

**OFFICE OF ZONING AND ADMINISTRATIVE HEARINGS
MONTGOMERY COUNTY, MARYLAND
100 Maryland Avenue, Room 200
Rockville, Maryland, 20850
(240) 777-6660
{Form Revised 10-7-14}**

OZAH No. CU-	_____
Date Certified Complete	_____
Date Filed	_____
Hearing Date	_____
Time	_____

APPLICATION FOR CONDITIONAL USE

(Please note instructions on reverse side. Application cannot be processed unless all information is submitted)

Application is hereby made for a Conditional Use under the Zoning Ordinance for the Montgomery-Washington Regional District in Montgomery County, Maryland (Chap. 59, Mont. Co. Code 2014) as follows:

Applicant(s) Donna Mack
 Property to be used: Lot N/A Block N/A Subdivision Parcel J Plat 10231
 Street Address 5225 Pooks Hill Rd C14s City Bethesda State MD Zip 20814
 Zone Classification R-H Tax Account No. 52-1187203
 Proposed Use Retail Service Establishment (Massage Practice)

If this Application is for a Day Care Facility, specify the number of children to be cared for _____

Zoning Ordinance subsection providing for proposed use: Section 59-3- Retail/Service 59.3.5.11.B
 (in accordance with Section 59-7.3.1)

Owner of property: Name The Promenade Towers
 Address 5225 Pooks Hill Rd Bethesda, MD 20814

Applicant's present legal interest in above property: (check one)
 Owner (including joint ownership) Lessee Tenant other than lessee Contract Purchaser
 Other (Describe) _____

Has any previous application for a special exception or conditional use involving this property been made by this Applicant, or by anyone else to this Applicant's knowledge? NO
 If so, give Case Number(s): _____

I have read the instructions on the reverse side of this form, and am filing herewith all of the required accompanying information. I hereby affirm that all of the statements and information contained in or filed with this Application are true and correct.

Signature of Attorney - (Please print next to signature)	<u>Donna R. Mack</u>	Signature of Applicant(s) - (Please print next to signature)	<u>Donna L. Mack</u>
Address of Attorney	_____	Address of Applicant(s)	<u>1084 Carlton Pl/B Frederick, MD 20713</u>
Telephone Number	_____	Home Telephone Number	<u>301-219-2082</u>
Email Address	_____	Work Telephone Number	<u>Same</u>

Conditional Use Annual Billing Information (Please Print)			
Name:	_____		
Street Address:	_____		
City:	State:	Zip Code:	
Telephone Number:	Email Address:	_____	
A - 1			

Therapeutic Massage Associates

Statement of Justification

I am leasing space on the Arcade level of The Promenade Towers. This is an 18 floor high-rise residential condominium building with 1170 units. My office is located on the bottom floor below the Lobby Level. Beneath the Arcade Level is the underground parking providing private residential parking.

The Arcade Level has multiple businesses and amenities. There is a dry cleaners, travel agency, convenience store, salon and restaurant. This is also the floor that has a gym, indoor swimming pool and access to outdoor swimming pool. There are meeting rooms, a Party room and the Administration Office along with medical suites all included on this floor.

I have been a practicing Licensed Massage Therapist at The Promenade since October 1998. I assumed the lease from a prior lease holder in October of 2008.

This space is approximately 170 square feet. There are no plans to make changes to any structures impacting the number of square feet of this space.

Outside lighting comes from the hallway that my office space is located off of. I have one door off this hallway. This is the only entrance to this space. You must either enter the building through the Arcade or Lobby Levels if visiting the building. Residents just come down to the Arcade Level for appointments. The only signage I use is affixed to this door. It is an oval shape ten inches long by thirteen inches wide that reads "Therapeutic Massage Associates".

Appointments are scheduled in advance. No more than five appointments are scheduled per day. Appointment times can vary in length from thirty minutes to ninety minutes. One hour is the most common length of appointment time.

Hours of operation vary due to a unique scheduling process.

I do not employ any staff.

The majority of clients reside in The Promenade. Some clients do visit the building. The property offers many options for customer/visitor parking; therefore, I do not require any special accommodations for parking availability. There are six customer/guest parking spaces for the Arcade Level and six more on the upper level of open parking. Along with visitor parking there are spaces specific to the salon and medical suites. Being that at the very most, there are times that I would need two spots, one for myself and one for a visiting guest, the guest spot would never be used for more than 90 minutes at a time. The Promenade also provides underground parking for all residents.

Development Applications and Regulatory Coordination

Effective 9/30/2013

M-NCPPC • 8787 Georgia Avenue, Silver Spring, MD 20910 • 301-495-4550, fax: 301-495-1306

APPLICATION

Forest Conservation Law Applicability for Special Exceptions

PROPERTY LOCATION

Street Address: 5225 Pooks Hill Rd
 Subdivision: 236 Parcel(s) # J, 10231 Lot #(s): N/A Block(s): N/A
 Property Tax Identification Number: 52-1187720

Applicant (Owner or Contract Purchaser):

Donna L. Mack
 Name 1084 Carlton Pl IB
 Street Address Fredevick MO 21703
 City State Zip Code
301 219-2082 Phone No. Fax No.

Total Area of Property: 24,7726 acres 1,079,095 square feet

APPLICANT ATTESTS THAT THE FOLLOWING STATEMENTS APPLY TO THE SUBJECT SPECIAL EXCEPTION APPLICATION

Applicant attests that the following statements apply to the subject special exception:

- The application does not propose any clearing or grading activities on or near the special exception site.

OR, all of the following:

- The application applies to a property of less than 40,000 square feet.
- The property is not subject to a previously approved Forest Conservation Plan.
- The special exception proposal will not impact any champion tree as defined by the Montgomery County Forestry Board.

