

ZONING CHANGE REVIEW SHEET

CASE: C14-2024-0168 (6201 Crow Lane)

DISTRICT: 2

ADDRESS: 6201 Crow Lane

ZONING FROM: LO-MU-NP

TO: LR-MU-CO-NP (As amended)

SITE AREA: .9778 acres (42,592 sq. ft.)

PROPERTY OWNER: Comal Bluff LLC (Patricia Smith)

AGENT: Metcalfe Wolff Stuart & Williams (Katherine Nicely)

CASE MANAGER: Beverly Villela (512-978-0740, Beverly.Villela@austintexas.gov)

STAFF RECOMMENDATION:

Staff recommendation is to grant Neighborhood Commercial – Mixed Use – Conditional Overlay – Neighborhood Plan (LR-MU-CO-NP) combining district zoning. See the *Basis of Recommendation* section below. The Conditional Overlay will prohibit the following uses:

Alternative Financial Services
Consumer Convenience Services
Printing and Publishing
Restaurant (General)
Consumer Repair Services
Restaurant (Limited)
Financial Services
Service Station
Food Sales
Custom Manufacturing

General Retail Sales (Convenience)
General Retail Sales (General)
Off-Site Accessory Parking
Personal Services
Pedicab Storage and Dispatch
College and University Facilities
Personal Improvement Services
Private Secondary Educational Facilities
Plant Nursery

PLANNING COMMISSION:

June 10, 2025: *APPROVED STAFF'S RECOMMENDATION FOR LR-MU-CO-NP, AS AMENDED.*

[I. AHMED; C. HANEY – 2ND] (7-4) A. AZHAR, P. HOWARD – ABSENT

May 27, 2025: *APPROVED COMMISSIONER AZHAR'S REQUEST FOR POSTPONEMENT TO JUNE 10, 2025.*

[A. AZHAR; P. HOWARD – 2ND] (10-0) F. MAXWELL, G. ANDERSON, C. HEMPEL – ABSENT

May 13, 2025: *APPROVED APPLICANT'S REQUEST FOR POSTPONEMENT TO MAY 27, 2025.*

[F. MAXWELL; A. WOODS – 2ND] (10-0) P. HOWARD, C. HEMPEL, D. SKIDMORE – ABSENT

April 22, 2025: *APPROVED STAFF'S REQUEST FOR POSTPONEMENT TO MAY 13, 2025.*

[F. MAXWELL; C. HANEY – 2ND] (11-0) N. BARRERA-RAMIREZ – ABSENT

CITY COUNCIL ACTION:
July 24, 2025:

ORDINANCE NUMBER:
No.

ISSUES:

The property has an active land use code violation (CV 2024 091716) related to the operation of a pet services business, which is not permitted under the current LO-MU-NP zoning.

CASE MANAGER COMMENTS:

The property in question is a 0.9778-acre lot located at 6201 Crow Lane, currently developed with an existing structure that has been operating as a pet services business. The applicant is requesting to rezone the property to Neighborhood Commercial – Mixed Use – Conditional Overlay – Neighborhood Plan (LR-MU-CO-NP) combining district zoning to allow the continued use of the site for neighborhood-serving pet services under the appropriate zoning category.

Crow Lane is classified as a Level 1 street. The surrounding area includes a mix of residential, hotel, and commercial uses: apartments and condominiums to the west and north, and a hotel and theater/restaurant complex in a PUD district to the east and south. A roofing business is located directly west of the site. ***Please refer to Exhibits A (Zoning Map) and B (Aerial View).***

The proposed rezoning will allow for the continued operation of a neighborhood-serving pet business while maintaining compatibility with the surrounding community. The Conditional Overlay will prohibit a range of higher-intensity commercial uses, helping to preserve compatibility with nearby residential properties.

Staff recommends approval of Neighborhood Commercial – Mixed Use – Conditional Overlay – Neighborhood Plan (LR-MU-CO-NP) combining district zoning.

The applicant is in agreement with the staff recommendation.

BASIS OF RECOMMENDATION:

1. *The proposed zoning should be consistent with the purpose statement of the district sought.*

Neighborhood Commercial district is intended for neighborhood shopping facilities which provide limited business service and office facilities predominately for the convenience of residents of the neighborhood.

Mixed Use combining district is intended for combination with selected base districts, in order to permit any combination of office, retail, commercial, and residential uses within a single development.

Conditional Overlay combining district may be applied in combination with any base district. The district is intended to provide flexible and adaptable use or site development regulations by requiring standards tailored to individual properties.

Neighborhood Plan district denotes a tract located within the boundaries of an adopted Neighborhood Plan.

2. *Zoning changes should promote compatibility with adjacent and nearby uses.*

The requested LR-MU-CO-NP zoning allows for a low-intensity commercial use that is consistent with surrounding development. The proposed conditional overlay further limits intensity and mitigates potential impacts on nearby residential properties.

3. *Zoning should promote a transition between adjacent and nearby zoning districts, land uses, and development intensities.*

The proposed zoning acts as a transitional zone between denser commercial/entertainment PUD uses to the east and south, and residential and mixed-use zoning to the west and north. LR-MU-CO-NP provides an appropriate middle ground that supports small business activity without introducing intensity inconsistent with the surrounding development pattern.

EXISTING ZONING AND LAND USES:

	ZONING	LAND USES
<i>Site</i>	LO-MU-NP	Pet Services
<i>North</i>	MF-2-NP	Apartments
<i>South</i>	PUD-NP	Hotel
<i>East</i>	PUD-NP	Theater and Restaurants
<i>West</i>	MF-2-CO-NP; LR-MU-CO-NP	Condominiums; Roofing Business

NEIGHBORHOOD PLANNING AREA: Sweetbriar Neighborhood Planning Area

WATERSHED: Williamson Creek (Suburban)

CAPITOL VIEW CORRIDOR: N/A

SCENIC ROADWAY: N/A

SCHOOLS: Austin Independent School District

Pleasant Hill Elementary School Bedichek Middle School Crockett High School

COMMUNITY REGISTRY LIST:

Austin Independent School District,
Austin Lost and Found Pets,
Austin Neighborhoods Council,
Friends of Austin Neighborhoods,
Go Austin Vamos Austin 78745,
Homeless Neighborhood Association,
Neighborhood Empowerment Foundation,
Onion Creek Homeowners Assoc.,
Overton Family Committee,

Preservation Austin,
SELTexas,
Save Our Springs Alliance,
Sierra Club,
Austin Regional Group,
South Austin Neighborhood Alliance
(SANA),
South Congress Combined Neighborhood
Plan Contact Team

AREA CASE HISTORIES:

NUMBER	REQUEST	COMMISSION	CITY COUNCIL
C14-2020-0142 401 North Bluff Drive	SF-3-NP to SF-6-NP	To Grant Staff's Recommendation of SF-6-NP (03/09/2021)	Approved SF-6-NP as Planning Commission Recommended (04/08/2021)
C14-2019-0027 Congress MH/RV Park	Gr-MU-CO-NP and MH-NP to MH-NP	Forwarded to council with no recommendation (05/28/2019)	Approved MH-NP Zoning (06/20/2019)

RELATED CASES:

NPA -2024-0020.01 – Request to change FLUM

ADDITIONAL STAFF COMMENTS:

Drainage

The developer is required to submit a pre- and post-development drainage analysis at the subdivision and site plan stage of the development process. The City's Land Development Code and Drainage Criteria Manual require that the Applicant demonstrate through engineering analysis that the proposed development will have no identifiable adverse impact on surrounding properties.

