



Control Number: 48174



Item Number: 21

Addendum StartPage: 0

RECEIVED

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PUBLIC UTILITY COMMISSION
FILING CLERK

COMPLAINT OF
Kathleen Larson

PUBLIC UTILITY COMMISSION

AGAINST

PALM SHADOWS RESORT, LLC

OF TEXAS

**FORMAL WATER BILLING COMPLAINT OF
Kathleen Larson
AGAINST PALM SHADOWS RESORT, LLC**

March 2018

NAME: Kathleen Larson

WINTER ADDRESS: 200 N. Val Verde Road

SITE: 63

Donna, TX, 78537

PHONE: 715-222-2246

EMAIL: gklarson4@yahoo.com

SUMMER ADDRESS: 220 Bluff Dr., Somerset, Wisconsin, 54025

PUC Informal Complaint Number: CP201801 0286

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**COMPLAINT OF
Kathleen Larson**

PUBLIC UTILITY COMMISSION

AGAINST

PALM SHADOWS RESORT, LLC

OF TEXAS

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2. **Background** Page 4

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Palm Shadows Resort, LLC (“Corporate” or “Corp” herein)

Palm Shadows MH & RV Park (“the park” or “management” herein)

The Public Utilities Commission of Texas (“PUC” herein)

ATTACHMENTS

Attachment 1: Letter from PUC advising 21 day response time for Corp
response has expired.

Attachment 2: The parks rate schedule for current season (2017-2018) and
rate schedule for 2018-2019.

Attachment 3: Informal Water Complaint filing.

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COMPLAINT OF Kathleen Larson	PUBLIC UTILITY COMMISSION
AGAINST	
PALM SHADOWS RESORT, LLC	OF TEXAS

Pursuant to TEXAS UTILITY CODE 15.052, I file this formal complaint against **PALM SHADOWS RESORT, LLC** and respectfully show the following:

1. Statement of Jurisdiction

The PUC has jurisdiction over the parties and subject matter of this proceeding pursuant to Texas Public Regulatory Act 32.001

Further, the PUC has jurisdiction pursuant to TEXAS UTILITIES CODE 11.002, 14.001, 14.002, 15.021, and 184.013

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**COMPLAINT OF
Kathleen Larson**

AGAINST

PALM SHADOWS RESORT, LLC

PUBLIC UTILITY COMMISSION

OF TEXAS

2. Background

Background:

THE PARK has operated as a combined use park (mobile homes, RVs and apartments) for the past 30 years.

The water billing has been based on set fee, per day, including trash collection for decades. The billing also took into account the occupancy of the site such that any tenant who was absent from the park for an extended period would have those days discounted from their bill provided they notified the park they'd be away.

During the time when the park was owned privately, it is unlikely it had ever followed PUC rules and the calculations for determining the billing allocation was not questioned. When the park was sold to a corporate owner (Palm Shadows Resort, LLC) in 2013, the old billing practice continued with slight increases occurring in the combined "water/trash" fee.

Following an apparent attempt to overcharge on the electrical billing and violations of PUC billing rules and lack of transparency on the pass-through of utility charges (a separate Electric informal complaint currently moving towards a formal complaint), a tenant asked for information on the water allocation methods and charges. That request

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AGAINST

PALM SHADOWS RESORT, LLC

| PUBLIC UTILITY COMMISSION

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OF TEXAS

was not met and management has been non-communicative to all the residents on the issue.

Management has renamed the "water/trash" fee to "Facilities Convenience Fee" and in an undocumented move are declaring themselves an RV Park in an apparent attempt to remove PUC oversight. The new Rate Schedule effective April 2018 will increase rent by approx. \$400 and roll water & trash into the rent, again, hidden from PUC oversight. THE PARK is by definition under Property Code Title 8, Chapter 94, Subchapter A, Sec 94.001, a Manufactured Home Community and under PUC Chapter 24 should be billing based on an allocated method.

3. Relief Sought

As a tenant of THE PARK, I request that:

- 1) Management follow the PUC Substantive Rules as detailed for a Manufactured Home Community with allocated billing as per 24.124, 24.125
- 2) Local management make the documents related to water billing available to the residents as required under the PUC Substantive Rule 24, Section H (c) Records.
- 3) Management returns to the billing practice of charges based on actual occupancy on a per day basis on a monthly statement.
- 4) Management remove "water & trash" inclusion from the yearly lot rate.

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PALM SHADOWS RESORT, LLC

PUBLIC UTILITY COMMISSION

OF TEXAS

4. Statement of Facts/Timeline

The Park is by definition under Property Code Title 8, Chapter 94, Subchapter A, Sec. 94.001(4), a "Manufactured home community".

It is situated at 200 N. Val Verde Road in Donna, Texas on approx. 27 acres.

The park has sites for manufactured homes, mobile homes, RVs and apartments. These sites are interspersed with one another.

Water has been billed for decades as a combined water/trash on a daily rate based on occupancy of the site.

The park has common area facilities for the residents use.

There is a mix of full time residents, winter month residents and transient residents.

There are approx. 350 manufactured or mobile homes, 150 RV sites and 24 apartments.

The park has a husband/wife team as full time managers who live in the park.

The park has been owned by **Palm Shadows Resort, LLC** since 2013 and operated in Texas by **Affordable Housing Communities, LLC**, a Delray Beach, Florida business group.

Dec 14, 2017 – A winter resident of Palm Shadows MH & RV park, requests by letter, information from the park on-site manager regarding the parks water billing allocation formula; the water rate charged by the supplying utility to the park; the November 2017 bill from the supplying utility to the park and other information that is required to be available to residents under Substantive Rule Chapter 24.122 {c} Records 1, 2, 3, 4, 5, 6.