Signature of applicant (Owner or Contract Purchaser): Donna L. Mack

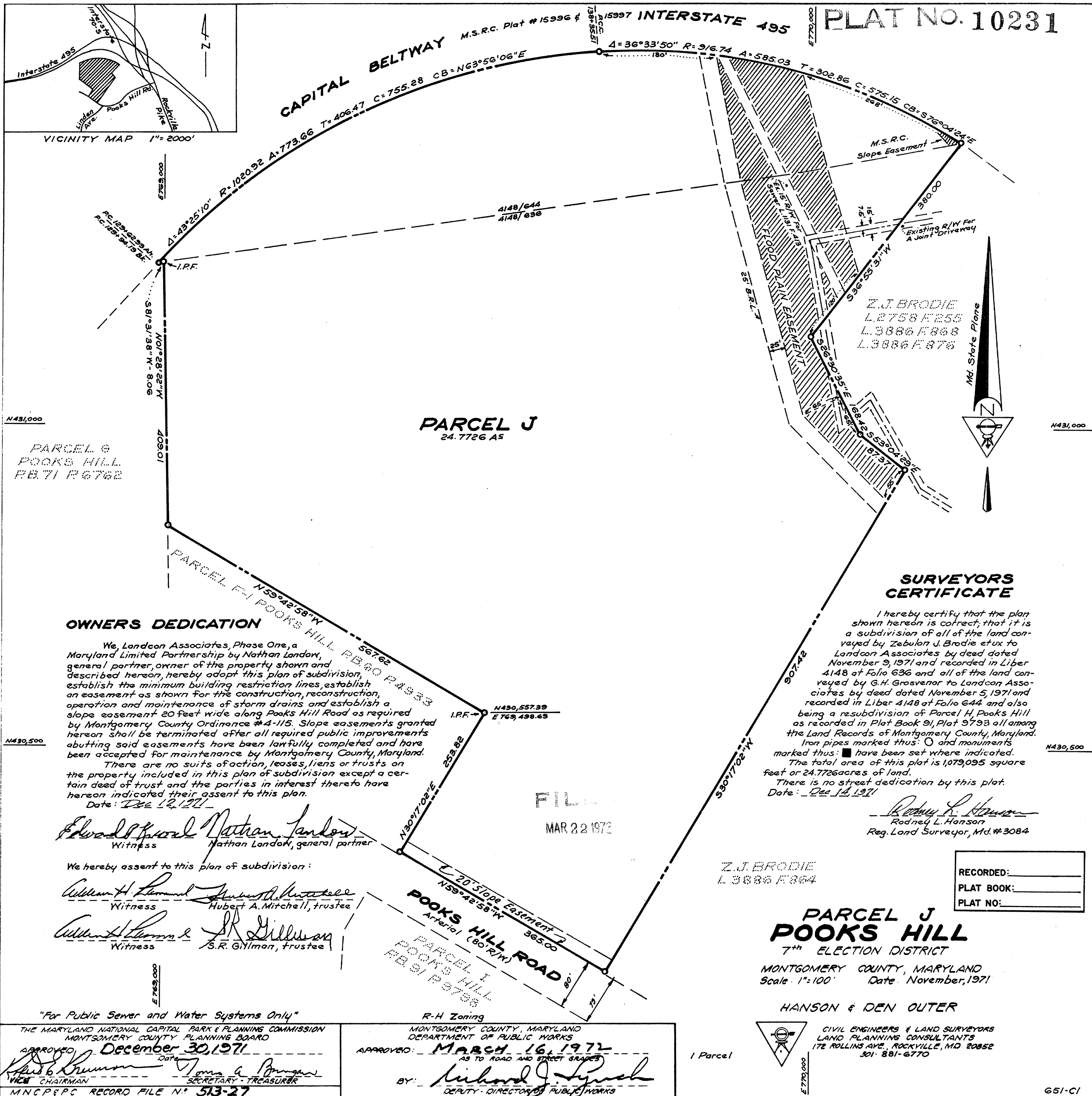
Donna L. Mack 11/26/2021
 Signature Date

FOR STAFF USE ONLY

M-NCPPC acknowledges that the special exception for the above property:

- is not subject to the Forest Conservation Law as defined in Chapter 22A of the Montgomery County Code
- is exempt from the Forest Conservation Plan requirements under Section 22A-5 (q)(1) of the Forest Conservation Law

Signature of M-NCPPC Environmental Planning staff reviewer: 42021201E
[Signature] 2/1/21
 Signature Date



MONTGOMERY COUNTY CIRCUIT COURT (Subdivision Plats, MO) Plat 10231, MNCPCPC Record File No. 513-27, Date of Filing 12/12/71, Date of Recording 12/12/71, Printed 01/15/86, Date available 1977/03/22, Maryland State Archives

OWNERS DEDICATION

We, Landcon Associates, Phase One, a Maryland Limited Partnership by Nathan Landox, general partner, owner of the property shown and described hereon, hereby adopt this plan of subdivision, establish the minimum building restriction lines, establish an easement as shown for the construction, reconstruction, operation and maintenance of storm drains and establish a slope easement 20 feet wide along Pooks Hill Road as required by Montgomery County Ordinance #4-115. Slope easements granted hereon shall be terminated after all required public improvements abutting said easements have been lawfully completed and have been accepted for maintenance by Montgomery County, Maryland. There are no suits of action, leases, liens or trusts on the property included in this plan of subdivision except a certain deed of trust and the parties in interest thereto have hereon indicated their assent to this plan.
Date: Dec 12, 1971