Environmental

The site is not located over the Edwards Aquifer Recharge Zone. The site is in the Williamson Creek Watershed of the Colorado River Basin, which is classified as a Suburban Watershed by Chapter 25-8 of the City's Land Development Code. The site is in the Desired Development Zone.

Under current watershed regulations, development or redevelopment on this site will be subject to the following impervious cover limits:

<i>Development Classification</i>	<i>% of Gross Site Area</i>	<i>% of Gross Site Area with Transfers</i>
Single-Family (minimum lot size 5750 sq. ft.)	50%	60%
Other Single-Family or Duplex	55%	60%
Multifamily	60%	70%
Commercial	80%	90%

According to floodplain maps there is no floodplain within or adjacent to the project location.

Standard landscaping and tree protection will be required in accordance with LDC 25-2 and 25-8 for all development and/or redevelopment.

At this time, site specific information is unavailable regarding vegetation, areas of steep slope, or other environmental features such as bluffs, springs, canyon rimrock, caves, sinkholes, and wetlands.

Under current watershed regulations, development or redevelopment requires water quality control with increased capture volume and control of the 2 year storm on site.

At this time, no information has been provided as to whether this property has any preexisting approvals that preempt current water quality or Code requirements.

Fire

No comments on zoning change.

PARD – Planning & Design Review

Parkland dedication will be required at the time of subdivision or site plan application for new residential units, per City Code § 25-1-601, as amended. Whether the requirement shall be met with fees in-lieu or dedicated land will be determined using the criteria in City Code Title 25, Article 14, as amended. Should fees in-lieu be required, those fees shall be used toward park investments in the form of land acquisition and/or park amenities within the surrounding area, per the Parkland Dedication Operating Procedures § 14.3.11 and City Code § 25-1-609, as amended.

If the applicant wishes to discuss parkland dedication requirements in advance of site plan or subdivision applications, please contact this reviewer: ann.desanctis@austintexas.gov. At the applicant's request, PARD can provide an early determination of whether fees in-lieu of land will be allowed.

Site Plan

Site plans will be required for any new development other residential only project with up to 4 units.

Any new development is subject to Subchapter E. Design Standards and Mixed Use. Additional comments will be made when the site plan is submitted.

Austin Transportation and Public Works Department – Engineering Review

Additional right-of-way maybe required at the time of subdivision and/or site plan.

The adjacent street characteristics table is provided below:

Name	ASMP Classification	ASMP Required ROW	Existing ROW	Existing Pavement	Sidewalks	Bicycle Route	Capital Metro (within ¼ mile)
Crown Lane	Level 1	58'	60'	21'	No	No	No

TIA:

A traffic impact analysis is not required. Traffic generated by the proposal does not exceed the thresholds established in the City of Austin Land Development Code (LDC).

Austin Water Utility

No comments on zoning change.

INDEX OF EXHIBITS AND ATTACHMENTS TO FOLLOW:

Exhibit A: Zoning Map

Exhibit A-1: Aerial Map

Exhibit B: Applicant's Summary Letter

Exhibit C: Public Comment



SUBJECT TRACT

PENDING CASE

ZONING BOUNDARY

ZONING

ZONING CASE#: C14-2024-0168

This product is for informational purposes and may not have been prepared for or be suitable for legal, engineering, or surveying purposes. It does not represent an on-the-ground survey and represents only the approximate relative location of property boundaries.

This product has been produced by the Planning Department for the sole purpose of geographic reference. No warranty is made by the City of Austin regarding specific accuracy or completeness.

