FICTIONAL SAMPLE · DRAFTED BY DEMANDLETTERHUB FROM A MADE-UP CASE FILE · NOT LEGAL ADVICE

PLEASE VERIFY BEFORE SENDING

Unverified AI draft. Every fact must be checked against the records before use. It is not legal advice. Fill in every [ADD: …] placeholder, set the demand amount, confirm anything marked [VERIFY], and delete this box before sending.

- Demand amount, response deadline, payment instructions, letter date, delivery method, firm address and contact details, and the ZIP code for the guest's address are placeholders. The booking gives no ZIP for 412 Elm Terrace, Dunmore Ridge.
- Damages total ($2,141.99) is as read from invoices_and_claim.pdf p.1, and it matches the sum of the five line items. The balance after the $250.00 platform payment ($1,891.99) is my own subtraction. Please check both.
- The documents do not say who caused each item of damage or how many people were at the cabin. The letter relies on the guest's own messages, the logs and the cleaner reports. The cigarette burn is not attributed to anyone. The letter does not allege an occupancy violation.
- The photos (1 to 16) and the RoamStay payout statement for the lost booking are referenced but were not provided. Confirm which exhibits to enclose.
- The lost booking (RS-7745-1180) was cancelled by the host at 1:10 PM on September 21, after the 11:45 AM inspection. The carpet invoice is dated September 23. Please confirm the mitigation facts and the [VERIFY: Tennessee rule on recoverability of lost rental income] item.
- The guest says the hot tub cover was already worn. The replacement cost is for a custom-size new cover. Consider whether a depreciation argument is likely.
- The platform paid $250.00 on the patio table (invoice $389.99) and closed the claim. Confirm the platform claim deadline and procedure, and whether the claim can be reopened [VERIFY: platform claim deadline and procedure for this reservation].
- The total paid by the guest ($1,138.40) exceeds the nightly rate plus cleaning fee ($867.00 + $150.00). The documents do not explain the difference, so the letter does not use the figure.
- Tennessee-specific items to confirm: [VERIFY: Tennessee rule on recoverability of lost rental income], [VERIFY: Tennessee rule on pre-suit demand requirements, interest and attorney's fees], [VERIFY: local short-term rental permit rules for the property].

Pellham & Rusk PLLC
[ADD: firm street address]
[ADD: city, state ZIP]
[ADD: phone] · [ADD: email]

[ADD: date]

VIA [ADD: delivery method]

Trevor Ashcombe
412 Elm Terrace
Dunmore Ridge, Tennessee [ADD: ZIP]

Re: Demand for reimbursement of damage, extra cleaning and lost booking, Hollow Pine Cabin, 88 Ridgeback Trail, Carver Gap, Tennessee. Our client: Dana Whitlock. RoamStay Reservation RS-7731-0942. Stay of September 18 to 21, 2026. RoamStay Host Protection Claim HP-558203.

Dear Mr. Ashcombe:

Introduction

We represent Dana Whitlock, the host and owner of Hollow Pine Cabin, 88 Ridgeback Trail, Carver Gap, Tennessee [firm notes] [booking_confirmation_house_rules.pdf p.1]. This letter concerns the stay you booked through RoamStay from September 18, 2026 to September 21, 2026, Reservation RS-7731-0942 [booking_confirmation_house_rules.pdf p.1]. Ms. Whitlock seeks the unpaid balance of the damage, cleaning and lost booking costs from that stay, after the payment she received from the platform [firm notes].

The booking and house rules

You booked the cabin for four adults, with check-in on Friday, September 18, 2026 and check-out on Monday, September 21, 2026 [booking_confirmation_house_rules.pdf p.1]. The reservation shows a nightly rate total of $867.00 and a cleaning fee of $150.00 [booking_confirmation_house_rules.pdf p.1]. The host collected no security deposit. Damage is handled through RoamStay Host Protection claims [booking_confirmation_house_rules.pdf p.1].

You accepted the house rules at booking on September 2, 2026 [booking_confirmation_house_rules.pdf p.1]. They include the following:

- Quiet hours run from 10:00 PM to 8:00 AM, and a decibel-only noise monitor is installed in the great room [booking_confirmation_house_rules.pdf p.1].
- The hot tub cover must be closed with straps after use, and guests must not stand or sit on it [booking_confirmation_house_rules.pdf p.1].
- No glass is allowed on the patio [booking_confirmation_house_rules.pdf p.1].
- No smoking is allowed indoors [booking_confirmation_house_rules.pdf p.1].
- Guests are responsible for damage beyond normal wear and for cleaning beyond the standard cleaning fee [booking_confirmation_house_rules.pdf p.1].

What happened

Before your arrival, the cleaner, Rhonda Meeks, inspected the cabin on September 18, 2026 at 12:30 PM. She recorded that all rooms were clean, the hot tub cover was intact with its straps fastened, the patio table glass top was intact, and the great room carpet was clean. She took photos 1 to 9 [checkout_inspection_and_logs.pdf p.1].

The smart lock log shows your guest code unlocking the front door at 4:12 PM on September 18, 2026. On September 19, 2026, between 8:05 PM and 11:40 PM, the door was unlocked 17 times with the guest code [checkout_inspection_and_logs.pdf p.1].