Edward J. ... Witness
Nathan Landox, general partner
 We hereby assent to this plan of subdivision:
William H. ... Witness
Hubert A. Mitchell, trustee
William H. ... Witness
S.R. Gillman, trustee

SURVEYORS CERTIFICATE

I hereby certify that the plan shown hereon is correct; that it is a subdivision of all of the land conveyed by Zebulon J. Brodie et ux to Landcon Associates by deed dated November 9, 1971 and recorded in Liber 4148 at Folio 636 and all of the land conveyed by G.H. Grosvenor to Landcon Associates by deed dated November 5, 1971 and recorded in Liber 4148 at Folio 644 and also being a resubdivision of Parcel H, Pooks Hill as recorded in Plat Book 91, Plat 9793 all among the Land Records of Montgomery County, Maryland. Iron pipes marked thus: \odot and monuments marked thus: \blacksquare have been set where indicated. The total area of this plat is 1,079,095 square feet or 24.7726 acres of land. There is no street dedication by this plat.
Date: Dec 14, 1971
Rodney L. Hanson
 Rodney L. Hanson
 Reg. Land Surveyor, Md. #3084

Z.J. BRODIE
 L. 3886 F. 876

RECORDED: _____
 PLAT BOOK: _____
 PLAT NO: _____

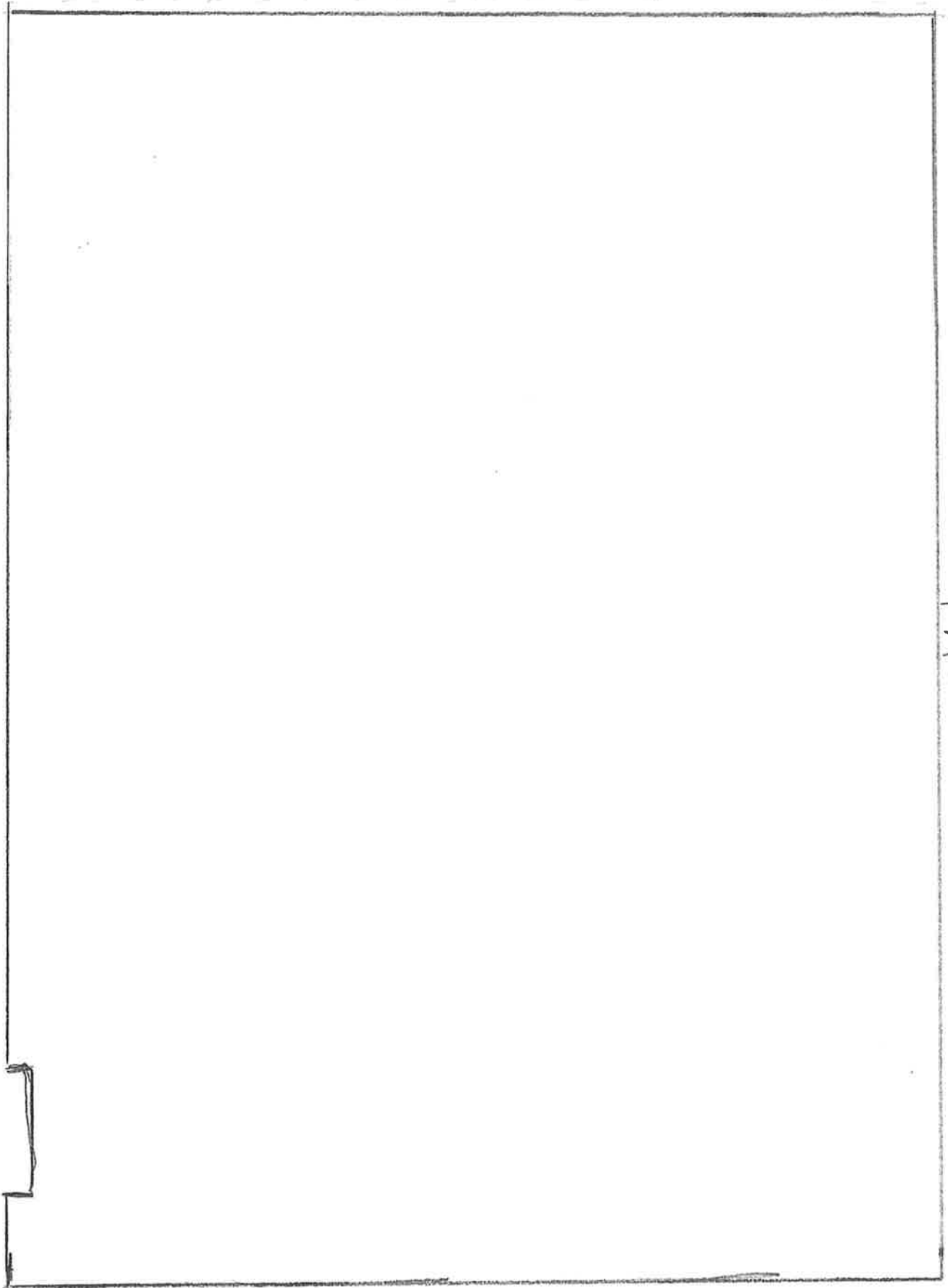
**PARCEL J
 POOKS HILL**

7th ELECTION DISTRICT
 MONTGOMERY COUNTY, MARYLAND
 Scale: 1"=100' Date: November, 1971

HANSON & DEN OUTER
 CIVIL ENGINEERS & LAND SURVEYORS
 LAND PLANNING CONSULTANTS
 172 ROLLINS AVE., ROCKVILLE, MD 20852
 301-881-6770

"For Public Sewer and Water Systems Only"
 THE MARYLAND NATIONAL CAPITAL PARK & PLANNING COMMISSION
 MONTGOMERY COUNTY PLANNING BOARD
 APPROVED: *...* December 30, 1971
 VICE CHAIRMAN SECRETARY-TREASURER
 MNCPCPC RECORD FILE NO. 513-27