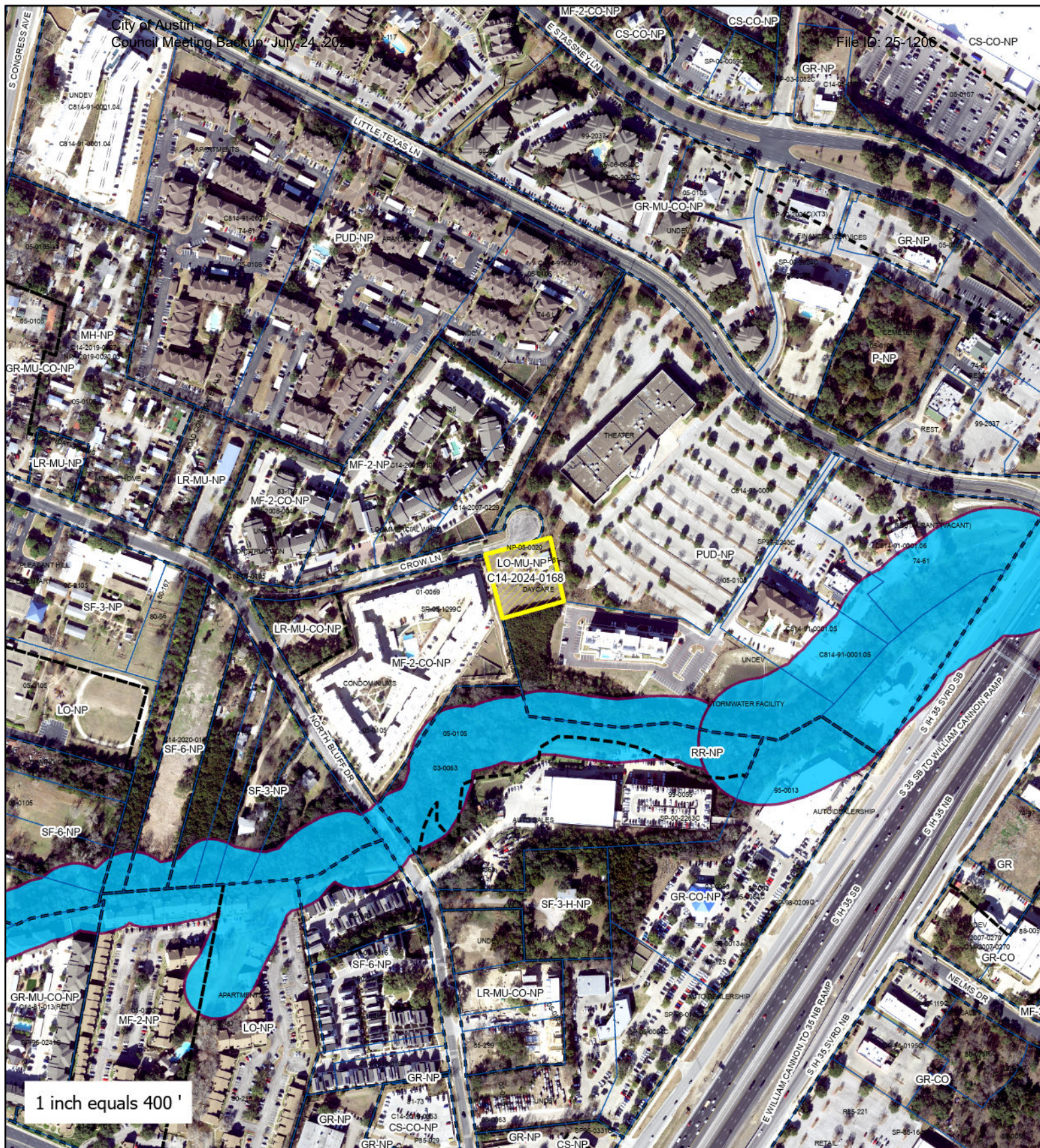


Page 8 of 31

Created: 11/19/2024





$$1'' = 400'$$

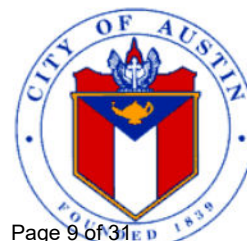
Exhibit A



6201 Crow Lane

ZONING CASE#: C14-2024-0168
LOCATION: 6201 Crow Ln.
SUBJECT AREA: 1.00 Acres
MANAGER: Nancy Estrada

-  SUBJECT TRACT
-  ZONING BOUNDARY
-  PENDING CASE
-  CREEK BUFFER





METCALFE WOLFF
STUART & WILLIAMS, LLP

KATHERINE A. NICELY
Senior Land Use & Development
Planner

knicely@mwswtexas.com
512-404-2248

May 7, 2025

Mrs. Lauren Middleton-Pratt, Director of Planning
Housing and Planning Department
1000 East 11th Street
Austin, Texas 78702

Via Online Submittal

Re: Updated Application for Rezoning and FLUM amendment; 1.0 acres, located at
6201 Crow Lane (the "Property")

Dear Mrs. Middleton-Pratt:

We recently submitted an application for Rezoning for this Property. We would like to update the application (C14-2024-0168, NPA-2024-0020.01) to proposed additional prohibited and conditional uses as noted below. This update allows for the Property to match similar uses in the neighborhood. The Conditional Overlay (CO) will have the following uses:

PROHIBITED USES:

Alternative Financial Services
Consumer Convenience Services
Consumer Repair Services
Financial Services
Food Sales
General Retail Sales (Convenience)
General Retail Sales (General)
Pedicab Storage and Dispatch
Personal Improvement Services
Plant Nursery

Printing and Publishing
Restaurant (General)
Restaurant (Limited)
Service Station
Custom Manufacturing
Off-Site Accessory Parking
Personal Services
College and University Facilities
Private Secondary Educational Facilities

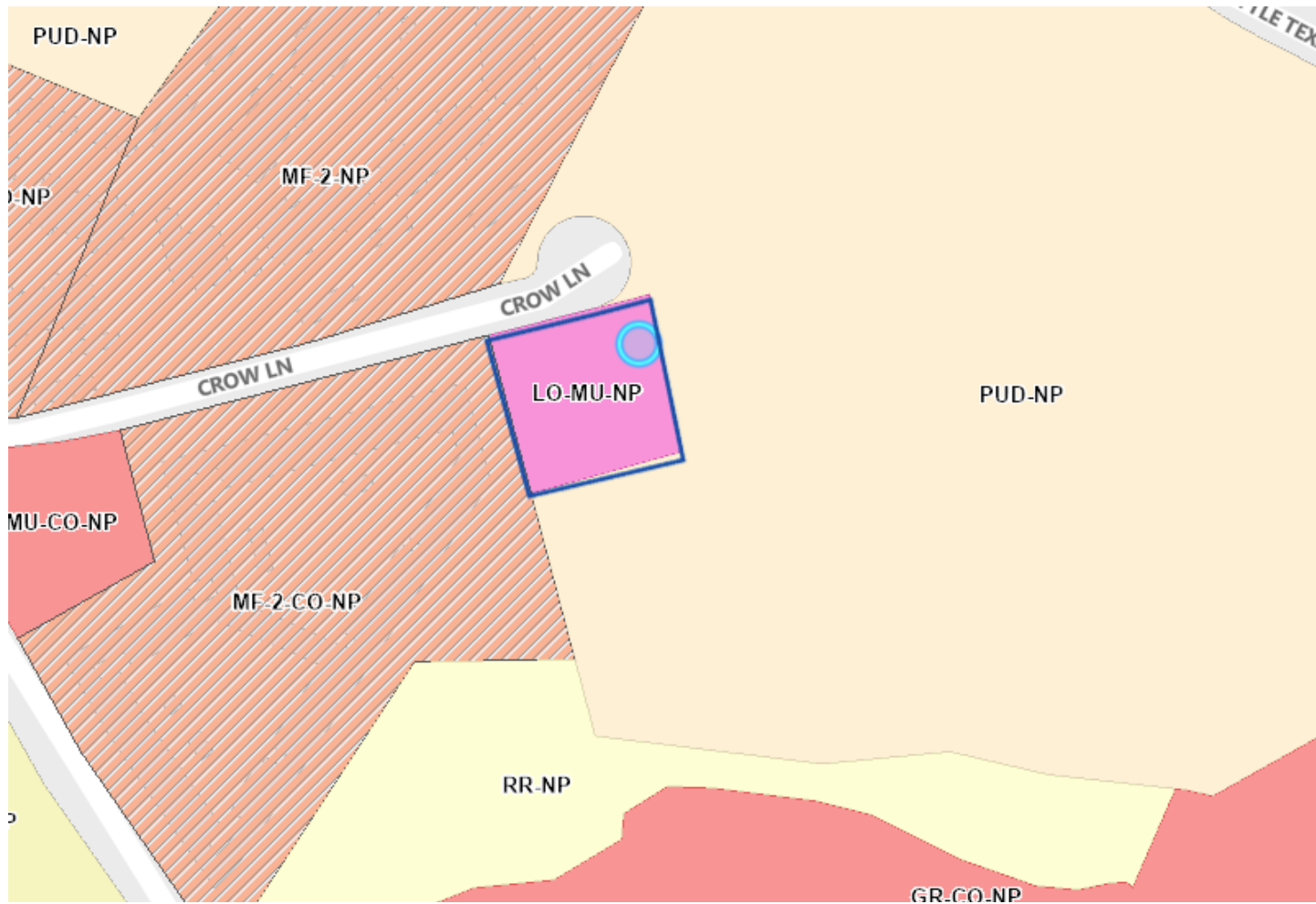
If you have any questions about this Application for Rezoning or need additional information, please do not hesitate to contact me at your convenience. Thank you for your time and attention to this project.