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COMPLAINT OF		PUBLIC UTILITY COMMISSION
Kathleen Larson		
AGAINST		
PALM SHADOWS RESORT, LLC		OF TEXAS

The park did not have this information immediately available and did not offer when it might be available.

The letter requested that the information be available by Dec 20, 2017.

Dec 20, 2017 – The requested information was not available from the park. There was no communication from the on-site manager and no communication from the Corporate office regarding the request and the resident filed an informal complaint with the PUC.

On or about **Dec 26, 2017** – The park changes it’s water billing method from an allocated bill based on a rate of \$2/day for water & trash for days of actual occupancy to a fixed “Facilities Convenience Fee” of \$60 a month regardless of actual occupancy during the month. This changed the long standing billing practice that had been in place for as long as any resident can remember.

The billing change was done without prior notification to the park residents as required under Rule 24.123 {c}

On or about **Jan 10, 2018** – The park refunds some money to at least one resident who was charged the \$60 Facilities Convenience Fee as they’d only occupied their RV site for about 5 days. It’s unknown if this was a unilateral change or a selective change.

On-site management have not issued any notices to the residents as to what is going on with the billing or their intentions for billing residents who will be absent over the summer months.

Jan 10, 2018 – A total of fifty-one residents file individual informal water complaints to the PUC between Jan 10 and Jan 23, 2018.

On or about **Jan 25, 2018** – The park issues its Rental Schedule (Effective April 1, 2018). This raises the yearly lot fee by approximately \$400 per resident. The increase is to

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Kathleen Larson**

PUBLIC UTILITY COMMISSION

AGAINST

PALM SHADOWS RESORT, LLC

OF TEXAS

occur on the individual anniversary for lot fee and will *include* trash & water within the rent.

This does not comply with Utilities Code, Title 4, Subtitle B, Chapter 184, Subchapter A, Sec. 184.014

The billing method change was done without prior notification to the park residents as required under Rule 24.123 {c}

On or about **Jan 30, 2018** – Residents who intend to stay a few days into April are informed they will have to pay the full \$60 Facilities Convenience fee for the month of April. There is no written clarification of policy from Management.

Feb 6, 2018 – PUC response letters begin to arrive to park complainants notifying them that the actions of the park are inconsistent with one or more of the PUC rules.

Feb 14, 2018 – A Formal Complaint Letter is drafted and the PUC required documents is setup to photocopy at a cost of approx. \$1300

March 2018 – Formal Complaint letters are sent to PUC.

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OF TEXAS

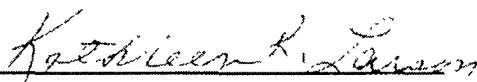
5. COMPLAINT

Corporate is in violation of PUC Substantive Ruling 24:124 and 24:125 as determined by the PUC Informal complaint process.

Management and Corporate have not communicated with PUC or the residents of the park in regards to it's billing practices and has in fact changed the billing method three times since the informal complaint was started. These changes have occurred without notification to the residents in violation of Substantive Rule 24:123(c), which requires a 35 day notice prior to a billing change.

The informal complaint process of 21 days for Corporate to respond has passed with no response to the PUC and no attempt for a resolution with the park residents.

RESPECTFULLY SUBMITTED



Signature

Date: 3-10-2018, 2018
Month day

DeAnn Walker
Chairman

Arthur C. D'Andrea
Commissioner

Brandy Marty Marquez
Commissioner

Brian H. Lloyd
Executive Director



Greg Abbott
Governor

Public Utility Commission of Texas

2/6/2018

Ms Kathleen Larson
200 N Val Verde Road Site 63
Donna TX 78537

RE: Complaint #CP2018010286

Dear Ms Larson:

On 1/11/2018 the Customer Protection Division of the Public Utility Commission of Texas (CPD) forwarded the referenced consumer complaint to Palm Shadows Park. According to the Commission's Informal Complaint Procedures, Palm Shadows Park was instructed to provide documentary evidence to support their position and advise the commission in writing of the results within 21 days of the date forwarded by the commission. Review of our records show that Palm Shadows Park response was not filed within the 21-day period provided for by the Rules.

The Customer Protection Division has determined that the actions of Palm Shadows Park were not consistent with Substantive Rule §24.124 Charges and Calculations and Substantive Rule §24.125 Billing. Therefore, CPD was unable to determine if the company was operating according to the applicable rules and regulations regarding the Submetering or Allocation of water and wastewater services.

We recommend that Palm Shadows Park take the following corrective actions:

- Resolve the issues described in your complaint according to applicable PUC Substantive Rules
- Provide the PUC documentation of the actions taken to resolve the complaint

Given that CPD has concluded the informal complaint process, you may dispute the issue further by filing a formal complaint through the commission on or after 2/15/2018. An informational brochure explaining the formal complaint process is enclosed. You may also access this brochure at <http://www.puc.texas.gov/consumer/complaint/complaintb.pdf>.

If you have any questions, please feel free to contact our Customer Protection Hotline at (888) 782-8477 or visit us online at <http://www.puc.texas.gov>.

