



Tara Woods Homeowners Association
2600 Tara Lakes Circle, N. Fort Myers, Fla. 33917

April 15, 2019

Mr. Stephen Braun
Co-President and Chief Operating Officer
Hometown America
150 N. Wacker Dr. Suite 2800
Chicago, IL 60606-1610

Dear Mr. Braun,

Soon you will receive a resident-initiated petition concerning the ongoing maintenance of the pools here in Tara Woods. The Homeowners Association has also received numerous complaints and concerns over the last year. The Tara Woods Community in North Fort Myers has been a Premier Community for over fifteen years. Many residents have enjoyed living in this beautiful, well-kept manufactured home community for over 30 years. As the community residents have aged, so has the community itself. Hometown America has responded to maintenance issues with the staff it employs.

While many improvements have been made to this beautiful community over the last 2½ years: a new roof on the Clubhouse along with replacement of dangerously deteriorating concrete tiles, a refurbished bocce court, the addition of pickleball courts, the construction of professional regulation horseshoe pits, and a developing picnic area along the lake; there remains one issue that can no longer be overlooked or ignored.

Specifically, the pool amenities, including the large pool, lap pool and hot tub have been a source of constant concern for our residents. The pools are the cornerstone of our recreational area. Our Community Improvement Committee has been working closely with Community Manager Darlene Bradley on this issue. The Community Manager has responded promptly to concerns with the

TWHA General/TWHA 2019/letter to Corporate pools

pools. She has had numerous pumps, motors and heaters replaced that have, in short order, failed again. The 30+ year old hot tub does not work properly, and the water jets do not function as should be expected even after numerous “fixes”. These conditions lead one to believe that it might not be specific pumps or motors that are failing but rather a systems problem. It is time to investigate and find out the root cause or causes and treat that rather than treating the symptoms.

The lack of these pool amenities has caused an uprising of residents, especially the new residents who have purchased their brand-new homes in the new phase of expansion here in Tara Woods. As the rents continue to rise, they feel they are not getting the amenities promised to them when they purchased.

This issue affects all residents in our community. We understand that Hometown America is a large company that owns a number of manufactured home communities, not only in Florida, but across the United States. We are probably one of the smaller communities, but we are also advertised as a “Premier Community” owned and operated by your company. While most of our residents are proud to live in Tara Woods, many of them would not agree with that assessment at this time.

A solution to the ongoing pool situation would be to hire a reputable pool maintenance company to oversee the everyday care, as well as addressing emergencies that are occurring too frequently at this time. The residents are of one mind on maintaining that Tara Woods remain a Premier Community by providing quality services. Patching up problems is not acceptable.

We would appreciate an expedient response from you with a positive solution to this problem.

Best Regards,

Louis G. Dunning
President
Tara Woods Home Owners Association

Cc: Gena F. Paugh, Regional Manager, Hometown America
Darlene Bradley, Community Manager, Tara Woods
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