Very truly yours,

A handwritten signature in blue ink, reading 'Katherine A. Nicely', is written over a light blue horizontal line.

Katherine A. Nicely

ZONING EXHIBIT





Greg Garza
email: greg.garza@caglepugh.com

www.caglepugh.com

March 10, 2025

**FIRST-CLASS MAIL AND
CERTIFIED MAIL, RRR - 9314 8699 0430 0132 4961 64**

City of Austin
Zoning and Planning Commission
Attn: Claire E. Hempel, Chair
P.O. Box 1088
Austin, Texas 78767-1088

RE: Opposition to Re-Permitting Request for 6201 Crow Ln (LO to LR Zoning Change)

Dear Members of the Zoning and Planning Commission:

This firm represents SkyBridge Lofts Condominium Association (the "Association"). The Skybridge Lofts Condominium development is located at 604 N. Bluff Dr., directly adjacent to the 6201 Crow Ln. I am writing on behalf of the Association to formally express our strong opposition to the proposed re-zoning request for 6201 Crow Ln, which seeks to change the property's designation from Limited Office (LO) to Limited Retail (LR). This proposed change is deeply concerning for our community, as it would not only sanction the ongoing non-compliant operations of the existing dog boarding facility but also open the door for future unrestricted business expansion, further exacerbating the negative impact on SkyBridge Lofts residents.

As it stands, the dog boarding facility at 6201 Crow Ln has repeatedly operated in violation of its current LO zoning permit, and granting an LR designation would remove existing constraints, allowing the business to grow without sufficient regulatory oversight. This would amplify the detrimental effects that our community has already endured, including:

1. **Persistent Noise Pollution** – The continuous and excessive barking of boarded dogs has already disrupted the peaceful residential character of our community. By permitting retail operations at this location, the volume of business could increase, leading to an even greater frequency of noise disturbances, significantly impacting residents' quality of life.
2. **Compromised Safety and Shared Trail Access** – The facility's proximity to the SkyBridge Lofts community has led to multiple documented incidents where dogs from

Austin: 4301 Westbank Drive, Building A, Suite 150, Austin, TX 78746
Dallas: 3333 Lee Parkway, Suite 600, Dallas, TX 75219
Houston: 2500 Wilcrest, Suite 300, Houston, Texas 77042
San Antonio: 18756 Stone Oak Parkway, Suite 200, San Antonio, TX 78258

(T) 737-261-0600 | (F) 737-261-0637
(T) 469-676-4020 | (F) 737-261-0637
(T) 281-404-3520 | (F) 737-261-0637
(T) 726-222-9240 | (F) 737-261-0637

CAGLE PUGH
March 10, 2025 | Page 2 of 2

the business have accessed our community trail through an improperly secured shared fence. Residents, including children and leashed pets, have been startled and even chased by these dogs, creating an ongoing safety concern. The proposed zoning change would likely result in an expansion of operations, thereby increasing the number of incidents and heightening the risk of liability for all parties involved.

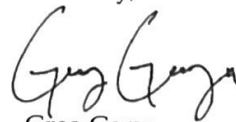
3. **Traffic Congestion and Incompatible Use of a Cul-de-Sac** – The property is situated at the dead end of a cul-de-sac, an area inherently unsuitable for high-traffic retail or commercial operations. The current dog boarding facility already generates excessive traffic beyond what the site was designed to support. An LR designation would not only legitimize this improper use but also encourage further expansion, leading to increased vehicular congestion, greater wear on public infrastructure, and heightened safety hazards for residents, pedestrians, and local drivers.

In addition to these pressing concerns, it is critical to acknowledge the long-term consequences of approving this zoning change. The LR designation would remove key restrictions that currently prevent the unchecked expansion of commercial activities at this site. Over time, this could result in an even broader range of business operations, compounding the existing negative effects on property values, neighborhood tranquility, and public safety. The community has already suffered due to the facility's non-compliance with LO zoning, and the precedent set by granting this re-permitting request would make future mitigation efforts substantially more difficult.

For these reasons, we respectfully urge the City of Austin to **deny** the request to re-zone 6201 Crow Ln from LO to LR. Allowing this change would validate a pattern of non-compliant behavior while permitting further expansion that would be detrimental to the SkyBridge Lofts community and the surrounding area.

We appreciate your time and consideration of this matter. Should the Commission require additional documentation or resident testimony, we are prepared to provide further evidence supporting our opposition.

Sincerely,



Greg Garza
CAGLE PUGH

Cc: SkyBridge Lofts Condominium Association Board of Directors
604 N. Bluff Drive
Austin, TX 78745

Aaron Weinkrantz, Community Association Manager

Villela, Beverly

From: Elaheh Jamali [REDACTED]
Sent: Tuesday, May 27, 2025 11:41 PM
To: Villela, Beverly
Subject: Case Number: C14-2024-0168

You don't often get email from [REDACTED]. [Learn why this is important](#)

External Email - Exercise Caution

Hello,

My name is Elaheh Jamali and I am sending my comments regarding case number: C14-2024-0168 for public hearing on June 5th, 2025.

My address affected by this is 604 N Bluff Drive Unit 140 Austin TX 78745 and my position on rezoning is -
> I **object**.

Comments:

1. Dogs barking all day & into late evening. Caretakers screaming at dogs to be quiet.
2. Can't walk on the trail by the property line as the dogs being boarded charge the fence, bark & jump on the fence aggressively.
3. Reduced property value. Not hard to imagine that prospective buyers would surmise that living next to a dog boarding facility

Any potential buyer would be noisy & bothersome. So this dog business (which wasn't there when Skybridge was built & just recently started operating) will reduce our property values & ability to sell our property. A community of 100+ units should not be impacted by one person's desire to turn his property into a dog boarding facility. This is a residential area - not commercial.

Thank you.

