



HOMETOWN AMERICA  
C O M M U N I T I E S®

April 23, 2019

Mr. Louis Dunning  
Tara Woods Home Owners Association  
2600 Tara Lakes Circle  
North Fort Myers, FL 33917

Dear Mr. Dunning,

I am writing on behalf of Stephen Braun and Gena Paugh in regards to the letter and petition we received from you dated April 15, 2019. Thank you for reaching out to us and sharing the concerns regarding the pool areas that your fellow homeowners have brought to your attention.

As you know, we have had several unplanned repairs that have caused the pools to be temporarily taken out of service more often than usual. Individually, these maintenance items would not be out of the ordinary in terms of a large pool area at a community such as Tara Woods. However, because there have been several larger repairs done in a short period of time, I can sympathize with the frustrations the residents of Tara Woods must have. We do our best to perform repairs timely in order to minimize the time any amenity area is out of service, but at times we find that more time is needed in order to correctly diagnose the root cause of the problem and perform the repair, especially when parts need to be replaced that may have to be ordered.

Currently, there is a reputable, professional pool service performing routine pool maintenance in your community. This company services several communities and we are confident in their ability to properly maintain the pools and spa at Tara Woods. I believe that with this vendor in place we can perform preventative measures and catch problems early if something does arise.

In regards to the petition, the majority of the concerns listed have already been addressed by Darlene. Any pool chairs with broken straps are collected every Monday, restrapped, and returned. Depending on the number of chairs, this may be why it feels as though there is a shortage of chairs. Suntan oils and lotions can cause the straps to prematurely need replaced. We do ask that everyone uses a towel on the chairs to prevent the straps from breaking too quickly. Sadly, we have been made aware of several residents who were observed pouring oil in the pool after it had been cleaned for the day, which would attribute to the black film on the tile. Also, umbrellas are being removed from their bases and put into the pool. We are hopeful that this kind of vandalism will cease and we can move forward with a fun, relaxing pool experience this summer that all residents can enjoy.

Please share my gratitude for the patience you and your Home Owners have demonstrated during this challenging time.

Kind Regards,

Lindsay Harris  
Florida Regional Assistant