R-H Zoning
 MONTGOMERY COUNTY, MARYLAND
 DEPARTMENT OF PUBLIC WORKS
 APPROVED: *...* March 16, 1972
 AS TO ROAD AND STREET GRADES
 BY: *Richard J. Lynch*
 DEPUTY DIRECTOR OF PUBLIC WORKS



HALLWAY

Door

11 ft

17 ft

Hallway

To Whom It May Concern:

I am writing to support Donna Mack's application for a Montgomery County operating permit. I have been a client of hers for massage during the past three years at The Promenade Towers in Bethesda. The Promenade consists of commercial businesses as well as some 1,100 housing units in two high-rise buildings. Donna has maintained her practice there successfully for well over a decade, including with many who live in the buildings' apartments.

In addition to my own satisfaction with Donna's work, she has dozens of other pleased clients who see her regularly. I've known several of them from having lived at the Promenade myself for seven years. Many see her for physically therapeutic massage; others, for relaxation and stress reduction. I've never heard anything negative about her skills or her standards

Like many others, her business has been impacted by the Covid pandemic during the past year. During this difficult time, Donna has taken the prescribed health precautions once it was lawful to re-open. In addition, she has spaced her appointments to minimize contact, rather than rushing back to seek maximum capacity—an example of her professionalism.

Feel free to contact me if you have questions.

Sid Groeneman

Rockville, Maryland

sid.grc@me.com

240-669-9343

I have been a client of Therapeutic Massage Associates for the past fifteen years. This alone should be a testimony to the positive impact that Donna Mack has had on my health and well-being. Donna is the most reliable, experienced and personable therapist I have ever had. She has seen me through regular bi-monthly treatments, as well as was a very important part of my recovery after a surgery. I have a highly stressful job and Donna consistently helps to ease the stress by focusing on areas where my tension affects my physical self. But, perhaps even more important, I have never left her treatments without also experiencing a sense of mental calm. Perhaps this is reflective of Donna herself who is not only an excellent professional but also a warm and caring person. Her office is cozy, comfortable and clean so you feel relaxed from the minute you walk in. I have recommended her to many friends and acquaintances and wouldn't see anyone else.

Elena, Bethesda, MD.

To whom it may concern,

I am writing this letter in support of Therapeutic Massage Associates run by Ms. Donna Mack at 5225 Pooks Hill Road, Bethesda, MD 20814.

I have been receiving therapeutic massage from Ms. Mack on a bi-weekly basis for several years. I am 72 and I have benefited from the professional and expert services offered. She takes time prior to the massage to ascertain any specific issues to treat with extra care.

Conversations before and after the treatment confirm that Ms. Mack is highly trained in her craft and takes great interest in her clients.

She maintains a friendly welcoming environment and adheres to the highest sanitation protocols. Her studio provides relaxing locale for treatment that enhances the massage.

Her location in the building in which I live creates an enviable experience of being able to return home after treatment without encountering traffic and the outside world. It's very relaxing.

Massage therapy has been practiced for many thousands of years—I am proud to say that Donna Mack honors this history to the highest professional standards.

John Keator
Bethesda, MD
jkeator@mac.com

/j

Mary-Rose de Valladares
5515 Spruce Tree Avenue
Bethesda, MD 20814

February 18, 2021

To Whom It May Concern:

It gives me great pleasure to offer this testimonial for Ms. Donna Mack.

I have known Ms. Mack for some 15 years, during which time she has been my massage therapist. A top-notch professional, she is a highly skilled in this healing art. She is also an empathetic listener with a talent for creating rapport with people of all ages and walks of life. Her massage therapy studio is a tranquil and comforting place. Even more important – especially for someone providing services to the general public - Ms. Mack is a person of high integrity. It is little wonder that she has such a successful practice.

Massage therapy is, of course, an important amenity for a mixed use property. Ms. Mack is a great asset to the Promenade, her location for the past ~20 years, and its community. I have recommended her highly to family and friends in the past and will continue to do so in the future.

Thank you for the opportunity to commend Ms. Mack and her valuable massage therapy services.

Sincerely,

Mary-Rose de Valladares



Testimonial

1 message

Carol Hindin <carolonpookshill@aol.com>
Reply-to: Carol Hindin <carolonpookshill@aol.com>
To: donnamack1007@msn.com

Thu, Feb 11, 2021 at 4:29 PM

To whom it might concern:

I have had the benefits and the pleasure at the "Hands" of my excellent Massage Therapist Donna Mack for the last 17 years. Donna's expertise as a Massage Therapist has absolutely contributed not only to my physical health and welfare, but also to my emotional well being !!! As an over 80 year old female, I not only benefit from her massage skills, but from her sense of compassion and caring. Donna has always, from the beginning, made sure that she addressed my needs and insured that my health and well-being were her priority.

And, the fact that Donna comes to us here in the Promenade Apartments, I, along with so many of my friends and neighbors, are absolutely thrilled with the fact that after our delightful massage, we only have to walk a few steps to an elevator and then we are home. The Promenade residents are so fortunate and grateful to have our community be able to enjoy and benefit from the "Hands and Expertise" of Donna Mack !!!