Regards,

Elaheh Jamali 05/27/2025

CAUTION: This is an EXTERNAL email. Please use caution when clicking links or opening attachments. If you believe this to be a malicious or phishing email, please report it using the "Report Message" button in Outlook.

For any additional questions or concerns, contact CSIRT at "cybersecurity@austintexas.gov".

To Whom It May Concern,

As a local resident and devoted pet parent, I am writing this letter to express my full support for The Acre and the incredible value they bring to our community.

My fiancé and I first discovered The Acre during a moment of crisis—our original dog sitter canceled, and we were scrambling to find a safe and reliable place for our pup, Blue. From the moment we contacted The Acre, we were met with kindness, professionalism, and genuine care. They didn't just "fit us in"—they made us feel like family.

Since then, The Acre has become our go-to place for both daycare and boarding. The facility is not only beautiful and expansive, but it's also designed with dogs' happiness and safety in mind. Blue has room to run, play, and socialize in a secure, natural environment while being monitored by their amazing staff. The team takes the time to get to know each dog, tailoring their care based on personality and needs.

One of the things that stands out the most is how well Blue is watched and monitored. Every visit comes with detailed updates and photos, so we always know how he's doing—what he ate, how much he played, who he made friends with. It's clear that the staff pays close attention to every dog in their care. That kind of communication provides an incredible sense of comfort and peace of mind.

As a local, I can confidently say that The Acre is a major asset to our neighborhood. They don't just serve pet owners—they strengthen the community by providing safe, ethical, and joyful care for our dogs. In a city growing as rapidly as Austin, it's rare to find a business that blends this level of quality with such genuine heart.

I strongly support any effort that allows The Acre to grow and continue serving families like ours. They've already made a meaningful difference in our lives—and Blue's tail wags harder every time we pull into their driveway.

Sincerely,

Jim and Dominique
District 9

To Whom It May Concern,

I just wanted to take a minute to share how much The Acre means to me and to our dog, Blue. We've been bringing Blue to The Acre for a while now, and it's honestly hard to imagine our routine without it.

From day one, Blue has absolutely loved the supervised play sessions. He gets to run around, make dog friends, and burn off energy in a safe and well watched environment. I can tell he feels comfortable and happy there, and as a dog owner, that peace of mind is huge.

What really stands out to me is the staff. Every single person we've interacted with is kind, attentive, and clearly passionate about the dogs in their care. I always appreciate the updates throughout the day, whether it's a photo or a quick note about how Blue is doing, it makes me feel like he's being looked after by people who genuinely care.

We chose The Acre after checking out a few other places, and honestly, nothing else felt quite right. The space is open and natural, the team is top notch, and there's a sense of community that just clicks. We've stuck with The Acre because they've consistently gone above and beyond, and Blue is thriving because of it.

South Austin is lucky to have a place like this. It's more than just dog care. It's a space where dogs can play, socialize, and be dogs, and where owners know their pets are in great hands.

Thanks again for everything you do.

Sincerely,
Bruce and Loren

Letter of Recommendation

Micheline, District 2

My name is Micheline. I have been taking my dog(s) to The Acre since February 2024 and let me tell you it has changed everything for us.

We adopted our girl, Karma, from New Mexico and knew we wanted to give her everything and more when she came home with us. She was my partner's brother's dog and he passed away suddenly and we took Karma in immediately. When she came home with us to Austin, we immediately sent her to a board and train program for four weeks to get her acclimated to this new life where we wanted her to feel comfortable being around other dogs and for us to feel safe with taking her out with us around other dogs. I wouldn't be honest if I didn't say we were completely nervous doing this. We went in pretty blind and we were stressed about not seeing her and if she was okay. I had to go once a week to see her for her progress and was not allowed to pet her, greet her, anything. This makes me so emotional typing this. She was so visibly stressed and the trainer said this is typically how it goes, but something felt so off about that. She came back to us trained, but so stressed to the point where I felt that we needed to give her a huge break around other people and dogs. I felt super guilty as a mom for her stress and not really knowing what might have been going on at her program.

She came home and we still felt uneasy bringing her around other dogs because of her stress and this hurt to my core seeing her this way and I wanted a solution. Karma grew up in New Mexico and was 8 years old when she came to us. Her life there had been spent mostly in a trailer and she had had zero interaction with other animals. She lived a pretty lonely life even though she had her dad, but her life was very isolated; our goal was to change that.

One day I was scrolling on Instagram and my friend had posted about The Acre on her story and I have never searched a business so fast. This was it, I just knew it was. I immediately reached out to them and received the quickest response from Madalyn. She was super friendly and invited us over to The Acre to meet her and take Karma in for a play day evaluation (first day of doggy daycare to make sure it is a right fit for everyone). My heart was racing all morning after I had dropped her off because I was anxious in a way I had not felt previously at her board and train program, I was excited this time, but nervous for my girl because of her trauma. I

had my phone next to me and then it rang. I answered and Madalyn had called me to assure me that not only was Karma having the greatest time ever, she made it to their VIP list which made me laugh so hard and that was it. I hung up with her and cried out of relief because this was going to change everything for Karma's life.

Karma begged to go to "school" (The Acre) and my favorite thing about The Acre is not only how welcoming they are, but how well they are at communicating with me and updating me throughout the day with photos of my girl having the best time. I work full-time and am alone for about half of the year because my boyfriend travels for work and many times I have had to book last minute because of work, book boarding because of an emergency and they have been so accommodating even though as a small business especially, they can choose not to be. They are truly angels. You know a place is wonderful to your dog when their tail wags the moment the car pulls up to their location. My entire family knows about "school" and how much Karma loved it.

Karma passed away suddenly in December of last year and Madalyn checked up on me often. I had called her about Karma's diagnosis which was two weeks to the date that Karma passed. Madalyn checked on me up until that day and after. She would write me thoughtful messages and send me photos of my girl. She was one of the first people I called the day she had passed. This place is more than a doggy daycare, they care so deeply about what they do and the people and dogs they see daily. Madalyn and Barret are so unbelievably kind and gracious and have done so much for the community having such a safe space for our dogs to go play and be boarded if needed. This place is NOT TRANSACTIONAL, they treat you like your dog is the most important dog there and they will ensure that they get everything they need. I am a helicopter mom and they are so patient with me and have never made me feel otherwise. I have shared their information with so many of my clients and if I know someone has a dog I immediately share The Acre's information with them; it is a no brainer.

The Acre changed our lives and Karma's life. She made life long friends there and we made sure to even have her go to school on her birthday because there was no place else she would have rather been. My family jokes that she's still at school playing with everyone to this day.

