

## Neighborhood Meeting Question & Answer Summary

On March 22, 2018, The Toy Shop & Motolounge held a neighborhood meeting. About 10 people showed up periodically between 7:30-8:30pm. Below is an outline of some of the basic questions that were asked, and below that is our response. Many of the questions were about what service we were planning on doing. Throughout the meeting, Mike (owner) had the ability to speak to all the neighbors who showed up on a personal one-on-one level. We gave out business cards consisting of our email and phone number, encouraging the neighbors to email us or call us with any questions, comments, complaints, or concerns. No objections were made to the petition at this meeting. A long-term resident of the area mentioned they enjoyed the atmosphere and the street view of the shop and mentioned to us how the building has been vacant for more than 10 years before we arrived.

1. What are these bikes on your showroom floor?  
The bikes on our showroom floor are customers winter storage bikes as well as some of our own personal bikes.
2. What type of service will you do?  
We plan on doing all types of motorcycle maintenance, oil changes, coolant flushes, brake flushes, lighting installs, sound installs, and any much more.
3. What are your plans for this year?  
We hope to receive a special use permit to perform auxiliary service and also become a used motorcycle dealer.
4. How will you handle any excessive noise?  
We always let our customers know to keep the noise down. Last year, during some of our events we hired a security team to keep noise down and escort anyone out who did not follow our rules. Any excessive noise we ask for you to give us a phone call and let us know so we can address these issues immediately.
5. Will becoming a dealer or doing service create any issues with traffic?  
We opened in April and have not had any traffic issues at all. We are constantly monitoring our parking lot and reporting any suspicious activity to the Arlington Heights police department.
6. Will you perform service in the summer with the garage open?  
Although, I cannot speak for the future, considering the garage is not air conditioned there will be times the garage is kept open during service. During this time, there will not be any loud noise coming from the garage while it's open. Should there be any loud noise, the garage will be closed to act as a sound barrier.
7. Will your store hours change, will you stay open later?  
No, right now we are on our winter hours and we open later. This spring and summer, we plan on opening up at 10 or 11am and closing at 8pm.