Carol Hindin

Karalee Harhaji
Karalee.morgan3@gmail.com
(570) 228 – 1644

February 11, 2021

To whom it might concern:

I am writing this letter in support of Therapeutic Massage Associates run by Donna Mack at The Promenade Towers, 5225 Pooks Hill Rd Bethesda, MD 20905. Both my husband, Boris, and I have been receiving massage therapy from Donna for over five years. During that time, Donna has improved our well-being tremendously. Donna is a very competent massage therapist that handles her business with care and diligence. Her kindness and welcoming demeanor, along with the relaxing environment of her massage studio, provides a sanctuary from our busy lives and daily stress. Every time we receive a massage we leave feeling healthy and rejuvenated. I often wish my time there didn't need to come to an end! I have an office job and sit, working on my computer for many hours, therefore suffering from a stiff neck and shoulder tightness. Donna has worked tirelessly to mitigate those issues with every visit.

The location of this business is also vital to many clients of Therapeutic Massage Associates. Located on the premises of a large apartment complex, the ease of access to Donna's massage studio is paramount for many of her clients, especially those who are elderly and living within that complex. My husband and I first started coming to Donna when we lived in The Promenade but have since relocated. We believe so completely in her care that we still continue to return to The Promenade monthly to receive massage therapy. We are certainly not alone in the benefits that we've experienced from the Therapeutic Massage Associates. This business, which has been located in The Promenade for many years, has been a vital place of well-being and relaxation for many in our community.

Thank you,



Karalee Harhaji

To whom it might concern,

I am writing this letter in support of Therapeutic Massage Associates run by Donna Mack at 5225 Pooks Hill Rd, Bethesda, MD 20814. I have been coming to Donna Mack for 7 years. Donna is a very conscientious, competent and experienced Masseuse and I have benefited from regular massage on a weekly basis with her for all these years. Donna's massage practice has helped me keep healthy and feeling young. As a result, I do not feel my 66 years. I am able to have massages weekly due to its very convenient location in Promenade. I am not alone in the benefits from massage. Donna has created a wonderful community of women and men in our building and surrounding neighborhood who also are regulars. It would be very sad to have this very special community broken up. The intimate space in Promenade on the Arcade level with several other businesses is conveniently located so we are able to walk to our appointments. The North Bethesda community is very fortunate to have such an ideal place & masseuse for massage. It is a health service that for many years I have benefited from as well as my Promenade neighborhood for our community's health and well-being in a community that has a population with a large percentage of 65+.

Kind Regards
Leslie Gyi

lgyi@hotmail.com

February 18, 2021

To Whom It May Concern,

This testimonial letter of recommendation is made on behalf of Therapeutic Massage Associates, located in The Promenade Towers on Pooks Hill Road in Bethesda, Maryland. I have been of client of Donna Mack at this location for over 15 years. The gated security, reserved customer parking, and ease of safe access have always made my visits comfortable and stress free. I am an aging surgeon with chronic back pain, herniated discs in upper and lower spine, and osteoarthritis. Donna's expertise in relieving pain, releasing knotted and tense muscles, and advising home therapies to further treat my maladies have extended my career.

Over the years, I have shopped at the market and eaten at the restaurant located on the same level as her office. I have come to know some of her clients, many of whom are residents in the buildings. We all agree how fortunate we are to have located some one with her expertise, and the older residents feel even luckier that she is on the premises. She is a caring and professional healthcare provider, and an asset to the community. If and when I decide to sell my home and downsize, her presence and skills make The Promenade a choice worth considering!

Sincerely,



Michael Tigani MD

To whom it may concern,

Donna Mack has provided wonderful massages for me recently. I have had a lot of neck and shoulder pain. Both times after my massage I felt wonderful! I really enjoy the fact that Donna makes sure to ask questions as we go so that she's using the right amount of pressure for me to be comfortable. The space that she has available is also very relaxing and makes the entire experience even more enjoyable!

Thank you,
Kristen Rabs

To whom it might concern:

I am pleased to write this letter in support of Donna Mack, Massage Therapist, who works from her studio at The Promenade, 5225 Pooks Hill Road, Bethesda, MD. 20814. I have been coming to Donna for over three years after getting her name from a friend who has been seeing Donna for more than ten years. Donna is an extremely skilled, professional and a caring and conscientious therapist. She is concerned about my well-being and always accommodating to my schedule needs. Her studio offers a warm, welcoming and pleasant space. Donna always responds to any special needs I may present to her.

Donna's massages have contributed to my feeling of well being and helped me maintain an active life style. I am very grateful to Donna, especially since I have recently turned 80 years old. I look forward to many more years of working with Donna.

If there are any questions or need for additional information, I can be reached at hermmom@aol.com or on 301-325-8386.

Michele Herman

February 11, 2021

From: Marie R. Austin, BS, RN, MPA, MS, CRNP
To: Whom It May Concern

I am writing this personal letter in support of Therapeutic Massage Associates operated by Ms. Donna Mack at the Promenade Towers, 5225 Pooks Hill Road, in Bethesda Md. 20814.

I have had the distinct pleasure of knowing and working with Donna Mack for five years. I have benefited from her therapy for my pain and muscle spasms caused by Multiple Sclerosis, Degenerative Disc Disease, Epicondylitis and Plantar Fasciitis. Her expertise and treatment have allowed me the great benefit of not having to have steroid injections and or surgery. Her therapy is extremely effective in minimizing my pain, improving my range of motion and quality of life.

Ms. Mack is a very competent, and conscientious professional and because her office is located near my condo (at Promenade Towers) it has been fortuitous in permitting me to see her one to two times a week for maintenance of my symptoms.

I have spoken to many other residents in our community they have also expressed satisfaction and had only wonderful comments concerning Ms. Mack and her Practice. I feel very blessed to have her services available to me. I highly endorse Therapeutic Massage Associates.

In my professional capacity as a Nurse Practitioner, I have been so impressed with her professionalism and outcomes that I have in the past referred several of my patients to her services.

If you have any questions or concerns, please feel free to contact me.