We have since adopted a dog (Hazelnut) to help with this new chapter since Karma's passing and I know that Karma sent her to us. Karma had a best friend at school named Goose and I thought about him so much after Karma passed. I

stayed after hours one day for a late pick-up for Hazelnut and had asked Madalyn if Goose still attended school and she said yes that Goose and Hazelnut had met that day. I went to review photos that were sent to me by The Acre that day and Hazelnut and Goose were playing together the way Karma and Goose would and the closure that gives me is beyond, all because of these beautiful people and their business. I owe everything to The Acre for everything they have done for me and my family and for changing Karma and Hazelnut's lives forever.

To Whom It May Concern,

As a local resident and devoted pet parent, I am writing this letter to express my full support for The Acre and the incredible value they bring to our community.

My fiancé and I first discovered The Acre during a moment of crisis—our original dog sitter canceled, and we were scrambling to find a safe and reliable place for our pup, Blue. From the moment we contacted The Acre, we were met with kindness, professionalism, and genuine care. They didn't just "fit us in"—they made us feel like family.

Since then, The Acre has become our go-to place for both daycare and boarding. The facility is not only beautiful, but it's also designed with dogs' happiness and safety in mind. Blue has room to run, play, and socialize in a secure, natural environment while being attentively looked after. The team takes the time to get to know each dog, tailoring their care based on personality and needs.

One of the things that stands out the most is how well Blue is watched and monitored. Every visit comes with detailed updates and photos, so we always know how he's doing—what he ate, how much he played, who he made friends with. It's clear that the staff pays close attention to every dog in their care. That kind of communication provides an incredible sense of comfort and peace of mind.

As a local, I can confidently say that The Acre is a major asset to our neighborhood. They don't just serve pet owners—they strengthen the community by providing safe, ethical, and joyful care for our dogs. In a city growing as rapidly as Austin, it's rare to find a business that blends this level of quality with such genuine heart.

I strongly support any effort that allows The Acre to grow and continue serving families like ours. They've already made a meaningful difference in our lives—and Blue's tail wags harder every time we pull into their driveway.

Sincerely,

Jim King

1620 E Riverside Dr, Apt 3041

Austin, TX 78704

As a first responder who manages multiple ambulances and often works long hours or is called to travel, finding a safe, reliable, and loving environment for my dog was a top priority. That's exactly what I found in our local dog daycare here in South Austin.

This facility has been nothing short of a second home for my dog, Frankie. We've attended daycare over 90 times in the past year, and each visit has reinforced how fortunate we are to have a place like this in our community. Their yard dedicated for small dogs are not only beautiful but thoughtfully maintained—offering a safe and enriching environment where dogs like Frankie can play, socialize, and thrive.

Beyond their facilities, what truly sets this daycare apart is the role they play in the broader Austin pet owner community. They provide peace of mind for people like me—working professionals, especially first responders—who rely on dependable care for our pets while we're out protecting and serving others.

I strongly support the rezoning request and urge you to consider how much this daycare contributes to the fabric of our neighborhood and the well-being of both pets and their owners. They've built more than a business—they've built a community.

Shannon McNeal, Mom to Frankie

We've been bringing our dog, Bosco, to The Acre for about a year now, and the difference it has made in his and our life has been incredible.

When we first started, we were mainly looking for a safe space for Bosco to socialize while we were at work. But it's become so much more than that. The combination of daycare and training has helped Bosco build confidence, better social skills, and work through some of the behaviors we struggled with at home and on walks.

The supervised play sessions have truly been the highlight for Bosco. He went from solo play sessions to small group to now playing comfortably in big groups. He's made so many doggie friends. He gets excited the moment we pull into the parking lot and comes home happy and tired. We are at ease knowing that he is in a safe, structured environment where he can play and just be himself.

Communication from the team has also been fantastic. We get a quick update on how his day went during pick up and pictures from his play sessions. The staff is always so welcoming, warm, and attentive. It's clear they truly understand dogs and are passionate about what they do. They know each dog individually and care deeply.

We also did 1-on-1 training sessions here and honestly, it exceeded every expectation we had. As first-time dog parents, we didn't even realize how much we had to learn. Our trainer was incredibly patient and knowledgeable, helping us better understand how to support and communicate with Bosco.

The facility itself is clean, well-organized, and thoughtfully designed with the dogs' comfort and safety in mind. The outdoor play area offers plenty of space for running and play, and the indoor kennels are spacious enough to comfortably accommodate even large dogs. It really feels like a second home for Bosco and honestly, like a support system for us as dog parents.

We're so grateful to have found The Acre and can't recommend it enough to any dog parent. We absolutely love sending our dog here and he loves it even more!

Thanks,
Flavia
District 2

To Whom It May Concern,

I just wanted to take a minute to share how much The Acre means to me and to our dog, Blue. We've been bringing Blue to The Acre for almost a year now, and it's honestly hard to imagine our routine without it.

From day one, Blue has absolutely loved the supervised play sessions. He gets to run around, make dog friends, and burn off energy in a safe and well watched environment. I can tell he feels comfortable and happy there, and as a dog owner, that peace of mind is huge.

What really stands out to me is the staff. Every single person we've interacted with is kind, attentive, and clearly passionate about the dogs in their care. I always appreciate the updates throughout the day, whether it's a photo or a quick note about how Blue is doing, it makes me feel like he's being looked after by people who genuinely care.

We chose The Acre after checking out a few other places, and honestly, nothing else felt quite right. The space is open and natural, the team is top notch, and there's a sense of community that just clicks. We've stuck with The Acre because they've consistently gone above and beyond, and Blue is thriving because of it. South Austin is lucky to have a place like this. It's more than just dog care. It's a space where dogs can play, socialize, and be dogs, and where owners know their pets are in great hands.

Thanks again for everything you do.

Sincerely,
Bruce and Loren
District 2

To Whom it May Concern,

I moved across the country to Austin in January 2023 with my dog Samson. I absolutely love my dog and try to incorporate him into my life as much as possible, but this is not always doable. To help make the transition as smooth as possible, I knew I needed to find a day care and boarding place for him to get established ASAP!

I googled “dog boarding places near me now” and The Acre popped up less than 2 miles away and looked like a perfect place to start. Sammy has a bit of separation anxiety, hates being kenneled, has tons of energy, the list goes on.. From day one Barret and Madalyn took Samson in and treated him so well. We have not stopped going back, so much so that he knows the name “The Acre” by heart and cannot contain his excitement on the car ride and rarely wants to leave the grounds.

My experience at this place has simply been amazing. I’ve had terrible boarding experiences where I last lived, so much so that I started only letting friends and family watch my dog. Leaving your dogs at The Acre is like leaving them with Friends and Family! They bring so much to this community. It’s truly impressive how much they have grown the business over the past two years and it’s a testament to their character and how much the community loves them. I couldn’t imagine South Austin without The Acre and I know so many people would feel the same.