Sincerely,

Kenneth Wilson
Customer Protection Division
Public Utility Commission of Texas

cc: Palm Shadows Park



Printed on recycled paper

1701 N. Congress Avenue PO Box 13326 Austin, TX 78711

Attachment 1
Page 10

An Equal Opportunity Employer

Phone: 512/936-7003 web site: www.puc.texas.gov

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Palm Shadows RV Park
200 North Val Verde Rd.
Donna, TX 78537
Phone 1-956-464-3324 or Toll Free 1-800-221-0987
www.palmshadowsrvpark.com

Rental Schedule (EFFECTIVE APRIL 1, 2017)

Seasonal RV Daily, Weekly & Monthly

Daily-----	\$32.00 includes electric, trash & water
Weekly-----	\$185.00 includes electric, trash & water
1 Month-----	\$435.00 plus electric, trash & water
2 Months-----	\$870.00 plus electric, trash & water
3 Months-----	\$1,085.00 plus electric, trash & water
4 Months-----	\$1,290.00 plus electric, trash & water
5 Months-----	\$1,447.00 plus electric, trash & water
6 Months-----	\$1,570.00 plus electric, trash & water

RV LOTS WITH STORAGE SHED ON THEM WILL BE CHARGED \$20.00 PER MONTH WHILE YOU ARE NOT HERE.

RV Reservation Deposit \$250.00 Balance to be paid at check-in

Annual Rent

Single Lot (6/6)-----	\$2,547.00 plus electric, trash & water
6/6 if paid monthly-----	\$217.25 plus electric, trash & water
12 month Occupancy-----	\$2,870.00 plus electric, trash & water
12 month if paid monthly-----	\$244.18 plus electric, trash & water
2 lots-----	\$3,335.75 plus electric, trash & water
2 lots if paid monthly -----	\$283.00 plus electric, trash & water
3 lots & 4 lots check with the office	

Late Fee of \$25.00 past due after 10 business days

\$5.00 fee per payment if paid by the month

Furnished Apartment Rental

3 months rental-----	\$3,750.00 plus electric, trash & water
4 months rental-----	\$4,390.00 plus electric, trash & water
5 months rental-----	\$4,900.00 plus electric, trash & water
Reservation/Security Deposit is \$300.00 for Apartments Pet Deposit of \$250.00 non- refundable	
1 & 2 Month rentals, contact office for rates & availability \$ 1250.00 per month plus electric, water and trash	
Apartment rental per day \$ 65.00	
Rates are based on 2 person occupancy, \$2.50 per day guest with a maximum 14 day stay and must wear a guest badge.	

All guests must be registered in advance at the office.

Garbage/sewer/water: \$2.00 per day

All Rates are subject to change

Refund Policy on Reservation Deposits: Refunds are payable in full prior to September 1. From Sept 1st - 30th refunds will be given due to illness or death in the family. A \$ 50.00 handling fee will be applied. No refunds after Oct 1st for any reason. No refunds after arrival or credit for unused rent.

PALM SHADOWS RV PARK
200 NORTH VAL VERDE RD.
DONNA, TX 78537
PHONE 1-956-464-3324 OR TOLL FREE 1-800-221-0987
WWW.PALMSHADOWSRVPARK.COM

RENTAL SCHEDULE (EFFECTIVE APRIL 1, 2018)

SEASONAL RV DAILY, WEEKLY & MONTHLY

Daily-----\$40.00 includes electric, trash & water
Weekly-----\$185.00 includes electric, trash & water
1 Month-----\$490.00 includes trash & water - electric is metered & billed
2 Months-----\$980.00 includes trash & water - electric is metered & billed
3 Months-----\$1,250.00 includes trash & water - electric is metered & billed
4 Months-----\$1,500.00 includes trash & water - electric is metered & billed
5 Months-----\$1720.00 includes trash & water - electric is metered & billed
6 Months-----\$1,900.00 includes trash & water - electric is metered & billed
RV LOTS WITH STORAGE SHED ON THEM WILL BE CHARGED \$20.00 PER MONTH STORAGE FEE WHILE YOU ARE NOT STAYING IN THE RESORT.

RV RESERVATION DEPOSIT \$250.00. BALANCE TO BE PAID AT CHECK-IN.

ANNUAL RENT

Single Lot (6/6) -----\$2,925.00 includes trash & water -- electric is metered & billed
6/6 if paid monthly-----\$248.75 includes trash & water -- electric is metered & billed
12 month occupancy-----\$3,676.00 includes trash & water-- electric is metered & billed
12 month if paid monthly-----\$311.34 includes trash & water -- electric is metered & billed
2 lots (6/6) -----\$3735.00 includes trash & water-- electric is metered & billed
2 lots if paid monthly -----\$316.25 includes trash & water -- electric is metered & billed
3 lots & 4 lots check with the office
2, 3 & 4 lots full time residents check with the office.

FURNISHED APARTMENT RENTAL

3 months rental-----\$4,162.00 includes trash & water - electric is metered & billed
4 months rental-----\$4,821.00 includes trash & water - electric is metered & billed
5 months rental-----\$5,347.00 includes trash & water - electric is metered & billed
Apartment rentals less than 3 months contact office for rates & availability
Reservation/Security Deposit is \$300.00 for Apartments -- Pet Deposit of \$250.00 is non-refundable

ALL RATES ARE BASED ON 2 PERSON OCCUPANCY.

A GUEST FEE OF \$2.50 PER DAY WILL BE CHARGED. GUEST MAY ONLY STAY A MAXIMUM 14 DAYS PER VISIT AND MUST WEAR A GUEST BADGE.

ALL GUESTS MUST BE REGISTERED IN ADVANCE AT THE OFFICE.

REFUND POLICY ON RESERVATION DEPOSITS: A \$50.00 ADMINISTRATION FEE WILL BE DEDUCTED FROM THE RETURN OF RESERVATION DEPOSITS PRIOR TO SEPTEMBER 1. CANCELLATIONS FROM SEPTEMBER 1ST - 30TH REFUNDS WILL BE GIVEN DUE TO ILLNESS OR DEATH IN THE FAMILY MINUS A \$50.00 ADMINISTRATION FEE. NO REFUNDS AFTER OCTOBER 1ST FOR ANY REASON.