Respectfully,

Marie R Austin
Deel654@comcast.net
301-367-5914

February 14, 2021

To Whom It May Concern:

I am writing this in support of Donna Mack's Massage Therapy practice at the Promenade, located at: 5225 Pooks Hill Rd, Bethesda, MD 20814.

I have been coming to receive massage therapy from Donna Mack for over a decade. Donna is a very capable massage therapist, and a superb consultant with a lot of knowledge of how the physical body works and reacts to different levels of stress, and other serious physical injuries and illnesses. Over the years my health and overall well-being has improved as a result of the work Donna has conducted with me, and I have seen great physical benefits from the massage sessions I received throughout the years. Donna has helped me keep healthy and often able to perform daily necessary physical tasks without upper backpain brought on by chronic stress I unfortunately experience.

I am not the only one who benefits from Donna's work. Donna has created a wonderful massage practice and has helped hundreds of clients over the years. I haven't looked for another massage therapist since meeting Donna over 10 years ago. I believe I found the best massage therapist in DC metro when I came across Donna's information. At this point of our professional relationship, Donna is familiar with my stress levels and understands how tension affect my overall physical wellbeing. Not being able to receive massage therapy would at the very least put my upper back and shoulders back in a state of constant mild to acute pain, depending how long it would take me to find a massage therapist with credentials and understanding of the physical body equal to Donna's. Years ago, I made a mistake of not scheduling sessions with Donna for a few months. I was super busy and just couldn't find the time to align therapy against my demanding schedule. I found out the hard way it was absolutely necessary to get back to see Donna on a regular (bi-weekly interval) basis, after I couldn't lift my right hand at all due to physical stress I was experiencing at the time. One session with Donna fixed the problem. I really don't know what I would have done without the ability to use my left hand. Donna's clients are very fortunate to have found her and are able to work with such an outstanding professional!

Lastly, since Covid's restrictions, Donna has gone above and beyond with safety precautions in the office. The space is disinfected multiple times and Donna's approach towards practicing protective measures created very safe conditions for the clientele. I feel 100% comfortable in the office and don't fear any transmission given Donna's rigorous safety driven approach.

If you have any questions at all regarding Donna Mack's Massage Therapy practice, and would like to reach to me directly, please advise.

Thank you-
Sue Sozewska

9803 Veirs Dr. Apt 307

Rockville, MD 20850

February 12, 2021

To Whom It May Concern:

I have known Donna Mack in her capacity as a massage therapist for two years. I was referred to her for chronic pain therapy. Donna is a consummate professional. She assesses the client prior to each session, maintains the highest standards of infection control, evaluates the effectiveness of her interventions and delivers therapy in a respectful and effective manner. She is a credit to her profession.

Sincerely,

Carol I Vandrey

Donna Mack, Therapeutic Massage Associates

For more than 10 years I have been a client of Therapeutic Massage Associates, whose office is located on the Arcade Level of The Promenade, 5225 Pooks Hill Road, Bethesda, Maryland 20814. Donna Mack, the proprietor, is my therapist there, and I have the greatest respect and praise for her professionalism and her ability to heal. The location is very convenient, as well, for facilitating weekly or bi-monthly appointments into one's regular routine.

For years, I had suffered from painful muscle spasms in my back and neck. Donna Mack located the source of the discomfort, eliminated much of it, and has continued to maintain these improvements. On a separate occasion, the range of motion (ROM) in my right shoulder was reduced due to an injury, and there was some pain associated with it, as well. Donna Mack was able to pinpoint the areas affected and release the tension, which improved the ROM and lessened the pain in my shoulder. I had a similar experience with a lower back spasm, which she also relieved for me. Her exceptional training allows her to locate muscle irregularities and treat them using deep tissue massage and pressure points. She is a master of her craft.

Without a doubt, Therapeutic Massage Associates has greatly improved my health and my quality of life. Kudos to Donna Mack and her enterprise. I feel very fortunate to have found them.

Martha Newman

mnewman61@comcast.net

Burt Murray
5525 Pooks Hill Rd #809 N
Bethesda, Md 20814

2/14/2021

To whom it may concern:

I am writing to provide a testimonial for Therapeutic Massage Associates (TMA) operated by Ms Donna Mack at The Promenade condo complex at 5225 Pooks Hill Rd in Bethesda, Md. I am an owner/resident at The Promenade and a client of TMA. The Promenade is a large condo complex comprised of two 18 story towers, with over 1,000 units, connected by a lobby on ground level and an Atrium level on the floor below. That level houses many of the numerous amenities that we have at the Promenade, such as a market, travel agent, valet and dry cleaner, various medical providers, a gym, an indoor pool, a salon and TMA. These amenities are what draws people to The Promenade, and us residents appreciate having them here. The complex has a large older and disabled population.

In my case I am a lifetime resident of Montgomery county. In 2016 I had a cancerous tumor in my leg that resulted in an amputation. At the time I had a two-story house in Wheaton that I found impossible to live in or take care of anymore and had to find something on one floor that provided amenities and services. I have a high level amputation which does not work with prosthetics and I need a lot of help and services.

In addition to my various handicaps, I have constant pain issues and am in and out of physical therapy (currently in). Ms Mack's massage studio has helped me tremendously with my muscle and pain issues. She is an excellent masseuse and is knowledgeable and experienced. I was concerned about coming back for massages after the initial Promenade closing because of the pandemic, but after discussing it with Ms Mack she allayed all my fears, and I am impressed and persuaded with the safety measures she has implemented.

I cannot stress how important it is to me and to numerous other residents here to have all these amenities in our complex so that we do not need to travel to get to get to the various services. For me I have a handicapped scooter and it is easy to ride around and get downstairs. I would not be able to go to regular massages if I had to leave the complex. As I type this there is an ice storm going on outside and I don't leave here when there is snow or ice to deal with, and this is a common adage among Promenade residents.