Sincerely,
Christa, District 2

As a first responder who manages multiple ambulances and often works long hours or is called to travel, finding a safe, reliable, and loving environment for my dog was a top priority. That's exactly what I found in The Acre. This facility has been nothing short of a second home for my dog, Frankie. We've attended daycare over 100 times in the past two years, and each visit has reinforced how fortunate we are to have a place like this in our community. Their yard dedicated for small dogs are not only beautiful but thoughtfully maintained—offering a safe and enriching environment where dogs like Frankie can play, socialize, and thrive. Beyond their facilities, what truly sets this daycare apart is the role they play in the broader Austin pet owner community. They provide peace of mind with constant updates throughout the day for people like me—working professionals, especially first responders—who rely on dependable care for our pets while we're out protecting and serving others.

I strongly support the rezoning request and urge you to consider how much this daycare contributes to the fabric of our neighborhood and the well-being of both pets and their owners. They've built more than a business—they've built a community.

Shannon McNeal, Mom to Frankie
Lives in San Marcos and Works in District 2

To Whom it May Concern,

I moved across the country to Austin in January 2023 with my dog Samson. I absolutely love my dog and try to incorporate him into my life as much as possible, but this is not always doable. To help make the transition as smooth as possible, I knew I needed to find a day care and boarding place for him to get established ASAP!

I googled “dog boarding places near me now” and The Acre popped up less than 2 miles away and looked like a perfect place to start. Sammy has a bit of separation anxiety, hates being kenneled, has tons of energy, the list goes on.. From day one Barret and Madalyn took Samson in and treated him so well. We have not stopped going back, so much so that he knows the name “The Acre” by heart and cannot contain his excitement on the car ride and rarely wants to leave the grounds.

My experience at this place has simply been amazing. I’ve had terrible boarding experiences where I last lived, so much so that I started only letting friends and family watch my dog. Leaving your dogs at The Acre is like leaving them with Friends and Family! I’ve been in Austin 2 years now and Barret and Madalyn have become friends of mine. They bring so much to this community. It’s truly impressive how much they have grown the business over the past two years and it’s a testament to their character and how much the community loves them. I couldn’t imagine South Austin without The Acre and I know so many people would feel the same.

Sincerely,
Christa Sutter

To whom this may concern,

I've been taking my dog Trunks to The Acre for about a year and a half now. He was gifted to me by a past relationship. Which means, I didn't choose the breed, nor was I prepared to take on this breed but I completely fell in love with him. Trunks is a Weimaraner, and if you know anything about the breed, you know they're incredibly active, smart, and high-energy. Living in a downtown apartment, I quickly realized I needed help to meet his needs.

I was doing everything I could: four-mile runs every day, puzzle toys, and I even went to multiple trainers to work through some of his anxiety issues. But it still wasn't enough. I tried four different doggy daycares near downtown, hoping it would help him get his energy out in a healthy way. None of them worked out. The spaces were small, usually just concrete backyards, he came back with just as much if not more energy and he was even banned from one for "eating rocks," which I now know was just boredom and frustration. I was exhausted and at a breaking point, even considering rehoming him, which devastated me.

Then I found The Acre. Trunks was about eight months old at the time. From the first visit, the staff made me feel seen and supported. They understood Trunks' energy and personality and assured me they would keep a close eye on him, and they did. No rocks were eaten. That actually became a bit of an inside joke since it's in his profile. He came home happily exhausted, and for the first time in forever, I felt relieved.

From that day forward, it became part of our weekly routine. Trunks gets excited every time we turn down the road toward The Acre. I don't just bring him in weekly for daycare. It's also the only place I have ever boarded him overnight. Knowing how anxious he can be, I wouldn't trust him anywhere else. They know him. They love him. And I have complete trust in the care he gets there.

Since starting at The Acre, Trunks has grown more confident and relaxed, overall in his daily life. I've found a real sense of peace knowing he's in such good hands. The open land is beautiful and gives him all the space he needs to play, but it's also so well maintained. I've never seen a single bug bite on him, which is impressive for a dog with extremely sensitive skin.

And honestly, one of my favorite parts is the people. The owners and staff are kind, genuine, and always take the time to talk with me. They tell me how Trunks did that day, anything unusual they noticed, or just some silly story about what goofy thing he did, and I love that. It makes me so happy to know someone else out there loves him and sees his personality like I do. I also love checking the app and seeing pictures of him running around, tongue out, completely in his element.

I've recommended The Acre to so many people, and every single one of them has had the best things to say. It's rare to find a place that gives both you and your dog this much peace of mind.

The Acre has truly changed everything for us. Trunks is thriving. He's more confident, more relaxed, and genuinely happier. And for me, it's been such a relief to know he's in good hands with people who care about him as much as I do.

The Acre is home for Trunks in a way I never expected and I'm so grateful to have found it.

With love,
Trunks & Angie
District 2



My girlfriend and I have been taking our little terrier, Brewster, to the Acre for over a year now, and we can't imagine taking him anywhere else. I remember the first day I dropped Brewster off, Barrett gave me a full tour of the facility and explained in detail how the Acre goes the extra mile to ensure the best care for their dogs...in our experience, the team at the Acre has proved just that. Every time we drop off/pick up Brewster from daycare or boarding, the staff is personable and caring, and Brewster is left fed, exhausted, and happy (with a huge smile!). He has a shy demeanor, but the staff at the Acre consistently looks out for him and cares for him as if he were their own puppy.

We are extremely thankful to have a place like the Acre in our community; we never feel stressed or worried when Brewster is there, and we always look forward to the funny photo updates that the team provides. Barrett and Madalyn have built a special place in South Austin, and we are excited to bring Brewster back for years to come!

Alec, District 5

To Whom It May Concern,

We, the management of Retreat at North Bluff, are pleased to express our appreciation for our neighbors at The Acre, a dog daycare located adjacent to our apartment complex. As a community dedicated to serving low-income housing needs in Austin, we value neighbors who contribute positively to our environment, and The Acre has consistently demonstrated this commitment.

The Acre has been an exemplary neighbor, maintaining a calm and peaceful atmosphere on our shared street. We have never experienced issues with excessive barking or traffic disruptions, which is greatly appreciated by our residents. Their efforts to operate respectfully ensure that our community remains a serene place to call home.