The noise monitor recorded alerts for a sustained level above threshold at 10:22 PM and 11:47 PM on September 19, 2026, and at 12:31 AM on September 20, 2026 [checkout_inspection_and_logs.pdf p.1]. Ms. Whitlock sent a quiet hours reminder through RoamStay at 10:25 PM and asked how many people were at the cabin [checkout_inspection_and_logs.pdf p.1] [guest_messages.pdf p.1]. At 10:51 PM you replied, "Sorry, some friends from town stopped by. They'll head out soon." [guest_messages.pdf p.1] At 12:40 AM on September 20, Ms. Whitlock wrote that the monitor was still alerting and asked that the gathering end [guest_messages.pdf p.1]. At 9:14 AM you wrote, "Everyone's gone. Sorry about last night." [guest_messages.pdf p.1]

The lock log shows the door locked with your guest code at 10:58 AM on September 21, 2026, with no further entries [checkout_inspection_and_logs.pdf p.1]. At 11:45 AM that day, Ms. Meeks inspected the cabin and recorded the following [checkout_inspection_and_logs.pdf p.1]:

- The patio table glass top was shattered, with glass on the deck boards (photo 10).
- The hot tub cover was split along the center fold, and the foam insert was cracked (photo 11).
- The great room carpet had red stains over an area of approximately 3 feet by 4 feet, and a cigarette burn near the sofa (photos 12 and 13).
- She found 31 empty bottles and cans, food on the floors, and trash bags left on the porch (photos 14 to 16).
- She spent 5 hours of extra cleaning time beyond a standard turnover.

Ms. Whitlock notified you of these conditions at 2:05 PM on September 21, 2026, with photos [guest_messages.pdf p.1]. You responded at 6:48 PM that "[t]he table was an accident, someone leaned on it," that you did not know about the carpet, and that the hot tub cover "was already worn." [guest_messages.pdf p.1] On September 22, 2026, Ms. Whitlock replied that the cover was intact and strapped at the pre-arrival check and sent photo 6 [guest_messages.pdf p.1]. This matches the pre-arrival report [checkout_inspection_and_logs.pdf p.1]. On September 29, 2026, you wrote, "I'm not paying for the cover or the carpet. Let RoamStay handle it." [guest_messages.pdf p.1]

Damages

Ms. Whitlock incurred the following documented costs [invoices_and_claim.pdf p.1]:

Item	Date	Amount	Source
Replacement tempered glass top for patio table, installed (Carver Gap Glass and Patio, Invoice 5520)	September 24, 2026	$389.99	[invoices_and_claim.pdf p.1]
Replacement hot tub cover, custom size (Smoky Ridge Spa Supply, Receipt 18833)	September 25, 2026	$640.00	[invoices_and_claim.pdf p.1]
Stain extraction and burn repair, great room carpet (Highland Carpet Care, Invoice 2207)	September 23, 2026	$275.00	[invoices_and_claim.pdf p.1]
Extra cleaning, 5 hours at $36.00 per hour ($180.00), plus trash haul ($45.00) (Mountain Laurel Cleaning Co., Invoice 9-0921)	September 21, 2026	$225.00	[invoices_and_claim.pdf p.1]
Lost booking payout, Reservation RS-7745-1180 (September 21 to 23, 2026), cancelled by host on September 21, 2026 at 1:10 PM because the hot tub and patio were unusable and the carpet was being treated	September 21, 2026	$612.00	[invoices_and_claim.pdf p.1]
Total (as read from the bills)		**$2,141.99**	[invoices_and_claim.pdf p.1]
Less RoamStay Host Protection payment received October 12, 2026	October 12, 2026	($250.00)	[invoices_and_claim.pdf p.1]
Balance after platform payment (calculated)		**$1,891.99**	

Ms. Whitlock also relies on the lost booking as a consequence of the damage. [VERIFY: Tennessee rule on recoverability of lost rental income]

Platform claim

Ms. Whitlock filed RoamStay Host Protection Claim HP-558203 on September 22, 2026, claiming all of the items above [invoices_and_claim.pdf p.1]. On October 9, 2026, RoamStay issued a payment of $250.00 for the patio table. It stated that the other items were not approved because the guest disputed them, and that the claim was closed [invoices_and_claim.pdf p.1]. Ms. Whitlock received the $250.00 on October 12, 2026 [invoices_and_claim.pdf p.1]. The balance remains unpaid. [VERIFY: platform claim deadline and procedure for this reservation]

Demand

On behalf of Ms. Whitlock, we demand that you pay [ADD: demand amount] by [ADD: response deadline] using [ADD: payment instructions]. The house rules you accepted make guests responsible for damage beyond normal wear and for cleaning beyond the standard cleaning fee [booking_confirmation_house_rules.pdf p.1]. [VERIFY: Tennessee rule on pre-suit demand requirements, interest and attorney's fees]

This letter is not a complete statement of Ms. Whitlock's claims or of the facts, and she reserves all rights and remedies. Please direct all communication about this matter to our office.

Sincerely,

Garrett L. Pellham
Pellham & Rusk PLLC