Throughout this pandemic I have unfortunately seen many Montgomery County businesses permanently close and TMA had to close for about three months when the Promenade required almost all of the amenities to close last March. I was eager about TMA's reopening and praise Ms Mack's efforts in getting this important business safely back open. She provides an invaluable service to The Promenade residents and to the county in general. I applaud any business that has made it through the pandemic and hope the county makes every effort it can to help the ones remaining survive. This is a business that for many years has created benefits for our community's health and well-being.

Burt Murray

wheatonburt@gmail.com

240-393-7219

Janet L. Goldberg

5225 Pooks Hill Road
Bethesda, Maryland 20814

February 14, 2021

To Whom It May Concern:

This letter is in support of Donna Mack of Therapeutic Massage Associates. I have been a client of Donna's for several years. She is a highly skilled and talented therapist. Her deep concern about my health and progress is authentic and comforting.

Donna is a complete professional and has created a calm and serene setting, which enhances her ability to find the exact areas which have the greatest need for relief. She has a vast knowledge of the relationships within the body and how therapy can relieve pain that is interconnected. My work with her provides me with the incentive to continue with my wellness rehabilitation program.

Thank you for this opportunity to provide my support and endorsement of Donna Mack and her work through Therapeutic Massage Associates.

I remain sincerely,

Janet Goldberg

Janet L. Goldberg

To whom it might concern:

I am writing this letter in support of Donna Mack.

I have been coming to Donna for over ten years. Donna is a very conscientious, competent and a loving massage therapist. Donna's practice has helped me keep healthy and feeling well. I am not alone in the benefits from my continued appointments with Donna. It would be very sad to have this special community broken up. The intimate space that Donna has created is very special and much more beneficial than a larger space. It is a space that for many years has created benefits for me and our community's health and well-being. If you need to discuss please contact me at 301-674-0700

Lauren_ritter@yahoo.com

To whom it may concern:

I am writing this letter in support of Therapeutic Massage Associates run by Donna Mack at The Promenade on 5225 Pooks Hill Rd, Bethesda, MD 20814. At the recommendation of my doctor, I started coming to her about 20 years ago to relieve my shoulder pain due to excessive computer use. I was apprehensive but she put me at ease as soon as we met. She asked questions to assess my problem and then she, using her massage techniques, alleviated my pain. I always find it amazing that with her knowledge of all the muscles in the body, she can zero in on the muscles that I have abused and quickly relaxes them. I am grateful to have found her and because of her skill, I can use my computer for very long periods of time.

I am not the only one that has confidence in her since I see that she has a faithful following.

I have recommended her to my friends and will continue to do so.

F. Jarosak

PEGGIE ZINNAMON
5225 POOKS HILL ROAD, A-20 SOUTH
BETHESDA, MARYLAND 20814

February 16, 2021

To Whom It May Concern:

This letter is in support Donna Mack/Therapeutic Massage Associates located at 5225 Pooks Hill Road, Arcade Level, Bethesda, Maryland, 20814. I have been Donna's client for over ten years and her willingness to listen to my specific complaints and adapt her massage technique to accommodate my needs is truly unique. I truly look forward to each and every massage.

I know many in The Promenade who feel as I do – we are fortunate to have such a professional and personable masseuse in our community.

Yours truly,



Peggie Zinnamon

Irene Wagner
5225 Pooks Hill Road, Apt 1101N
Bethesda, MD 20814
icwbeth@gmail.com

To Whom It May Concern:

Donna Mack, Therapeutic Massage Associates, 5225 Pooks Hill Road, C-14s, Bethesda, MD 20814, has been a major part of my recovery from several illnesses. Her wonderful therapeutic massage has allowed my body to relax and recovery when it had gotten stiff and painful. I am eternally grateful to her. Her facility is clean and very comfortable place to relax. Please allow her to continue to support the Promenade and its community.

Thank you very much.

Irene Wagner

To Whom it Might Concern:

I am writing this letter in support of Donna Mack, head of Therapeutic Massage Associates, at the Promenade, 5225 Pooks Hill Rd. in Bethesda, MD 20814. Donna is an excellent massage therapist, and I have been going to her for massages for over 20 years.

Donna is conscientious, competent, and treats her clients with kindness and care. Her massages have relieved back and shoulder pain as well as providing a relaxing benefit. As a result, I have been active in tennis and other sports. The location at the Promenade is very convenient because this Co-op has other services on the Arcade level where Donna's practice exists. This small space next to the indoor pool is perfect for her massage studio.

Therapeutic Massage Associates has been a great benefit for Promenade residents of all ages.

Sincerely,

Suzanne Clewell
reader1021@aol.com

February 2021

To whom it might concern:

I am writing this letter in support of Donna Mack, massage therapist at the Promenade, 5225 Pooks Hill Rd., A Level, Bethesda, MD 20814. I was so happy to hear that the Promenade had a massage therapist in-house, not having to leave the building was so special and convenient! In addition, I have a time-specific regular schedule date for my massage which affords me the relaxation and benefits of just going upstairs to my condo and either falling asleep or relaxing without having to fight traffic or going outside into inclement weather conditions, which negates the benefits after a massage. I have had a standing schedule of massages of every other week with Donna Mack since I moved to the Promenade in 2014, that is for over 6 years.

Donna is a competent, professional, conscientious and caring massage therapist who has multiple skills in massage techniques to make sure that she provides you with the adequate massage strength and technique for your needs at your specific time slot. After arriving her first question, after greeting you, is "Are there any special areas which need attention today and/or any issues I need to know about your body today?" I feel very lucky to have Donna in the building. I have benefitted from her experience, skills and practice and I feel that, at my age of 74, her massages constantly help me keep fit, and stay physically and mentally healthy.