NO REFUNDS AFTER ARRIVAL OR CREDIT FOR UNUSED RENT.

NAME: Kathleen Larson
200 N. Val Verde Road

SITE: #63 #385 ACCT # R000006959
Donna, TX, 78537

PHONE: 715-222-2246

EMAIL: gklarson4@yahoo.com *all small*

SUMMER ADDRESS: 220 Bluff dr.

Somerset, Wisconsin 54025

January 10, 2018

WATER BILLING COMPLAINT

This is a complaint against Palm Shadows MH & RV Park, which is owned by Palm Shadows Resort, LLC based in Delray, Florida.

I'll refer to both hereafter as "the park".

The park recently changed their billing practice for water beginning on the statements issued late December 2017 and January 2018.

Water had been an allocated bill issued once a month and was based on a daily fee. This has been the established practice for well over a decade (see attached documentation).

The new bill eliminates the "Water/Trash" fee and now contains a line that says "Facilities Convenience Fee". The amount for a month equates to the same as if it had been charged daily but now it's a flat charge for the month. Residents who arrived the last week of December were charged the full flat fee of \$60, even though they'd only occupied their unit for about 5 days and residents who leave



X the park for extended periods (i.e. to go on a cruise) are not having those days deducted from their bill as had been the previous practice.

I did not receive notification of their intended change as required under Substantive Rules, Chapter 24, 24.123(c) which requires the owner to provide at least 35 days notice of a proposed change.

There was no notice of any kind, verbal or written prior to this change of billing method.

There was been no written communication from local management regarding the billing method change and it's impact on "winter Texans" who leave in March and return eight months later. We have not been informed if we will have to continue to pay for the "Facilities Convenience Fee" when we are absent.

The verbal explanation from the office manager, when asked in the office by individual tenants about the new billing method, has been that under the designation of being an RV Park, the Corporation is not required to bill for water as they had in the past (albeit in violation of PUC regulations). Therefore they believe implementing the Facilities Convenience Fee is within their rights.

It essentially allows them to sidestep all of the regulatory language of the PUC regarding delivery of water service.

However, under Property Code Title 8, Chapter 94, Subchapter A, Sec 94.001 Definitions:

(4) "Manufactured Home Community" means a parcel of land on which four or more lots are offered for lease for installing and occupying manufactured homes.

Sec. 1201.003 Definitions

(12) "HUD-code manufactured home"

(A) means a structure:

(v) in the travelling move, at least 8 body feet in width OR at least 40 body feet in length OR, when erected on site, at least 320 square feet.

Palm Shadows MH & RV Park has sites for both RVs and Mobile homes. The RV sites are interspersed among the mobile homes and are not segregated (see map). The proportion of mobile homes to RV sties is almost 2:1 with approx. 350 mobile homes; approx. 150 RV sites and 24 park owned rental apartments. (Site map legend: green=mobile home site; yellow=RV site; orange=rental apartment).

By definition under the aforementioned Property Code 94, Palm Shadows MH & RV Park *IS* a manufactured home community and the water billing should be



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conducted under PUC Chapter 24, Substantive Rules Applicable to Water and Sewer Service Providers which states:

24.121 General Rules and Definitions.

(b) The provisions of this subchapter apply to apartment buildings, condominiums, multiple use facilities, AND MANUFACTURED HOME RENTAL COMMUNITIES billing for water and wastewater utility service on a sub-metered or ALLOCATED basis.

Further, under Chapter 24's definition:

24.121

(c)

(7) Manufactured home rental community - A property on which spaces are rented for the occupancy of manufactured homes for non-transient residential use and for which rental is paid at intervals of one month or longer.

I am of course not privy to what the park has filed with the PUC, but I'd request the PUC check if Chapter 24, Subchapter H, 24.122 Owner Registration and Records:

(a) Registration. An owner who intends to bill tenants for sub-metered or ALLOCATED utility service OR WHO CHANGES THE METHOD USED TO BILL TENANTS for utility service SHALL REGISTER WITH THE COMMISSION in a form prescribed by the commission.

The park is NOT in compliance with Chapter 24, Subchapter H, 24.122 (c) Records and (g) Availability of Records.

None of the documentation that is required under this rule is available in the office despite the initial request in December 2017 to see them.

The park is not in compliance with Chapter 24, Subchapter H, 24.123 Rental Agreement items (a), (b) or (c) (see attached Park Guidelines which is the ONLY thing we - the tenants - have that might be considered a rental agreement).

Page 2 and page 12 contain a few paragraphs regarding the utilities.

The park is not in compliance with Chapter 24, Subchapter H, 24.124 Water Utility Sub-metering and Allocation for all of item (c) Calculations for allocated utility service.

The park is not in compliance with Chapter 24, Subchapter H, 24.125 Billing for any of the applicable items.

I request the PUC to please investigate.



Regards

Kathleen Larson DATED: January 10, 2018

Attached water Statements provided with permission of the site renters.

