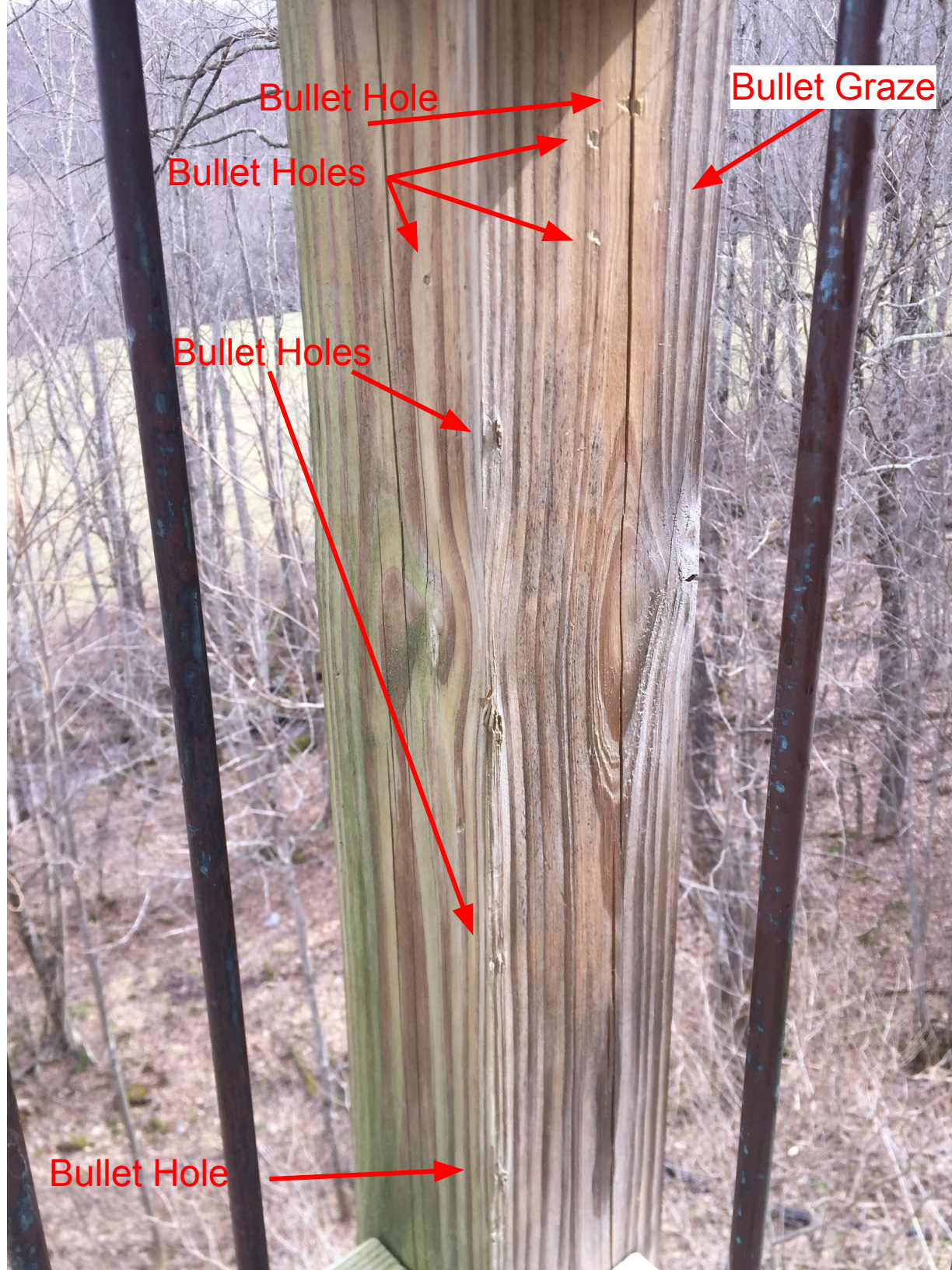


Front Porch

Top half of corner beam



Full corner beam (for reference)