I believe that Donna has created a community of women and men from within the Promenade residents who receive and have benefited from her services on a regular basis here at the Promenade. She has created a space/room at the Promenade which is calming, quiet, intimate, warm and ideal for massages. Our residents are microcosm of the population in Bethesda, and she encapsulates the skills and techniques for all ages. Having Donna and her massages here is an excellent contribution to the well-being of the entire community.

We are very fortunate to have Donna and her practice here at the Promenade. The benefits that she brings to us individually and as a group are immeasurable.

Sonia M. Leon

leonsonia1446@comcast.net

Transportation Exemption Statement

Hours of Operation

The proposed retail establishment will have the following hours of operations

	Start Time	End Time
Monday	10:00 a.m.	10:00 PM
Tuesday	10:00 a.m.	10:00 PM
Wednesday	10:00 a.m.	10:00 PM
Thursday	10:00 a.m.	10:00 PM
Friday	10:00 a.m.	10:00 PM
Saturday	10:00 a.m.	10:00 PM
Friday	10:00 a.m.	10:00 PM

Trip Generation

Think about the busiest day that you can book at your establishment. Fill out the table below.

Think about the maximum number of customers you can serve in the hours below. Keep in mind that a customer generates two trips; one "in" and one "out".

Think about the maximum number of staff persons that will need parking on your site. Keep in mind that a staff person generates two trips; one "in" and one "out".

Morning peak period is from 6:30 AM-9:30 AM and the evening peak hour is 4-7 PM. The Planning Department is concerned with the most possible trips that can occur within any hour. If the hour breaks in the table below don't match your greatest activity, please revise. Contact staff if you have questions about this.

	Morning Peak Period Hours		
Total Trips	6:30-7:30 AM	7:30 - 8:30 AM	8:30 -9:30 AM
In	0	0	2
Out	0	0	1
Total	0	0	3

	Evening Peak Period Hours		
Total Trips	4-5 PM	5-6 PM	7-8 PM
In	2	1	1
Out	1	1	1
Total	3	2	2

Parking

Please describe the parking facilities available for your use. Think about the following.

1. How many parking spaces are present and available to your customers and staff?
 - a. If you share parking with an existing use (condominiums) tell us how many spaces exist and how many condominium units have access to that same parking.
2. What is the maximum number of spaces that your specific use needs during it's busiest time? Think about customers and staff.



Guest
Visitor
parking

↑↑ Entrance
to
property

└─ Arcade Level
parking

Therapeutic Massage Associates

Transportation Exemption Statement:

Hours of operation are by appointment only and avoid peak traffic patterns. Appointments are made in advance and there is only one client scheduled at a time. Hours of operation provide a range of time to offer clients, however if there are no appointments scheduled there would not be any traffic generated or need for parking spaces.

The majority of Therapeutic Massage Associates' clients are residents of the Promenade, so parking and traffic are minimally or completely unaffected by these clients. Residents have their own private, underground parking.

For clients who are not residents of the Promenade Towers, the property offers plenty of customer/visitor parking. A total of six customer/visitor spots are located on the Arcade Level of parking along with six additional spaces at the main entrance at the Lobby level. The maximum number of parking spaces needed for visiting clients would not exceed two, including the space I would be using.

Along with customer/visitor parking this property designates parking for other amenities and medical suites, including restaurant, salon and contractors.

From: Cox, Barbara <Barbara.Cox@MontgomeryCountyMD.gov>
Sent: Wednesday, December 9, 2020 12:11 PM
To: Tettelbaum, Emily <Emily.Tettelbaum@montgomeryplanning.org>
Cc: Dickel, Stephanie <Stephanie.Dickel@montgomeryplanning.org>; Salazar, Victor <Victor.Salazar@montgomerycountymd.gov>
Subject: RE: Contact information for M-NCPPC staff
Sensitivity: Private

[EXTERNAL EMAIL] Exercise caution when opening attachments, clicking links, or responding.

Good afternoon Emily,

Thank you for your email. I apologize for the delayed reply. I consulted with Associate County Attorney, Charles Frederick, and Program Manager Victor Salazar about Ms. Mack's case, and we have determined that Ms. Mack's use (massage therapy office) is permitted under a Conditional Use as a Retail/Service Establishment *office* {Sec. 59.8.2.3.B, Footnote 7(c, xii)} in the R-H zone.

Sec. 3.5.11.B.1 defines a Retail/Service Establishment as "a *business providing personal services or sale of goods to the public.*" Additionally, Sec. 3.5.8.B.1 defines an Office as "a *room, set of rooms, or a building where the business of a commercial or industrial organization or of a professional person is conducted.*"

Ms. Mack is a professional person providing personal services in an office. Ms. Mack is licensed by the Maryland Dept. of Health, State Board of Massage Therapy Examiners as a Massage Therapist (License/Registration # M00785)

As authorized under Sec. 2-42B of the Montgomery County Code, it is DPS' interpretation of the code that Ms. Mack may operate her massage therapy office by Conditional Use.

Please let me know if you have any questions or concerns. I would like to provide Ms. Mack with contact information for M-NCPPC staff so that she may reach out for assistance in submitting her Conditional Use application packet by her compliance date of February 1, 2021.

I can be contacted by phone at 240-372-9620 (7:30 AM – 4:00 PM) or via email.

Thank you,

Barbara

Barbara J. P. Cox
Permitting & Code Enforcement Inspector
Montgomery County Government
Dept. of Permitting Services (DPS)
Division of Zoning & Code Compliance
2425 Reedie Drive, 7th Floor