Palm Shadows MH & RV Park, 200 N. Val Verde Rd, Donna, TX, 78537
stay@palmshadowsrvpark.com
palmshadowsrvpark@gmail.com
956-464-3324

Owner: Palm Shadows Resort, LLC
160 Congress Park Dr, STE 214, Delray Beach, FL, 33445
Texas Taxpayer #32050491540
Secretary of State Filing #801753214
Re: document 472075220003
Federal Taxpayer ID #462302493

Texas Agent for Service:
Linda D. Moreno
9400 Carson Creek Blvd, Del Valle, TX., 78617
561-278-7073

Governing Organization:
Affordable Housing Communities, LLC
160 Congress Park Dr, STE 214, Delray Beach, FL, 33445
561-278-0387
fax 561-278-7741
Florida Corporate email:
Manufacturedhousinggroup@gmail.com

**Palm Shadows MH & RV Park
Statement**

Tue, Dec 26, 2017

200 North Val Verde Rd
Donna, TX 78537
956-464-3324
Email: palmshadowspark@gmail.com
Web: www.PalmShadowsRVPark.com

Confirmation #: R000006959
Site: 63
First Night: **Wed, Nov 29, 2017**
Check In: **12:00 PM**
Last Night: **Thu, Oct 18, 2018**
Check Out: **10:00 AM (on Fri, Oct 19, 2018)**
Paid through: Thu, Oct 18, 2018
Balance Due: \$204.90

Gerald & Kathy Larson
220 Bluff Drive
Summerset, WI 54025
USA

715-220-6762 Cell - Kathy
715-222-2246 Cell- Jerry
gklarson4@yahoo.com

Date	Description	Charges	Payments	Balance
Wed, Nov 29, 2017	Electricity (46060 - 45598) (462 @ \$0.23)	\$106.26		\$106.26
Wed, Nov 29, 2017	Water/Trash(NOVEMBER) (26 @ \$2.00)	\$52.00		\$158.26
Thu, Nov 30, 2017	Payment : Check : # 4570		\$158.26	\$0.00
Tue, Dec 26, 2017	Facilities Convenience Fee	\$60.00		\$60.00
Tue, Dec 26, 2017	Electricity (46690 - 46060) (630 @ \$0.23)	\$144.90		\$204.90
			Balance Due:	\$204.90

Handwritten calculation:

$$\begin{array}{r} 3385.58 \\ - 1204.90 \\ \hline 2180.68 \\ \hline 285.68 \end{array}$$

Handwritten notes:
 pd 12-28-17
 CK #4580
 \$204.90
 SA

NOTICE TO GUEST

Through our door pass the most wonderful people in the world, our customers, our friends. The friendship of those we serve is the foundation of our success. Thank you!

THE MANAGEMENT

**Palm Shadows MH & RV Park
Statement**

Wed, Jan 3, 2018

200 North Val Verde Rd
Donna, TX 78537
956-464-3324
Email: palmshadowsrvpark@gmail.com
Web: www.PalmShadowsRVPark.com

Confirmation #: R000006751
Site: 520
First Night: **Thu, Oct 26, 2017**
Check In: **12:00 PM**
Last Night: **Thu, Oct 25, 2018**
Check Out: **10:00 AM** (on Fri, Oct 26, 2018)
Paid through: Thu, Oct 25, 2018
Balance Due: \$253.64

Phil Brunette
2305-340 Colborne St
London, ON N6B 3N1
CANADA

647-924-3805 Canada
956-250-1825 Valley
phil_brunette@hotmail.com

Date	Description	Charges	Payments	Balance
Wed, Jun 21, 2017	Annual (17/18)	\$3335.75		\$3335.75
Mon, Oct 23, 2017	Payment : Check : # 115		\$3335.75	\$0.00
Mon, Nov 27, 2017	Water/Trash(NOV) (24 @ \$2.00)	\$48.00		\$48.00
Tue, Nov 28, 2017	Electricity (84 @ \$0.09)	\$7.56		\$55.56
Tue, Nov 28, 2017	Electricity(16887 - 16484) (319 @ \$0.23)	\$73.37		\$128.93
Thu, Nov 30, 2017	Payment : Check : # 130		\$55.56	\$73.37
Wed, Dec 20, 2017	Credit (Late fees)	-\$75.00		-\$1.63
Tue, Dec 26, 2017	Facilities Convenience Fee	\$60.00		\$58.37
Tue, Dec 26, 2017	Electricity (17597 - 16887) (710 @ \$0.23)	\$163.30		\$221.67
Wed, Jan 3, 2018	Electricity (17736 - 17597) (139 @ \$0.23)	\$31.97		\$253.64
			Balance Due:	\$253.64

Additional Site(s):
521

Handwritten: 75 CREDIT BAL.
NOV 28 403 @ 9 = 36.27 - 38.73
DEC 26 710 @ 9 = 63.90 25.17
JAN 3 139 @ 9 = 12.51 37.68

Handwritten: pd 1-5-18
CK # 118 - 37.68
CK # 117 - 60.00

JANUARY GATE CODE
1918

Handwritten: SA

NOTICE TO GUEST

Through our door pass the most wonderful people in the world, our customers, our friends. The friendship of those we serve is the foundation of our success. Thank you!

THE MANAGEMENT

**Palm Shadows MH & RV Park
Statement**

Sun, Dec 17, 2017

200 North Val Verde Rd
Donna, TX 78537
956-464-3324
Email: palmshadowsrvpark@gmail.com
Web: www.PalmShadowsRVPark.com

Confirmation #: R000006751
Site: 520
First Night: **Thu, Oct 26, 2017**
Check In: **12:00 PM**
Last Night: **Thu, Oct 25, 2018**
Check Out: **10:00 AM (on Fri, Oct 26, 2018)**
Paid through: Thu, Oct 25, 2018
Balance Due: \$73.37

Phil Brunette
2305-340 Colborne St
London, ON N6B 3N1
CANADA

647-924-3805 Canada
956-250-1825 Valley
phil_brunette@hotmail.com

Date	Description	Charges	Payments	Balance
Wed, Jun 21, 2017	Annual (17/18)	\$3335.75		\$3335.75
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Tue, Nov 28, 2017	Electricity (84 @ \$0.09)	\$7.56		\$55.56
Tue, Nov 28, 2017	Electricity(16887 - 16484) (319 @ \$0.23)	\$73.37		\$128.93
Thu, Nov 30, 2017	Payment : Check : # 130		\$55.56	\$73.37
Balance Due:				\$73.37

Additional Site(s):
521

*Credit
\$73.37
I send \$ back check*

NOTICE TO GUEST

Through our door pass the most wonderful people in the world, our customers, our friends. The friendship of those we serve is the foundation of our success. Thank you!