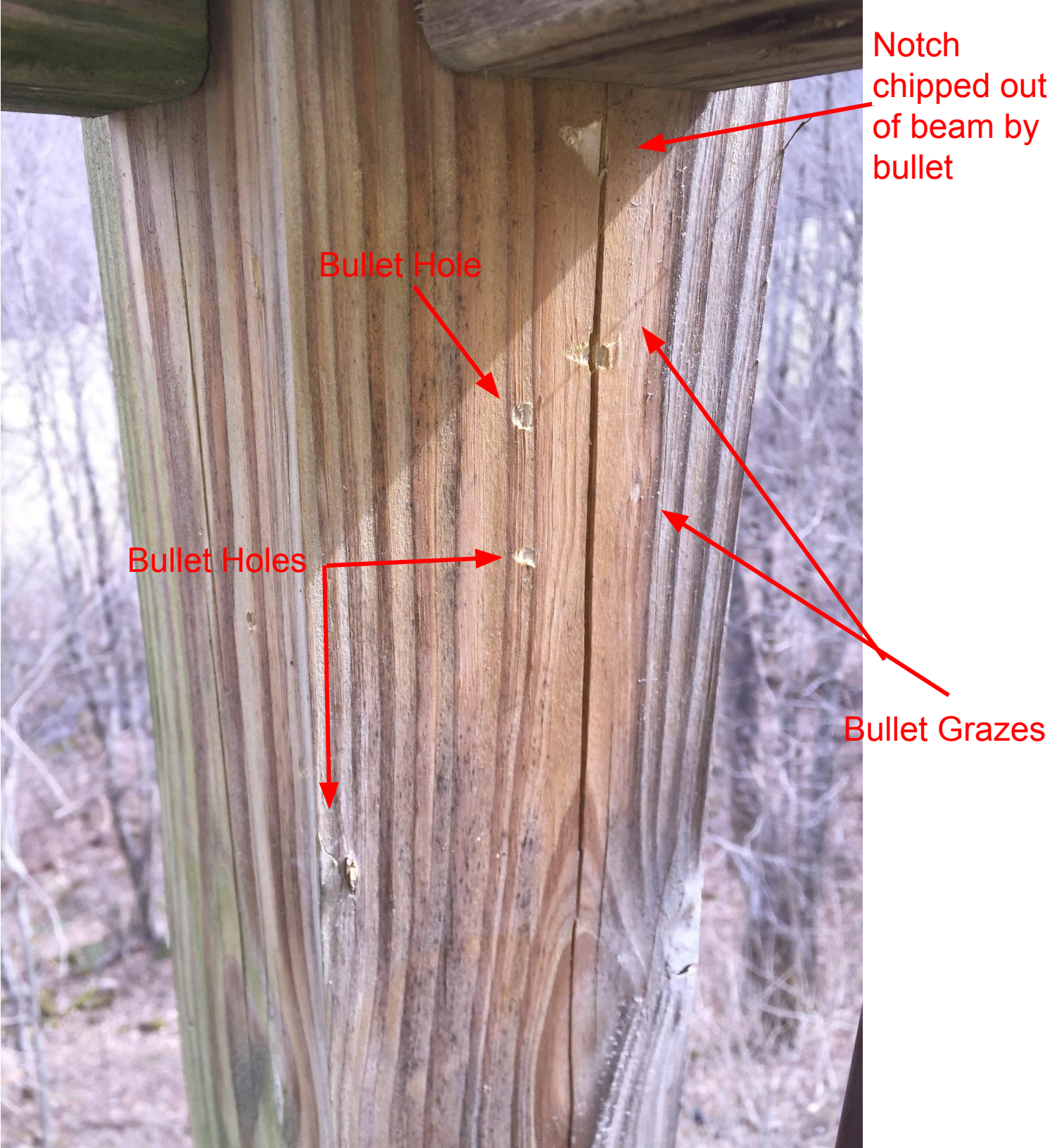


Front Porch

Bottom Half of corner beam



Full corner beam (for reference)



Notch
chipped out
of beam by
bullet

Bullet Hole

Bullet Holes

Bullet Grazes

Broken glassware and glass bottles

Bullet Holes

Front Porch



Remains of plate and noodles -
shows plate/bowl was shot off
balcony still containing food.

Front Porch

Bullet Grazes

Bullet Hole

