

**From:** [Sarah Wetenhall](#)  
**To:** [Paul Castro](#)  
**Cc:** [Maura Ziska](#); [Town Council](#); [Kelly Churney](#); [Wayne Bergman](#)  
**Subject:** response to Jackson complaint - The Colony Hotel  
**Date:** Thursday, July 30, 2020 3:58:09 PM

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\*\*\*\*\*Note: This email was sent from a source external to the Town of Palm Beach. Links or attachments should not be accessed unless expected from a trusted source. Additionally, all requests for information or changes to Town records should be verified for authenticity.\*\*\*\*\*

Dear Paul,

I am writing you in response to Patricia Jackson's email dated July 28, 2020 complaining about the East Garden of The Colony Hotel. It is the purpose of this communication to set the record straight regarding the facts addressed in her note. A few things for you, town staff and the Town Council to reference:

- Ms. Jackson states that she and her neighbors did not receive notice as to the development of the garden. Ms. Jackson indeed did not receive notice of this nature, as she was not a homeowner at 129 Hammon Avenue during 2019 when The Colony Hotel received all relevant permissions and notifications were mailed to all of our neighbors. Ms. Jackson has only recently purchased Unit 3 at 129 Hammon Avenue in April of 2020, so she would not have received notice from the Town of Palm Beach regarding the East Garden, LPC Case Number COA-017-2019. Instead notice was sent to the owner of Unit 3 during that time, Ms. Diana Standish at 401 North Wabash Avenue, Unit 38H Chicago Illinois 60611, which was the town's mailing address on file for her property, PCN 50434326090020030.
- Ms. Jackson states that the East Garden has never been used for any outside activity. This is factually incorrect as that space has not only been used as the Hotel's employee entrance since December 2016, but it is also the loading zone for all events that take place at the hotel. So, it is without doubt a very active area that sees heavy foot traffic, loading and unloading noise, and whatnot for every event that takes place within the hotel's ballroom facility.
- She also comments in her email that the live events have had 'raucous loud, amplified sounds and music continuing too late into the night.' This is a blatant mischaracterization of the facts. On June 8th one wedding ceremony took place from 6:30pm to 7:30pm in the East Garden and then again on June 15th a second wedding ceremony took place from 7:00pm to 8:30pm in the East Garden. Neither were 'raucous' or 'late into the night' - they were joyful wedding ceremonies both of which took place on Monday evenings. The Colony is happy to provide the Run of Show from both wedding planners to evidence the timing of the events if necessary. It is worth noting that in both cases the receptions following these ceremonies took place within The Colony's inside ballroom function facility, as is the plan for future weddings going forward.
- It is also important to be aware that of June 26, 2020 when my family departed Palm Beach for the summer, Ms. Jackson had yet to move into her new condo on Palm Beach. She was not personally present to experience these events, nor has she experienced a previously positive or negative relationship as a neighbor of The Colony Hotel. Her description of these events, and of what the East Garden space used to look like and sound like are purely hearsay

- as is her comment that The Colony is trying to 'push through' this cosmetic change. Ms. Jackson, being a newcomer to Hammon Avenue, isn't familiar with the processes that the Hotel has gone through in previous years or the permissions recieved by the previous Director of Planning, Zoning and Building as well as the Landmarks Comission. She has likely been compelled by Mr. Paul Wood, the president of the condo association, to make such statements, who himself is a relative newcomer to the situation as he only purchased his condo in November of 2019.

Thank you kindly for your time and attention regarding this email. Don't hesitate to let me know if you have questions or need further information.

With warmest regards from our Pink Paradise,

Sarah J. Wetenhall  
The Colony Hotel Palm Beach  
155 Hammon Avenue  
Palm Beach, FL 33480  
[www.thecolonypalmbeach.com](http://www.thecolonypalmbeach.com)  
917.603.4990 mobile  
561.531.5417 office