THE MANAGEMENT

**Palm Shadows MH & RV Park
Statement**

Fri, Jan 27, 2017

200 North Val Verde Rd
Donna, TX 78537
956-464-3324

Confirmation #: R000006199

Site: 520

First Night: Wed, Oct 26, 2016

Check In: 12:00 PM

Last Night: Wed, Oct 25, 2017

Check Out: 10:00 AM (on Thu, Oct 26, 2017)

**Phil Brunette
2305-340 Colborne St
London, ON N6B 3N1
CANADA**

Paid through: Wed, Oct 25, 2017

Balance Due: \$82.58

647-924-3805 Canada
956-250-1825 Valley
phil_brunette@hotmail.com

Date	Description	Charges	Payments	Balance
Fri, Jun 3, 2016	Annual (16/17)	\$3335.75		\$3335.75
Fri, Oct 28, 2016	Payment : Check : # 126		\$3335.75	\$0.00
Fri, Nov 25, 2016	Water/Trash(OCT) (6 @ \$1.25)	\$7.50		\$7.50
Fri, Nov 25, 2016	Water/Trash(NOV) (30 @ \$1.25)	\$37.50		\$45.00
Fri, Nov 25, 2016	Electricity (11612 - 11284) (328 @ \$0.09)	\$29.52		\$74.52
Mon, Dec 5, 2016	Payment : Check : # 104		\$74.52	\$0.00
Mon, Dec 26, 2016	Water/Trash(DEC) (31 @ \$1.25)	\$38.75		\$38.75
Mon, Dec 26, 2016	Electricity (12201 - 11612) (589 @ \$0.09)	\$53.01		\$91.76
Tue, Dec 27, 2016	Payment : Check : # 127		\$91.76	\$0.00
Tue, Jan 24, 2017	Water/Trash(JAN) (31 @ \$1.25)	\$38.75		\$38.75
Fri, Jan 27, 2017	Electricity (12688 - 12201) (487 @ \$0.09)	\$43.83		\$82.58
			Balance Due:	\$82.58

Additional Site(s):
521

*pd 1-31-17
CK # 104
\$82.58
SA*

**FEBRUARY GATE CODE
5632**

NOTICE TO GUEST

Through our door pass the most wonderful people in the world, our customers, our friends. The friendship of those we serve is the foundation of our success. Thank you!

THE MANAGEMENT

**Palm Shadows MH & RV Park
Statement**

Mon, Jan 25, 2016

200 North Val Verde Rd
Donna, TX 78537
956-464-3324

Confirmation #: R000005649

Site: 520

First Night: Mon, Oct 26, 2015

Check In: 12:00 PM

Last Night: Tue, Oct 25, 2016

Check Out: 10:00 AM (on Wed, Oct 26, 2016)

Paid through: Tue, Oct 25, 2016

Balance Due: \$194.80

Phil Brunette
2305-340 Colborne St
London, ON N6B 3N1
CANADA

647-924-3805 Canada
956-250-1825 Valley
phil_brunette@hotmail.com

Date	Description	Charges	Payments	Balance
	Previous Balance			\$84.95
Mon, Jan 25, 2016	Water/Trash(JAN) (31 @ \$1.25)	\$38.75		\$123.70
Mon, Jan 25, 2016	Electricity (9994 - 9520) (474 @ \$0.15)	\$71.10		\$194.80
			Balance Due:	\$194.80

Additional Site(s):
521

PD
1-29-16
BH

February Gate Code
2948

March Gate Code
1545

NOTICE TO GUEST

Through our door pass the most wonderful people in the world, our customers, our friends. The friendship of those we serve is the foundation of our success. Thank you!

THE MANAGEMENT

**Palm Shadows MH & RV Park
Statement**

Mon, Jan 26, 2015

200 North Val Verde Rd
Donna, TX 78537
956-464-3324

Confirmation #: R000005053

Site: 520

First Night: Sun, Oct 26, 2014

Check In: 12:00 PM

Last Night: Sun, Oct 25, 2015

Check Out: 10:00 AM (on Mon, Oct 26, 2015)

Paid through: Sun, Oct 25, 2015

Balance Due: \$101.30

**Phil Brunette
6 Wheeler Crt
Uxbridge, ON L9P 1T8
CANADA**

647-924-3805 Canada
956-250-1825 Valley
phil_brunette@hotmail.com

Date	Description	Charges	Payments	Balance
	Previous Balance			\$0.00
Mon, Jan 26, 2015	Water/Trash/Jan (31 @ \$1.25)	\$38.75		\$38.75
Mon, Jan 26, 2015	Electricity (8162 - 7745) (417 @ \$0.15)	\$62.55		\$101.30
			Balance Due:	\$101.30

Additional Site(s):
521

*JB
2-5-15 BH*

FEBRUARY GATE CODE
2416

NOTICE TO GUEST

Through our door pass the most wonderful people in the world, our customers, our friends. The friendship of those we serve is the foundation of our success. Thank you!