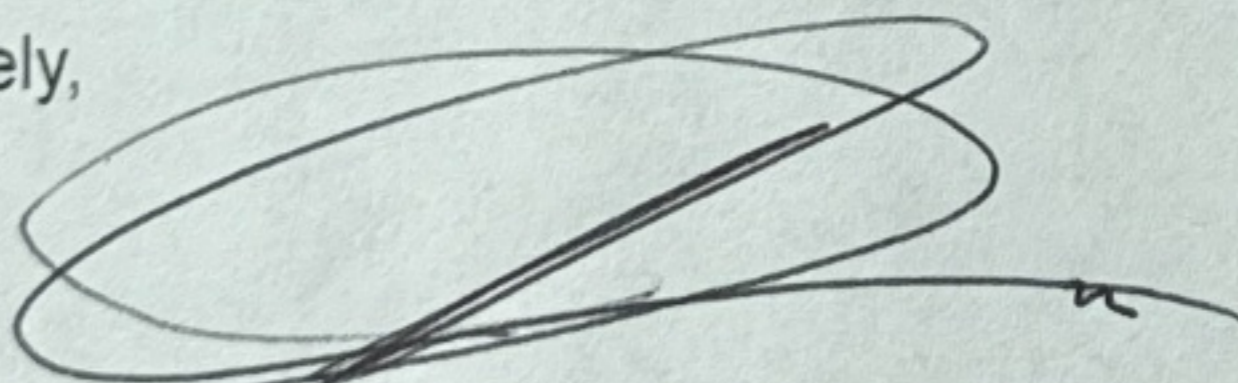
We are particularly excited about the growing partnership between Retreat at North Bluff and The Acre. Their generous offer to provide discounted pet services to our residents is a meaningful gesture that enhances the quality of life for our community members and their pets. This initiative reflects their dedication to fostering strong, supportive relationships with those around them.

We are grateful to have such a considerate and valuable service next to our complex. The Acre's presence not only benefits our residents with convenient access to high-quality pet care but also strengthens the sense of community in our neighborhood. We look forward to continuing and expanding our collaboration in the future.

Sincerely,

David

Assistant Manager at Retreat at North Bluff

A handwritten signature in dark ink, appearing to be 'David', with a large, loopy flourish extending from the end of the name.

500 North Bluff Dr.

Austin, TX 78745

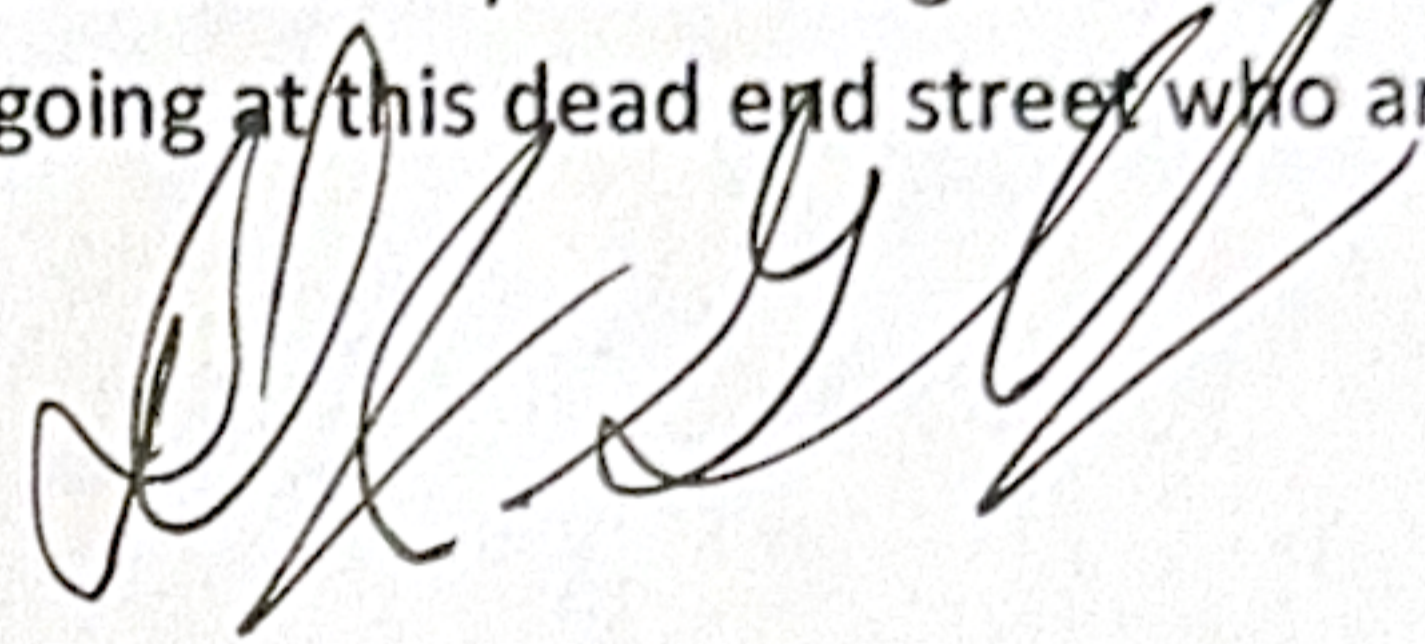
6/19/25

To whom it may concern,

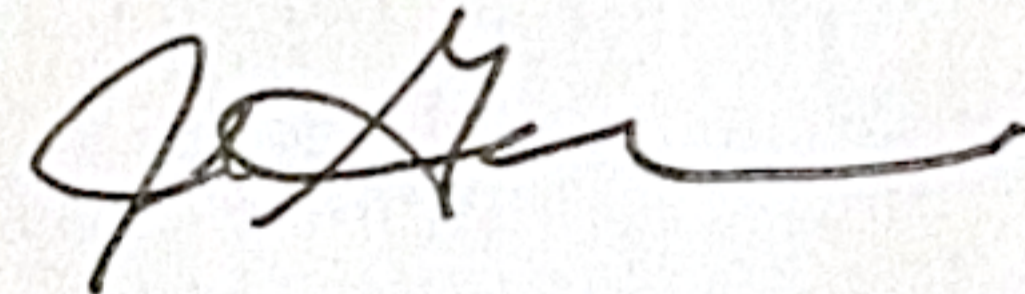
Our neighbors at 6201 Crow Lane, Barret and Madalyn Smith, are an integral part of our community. Because there are only a few houses on Crow Lane and North Bluff Drive, with the rest of the community being multi housing, they have always offered stability in our area.

We have owned the property on North Bluff Dr. for 30 yrs. and have known the Smith family for all these years starting back with their grandmother, Ellen Smith. We were glad when they began offering day care services for dogs as it again brought stability to the neighborhood.

The business brings in caring people to the community and the activity at the dog center also keeps the community safer by having people coming and going at this dead end street who are good contributing members of our community.

A handwritten signature in black ink, appearing to be 'Dan and Jean Geurkink', written in a cursive style.

Dan and Jean Geurkink

A handwritten signature in black ink, appearing to be 'Dan and Jean Geurkink', written in a cursive style.