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MAY 12 2021

PLANNING & COMMUNITY  
DEVELOPMENT DEPARTMENT



### **Project Description for Tailchasers Arlington Dog Resort**

Tailchasers, Inc. was started in March of 2004 in Arlington Heights as a dog walking, pet sitting, dog training, and pet first aid business. We were active members of the chamber of commerce and a local BNI chapter and participated in many community events including the Mane Event. We continue to support the local pet rescue groups and community organizations with their fundraisers and volunteer opportunities, and we own and moderate the Arlington Heights Dog Lovers community page on facebook. We have made several appearances at local schools to teach children about careers in the pet industry and how to interact safely with pets. We held weekly obedience classes at Pet Supplies Plus in Arlington Heights for several years and at Loving Care Animal Hospital based in Palatine.

Tailchasers has been proud to serve our clients in Arlington Heights with in home pet care services ongoing since March of 2004. We have a loyal client base and are recommended by many local veterinarians and local pet businesses as reflected in our reviews on yelp, google, facebook, and Angie's list. We purchased Barrington Pet Resort in September of 2018 and have gained valuable experience managing dog play groups and maintaining sanitation and safety for our employees and the pets in our care. In November of 2020, we purchased the franchise Pet Wants Arlington Heights to provide fresh small batch pet food, healthy treats, chews, and spa products with free home delivery to Arlington Heights residents, and we are a current vendor in the 2021 Arlington Heights Farmers Market.

We know the people of Arlington Heights will appreciate our mission of "Chasing a better world, one tail at a time," and we look forward to expanding to a brick and mortar location in the wonderful village where Tailchasers, Inc. began. Feel free to explore our current businesses on facebook – Tailchasers Pet Care, Barrington Pet Resort, and Pet Wants Arlington Heights or our websites [www.tailchasersinc.com](http://www.tailchasersinc.com), [www.barringtonpetresort.com](http://www.barringtonpetresort.com), and [www.petwants.com/arlingtonheights](http://www.petwants.com/arlingtonheights)

Tailchasers Arlington Dog Resort is excited to offer dog daycare, training, boarding, spa services, and pet supplies to the families of Arlington Heights. Our revolutionary Dog Day School program incorporates training and enrichment activities in our dog daycare structure to enhance the lives of the dogs in our care and help improve the relationship between the dogs and their owners at home. Randa Clark brings 21 years of experience as a dog trainer and Matt Clark brings 25 years of experience in customer service and sales. Together, we have owned and

managed Tailchasers, Inc. for 17 years in the Arlington Heights area. They have been testing and tweaking the Dog Day School model at Barrington Pet Resort for two years and are ready to bring a higher level dog daycare experience to the people of Arlington Heights.

Our team of local contractors has measurements completed and are prepared to do a remodel in phases to help provide continuation of services for the current customers of 213 S. Arlington Heights Road. The plan is to replace and seal FRP panels and replace the porous rubber floors with epoxy floors to improve sanitation as well as make repairs to the current drywall and paint. The floor plan of the building will remain the same as the services offered are the same as what is currently being offered by the current tenant. The window signs and post sign will be replaced. In order to provide continuation of services for the current clients, we plan to open July 1<sup>st</sup>.

Tailchasers Arlington Dog Resort plans to operate during the hours of 6:30am-6:30pm Monday through Friday and 9am to 4pm Saturday and Sunday and continue the convenient dog drive through drop off service. The business plans to employ 10 people.

Tailchasers has always been proud of our commitment to staff training and safety. All of our pet care professionals are certified in pet first aid. Our standards of exceptional pet care are well above the industry standard. All of our enrichment counselors complete a 30 hour graded course on cleaning, sanitation, safety, ethics, animal behavior, dog training, and play group management as well as 12 hours hands on with our management team. Our retail items are fresh, all natural, and made in the USA and never include corn, wheat, or by products, and we frequently educate the community on pet nutrition and first aid. All of the Tailchasers services are force free and use positive reinforcement methods to improve behavior without causing fear or pain in the animals in our care. Our cleaning products are biodegradable, and we use non-VOC paint. Our shampoo machine minimizes water and shampoo use to help minimize our environmental footprint.

We look forward to continuing to serve pets and their families in the Arlington Heights community as we push forward with our mission of "Chasing a better world one tail at a time."