THE MANAGEMENT

**Palm Shadows MH & RV Park
Statement**

Thu, Jan 2, 2014

200 North Val Verde Rd
Donna, TX 78537
956-464-3324

Confirmation #: R000004594

Site: 520

First Night: Sat, Oct 26, 2013

Check In: 12:00 PM

Last Night: Sat, Oct 25, 2014

Check Out: 10:00 AM (on Sun, Oct 26, 2014)

Paid through: Sat, Oct 25, 2014

**Phil Brunette
6 Wheeler Crt
Uxbridge, ON L9P 1T8
CANADA**

647-924-3805 Canada
956-250-1825 Valley
phil_brunette@hotmail.com

Date	Description	Charges	Payments	Balance
Thu, Aug 22, 2013	Annual 13/14	\$2894.00		\$2894.00
Thu, Aug 22, 2013	Transferred Deposit on #520	-\$250.00		\$2644.00
Thu, Aug 22, 2013	Transferred Deposit on #521	-\$250.00		\$2394.00
Mon, Sep 23, 2013	Payment : Check : # 9724485		\$2394.00	\$0.00
Sat, Dec 28, 2013	Water/Trash/Dec. (18 @ \$1.25)	\$22.50		\$22.50
Sun, Dec 29, 2013	Electricity (6900 - 6783) (117 @ \$0.15)	\$17.55		\$40.05
Tue, Dec 31, 2013	Electricity (6922- 6900) (22 @ \$0.15)	\$3.30		\$43.35
Tue, Dec 31, 2013	Water/Trash	\$1.25		\$44.60
Thu, Jan 2, 2014	Payment : Cash		\$44.60	\$0.00
			Balance Due:	\$0.00

Additional Site(s):
521

NOTICE TO GUEST

Through our door pass the most wonderful people in the world, our customers, our friends. The friendship of those we serve is the foundation of our success. Thank you!

THE MANAGEMENT

**Palm Shadows MH & RV Park
Statement**

Thu, Mar 28, 2013

200 North Val Verde Rd
Donna, TX 78537
956-464-3324

Confirmation #: R020003506

Site: 245

First Night: Sat, Dec 29, 2012

Check In: 12:00 PM

Last Night: Thu, Mar 28, 2013

Check Out: 10:00 AM (on Fri, Mar 29, 2013)

Paid through: Thu, Mar 28, 2013

Balance Due: \$126.50

Jim & Sharon Waller
1401 Brookcrest Ave.
Morton, IL 61550
USA

309-266-6143 - home
309-231-6143 cell

Date	Description	Charges	Payments	Balance
	Previous Balance			\$0.00
Thu, Mar 28, 2013	Electricity (18418 - 17808) (610 @ \$0.15)	\$91.50		\$91.50
Thu, Mar 28, 2013	Water/Trash March (28 @ \$1.25)	\$35.00		\$126.50
Balance Due:				\$126.50

PD
3/28/13
AK

NOTICE TO GUEST

Through our door pass the most wonderful people in the world, our customers, our friends. The friendship of those we serve is the foundation of our success. Thank you!

THE MANAGEMENT

**Palm Shadows MH & RV Park
Statement**

Tue, Jan 29, 2013

200 North Val Verde Rd
Donna, TX 78537
956-464-3324

Confirmation #: R000003804

Site: 269

First Night: Wed, Oct 31, 2012

Check In: 12:00 PM

Last Night: Wed, Oct 30, 2013

Check Out: 10:00 AM (on Thu, Oct 31, 2013)

Paid through: Wed, Oct 30, 2013

Balance Due: \$112.10

Harvey & Susan Matthias
3386 Hancock Avenue
Smithland, IA 51056
USA

712-874-3400 home
712-870-0051 cell

Date	Description	Charges	Payments	Balance
	Previous Balance			\$0.00
Tue, Jan 29, 2013	Water/Trash/January (31 @ \$1.25)	\$38.75		\$38.75
Tue, Jan 29, 2013	Electricity (10456 - 9967) (489 @ \$0.15)	\$73.35		\$112.10
			Balance Due:	\$112.10

*Paid
2-4-13
Check
240.00
E.H.*

NOTICE TO GUEST

Through our door pass the most wonderful people in the world, our customers, our friends. The friendship of those we serve is the foundation of our success. Thank you!

THE MANAGEMENT

**Palm Shadows MH & RV Park
Statement**

Thu, Feb 2, 2012

200 North Val Verde Rd
Donna, TX 78537
956-464-3324

Confirmation #: R020003335

Site: 269

First Night: Mon, Oct 31, 2011

Check In: 12:00 PM

Last Night: Tue, Oct 30, 2012

Check Out: 10:00 AM (on Wed, Oct 31, 2012)

Paid through: Tue, Oct 30, 2012

**Harvey & Susan Matthias
3386 Hancock Avenue
Smithland, IA 51056
USA**

712-874-3400 home
712-870-0051 cell

Date	Description	Charges	Payments	Balance
	Previous Balance			\$1602.50
Thu, Dec 29, 2011	Electricity (8516 - 8260) (256 @ \$0.15)	\$38.40		\$1640.90
Tue, Jan 3, 2012	Payment : Cash		\$77.15	\$1563.75
Sat, Jan 28, 2012	Water/Trash/January (31 @ \$1.25)	\$38.75		\$1602.50
Sun, Jan 29, 2012	Wi-Fi Chg/Feb	\$20.00		\$1622.50
Mon, Jan 30, 2012	Electricity (8836 - 8516) (320 @ \$0.15)	\$48.00		\$1670.50
Thu, Feb 2, 2012	Payment : Check : # 2273		\$1670.50	\$0.00
			Balance Due:	\$0.00

NOTICE TO GUEST

Through our door pass the most wonderful people in the world, our customers, our friends. The friendship of those we serve is the foundation of our success. Thank you!

THE MANAGEMENT

**Palm Shadows MH & RV Park
Statement**

Sat, Jan 29, 2011

200 North Val Verde Rd
Donna, TX 78537
956-464-3324

Confirmation #: R010002245

Site: 42

First Night: **Thu, Apr 1, 2010**

Check In: **12:00 PM**

Last Night: **Thu, Mar 31, 2011**

Check Out: **10:00 AM (on Fri, Apr 1, 2011)**

Paid through: Thu, Mar 31, 2011

Balance Due: \$98.15

Gregg & Sandra Olson
107 5th Avenue North
Northwood, IA 50459
USA

641-324-3066 Home
641-420-0052 Cell

Date	Description	Charges	Payments	Balance
Sat, Feb 27, 2010	Annual	\$2650.00		\$2650.00
Mon, Mar 1, 2010	Payment : Check : # 4296		\$2650.00	\$0.00
Wed, Dec 29, 2010	Water/Trash/Dec (30 @ \$1.00)	\$30.00		\$30.00
Fri, Dec 31, 2010	Wi-Fi Chg/Dec (28 @ \$0.66)	\$18.48		\$48.48
Fri, Dec 31, 2010	Wi-Fi Chg/Jan	\$20.00		\$68.48
Sat, Jan 1, 2011	Electricity (16172 - 16077) (95 @ \$0.15)	\$14.25		\$82.73
Wed, Jan 5, 2011	Payment : Check : # 095		\$82.73	\$0.00
Wed, Jan 26, 2011	Guest Fee (2 @ \$4.00)	\$8.00		\$8.00
Wed, Jan 26, 2011	Water/Trash/Jan (31 @ \$1.00)	\$31.00		\$39.00
Thu, Jan 27, 2011	Wi-Fi Chg/Jan	\$20.00		\$59.00
Sat, Jan 29, 2011	Electricity (16433 - 16172) (261 @ \$0.15)	\$39.15		\$98.15
Balance Due:				\$98.15

Additional Site(s):
43

*Cost = 2 1/2¢ / min
to run
electric furnace.*

*Paid
2/5/11
CR# 197
J. Olson*

NOTICE TO GUEST

Through our door pass the most wonderful people in the world, our customers, our friends. The friendship of those we serve is the foundation of our success. Thank you!

THE MANAGEMENT

1 of

Harvey & Susan Matthias
3386 Hancock Avenue
Smithland, IA 51056 USA

712-874-3400 home
712-870-0051 cell

Site

268

First Night

Wed, Dec 23, 2009

Last Night

Mon, Apr 5, 2010

Unit: _____ Model: _____ Color: _____ ST/Lic: _____
Car: _____ Color: _____ ST/Lic: _____ D/L: _____
Other: _____ Color: _____ ST/Lic: _____
Adults: _____ Children: _____ Pets: _____ Extra Vehicles: _____ Extra Trailers: _____

NOTICE TO GUEST

This property is privately owned. The camper accepts camping privileges with the understanding that he does hereby release the Campground, its officers and employees of all liability for loss or damage to property and injury to his person arising out of his use of its camping facilities, and agrees to indemnify the Campground, its officers and employees, against claims resulting from loss or damage to property or injury to the person of any member of the family or guest of the registered camper arising out of the use of its camping facilities.

THE MANAGEMENT

I have read and agree to comply with all of the Campground rules and regulations as posted in the guideline book, in office and/or on the grounds.

X

Guest's Signature

IF YOU HAVE ANY SPECIAL NEEDS OR NEED ASSISTANCE PLEASE CONTACT THE OFFICE

Palm Shadows MH & RV Park

200 North Val Verde Rd
Donna, TX 78537
956-464-3324

ADDITIONAL NOTES

PLEASE DON'T FORGET TO WEAR YOUR PARK BADGES!!!! THANK YOU!

Refund Policy on Reservation Deposits--Refundable if before Sept. 1, 2009 less \$25.00 service fee.

Thank you and Enjoy your stay.
Mike & Patti Wigdahl, Managers

Qty	Description	Each	Total
6	Wi-Fi Chg/April	\$0.66	\$3.96
31	Water/Trash	\$1.00	\$31.00
327	Electricity (4592 - 4265)	\$0.15	\$49.05
6	Water/Trash	\$1.00	\$6.00
2	Weekly Rate	\$69.16	\$138.32

Total Charges \$228.33

Payment: Check : # 2019 (Mon, Apr 5, 2010) \$228.33

Statement Total \$0.00

Previous Balance \$0.00

Balance Due: \$0.00

Paid through: Mon, Apr 5, 2010

Check Out: 10:00 AM on Tue, Apr 6, 2010

Confirmation Number: R020001512

Harvey & Susan Matthias
3386 Hancock Ave
Smithland, IA 51056 USA

712-874-3400
712-870-0051 cell

Site

268

First Night

Wed, Dec 10, 2008

Last Night

Thu, Apr 9, 2009

Unit: _____ Model: _____ Color: _____ ST/Lic: _____
Car: _____ Color: _____ ST/Lic: _____ D/L: _____
Other: _____ Color: _____ ST/Lic: _____
Adults: _____ Children: _____ Pets: _____ Extra Vehicles: _____ Extra Trailers: _____

NOTICE TO GUEST

This property is private'y owned. The camper accepts camping privileges with the understanding that he does hereby release the Campground, its officers and employees of all liability for loss or damage to property and injury to his person arising out of his use, of its camping facilities and agrees to indemnify the Campground, its officers and employees against claims resulting from loss or damage to property or injury to the person of any member of the family or guest of the registered camper arising out of the use of its camping facilities

THE MANAGEMENT

I have read and agree to comply with all of the Campground rules and regulations as posted in the guideline book, in office and/or on the grounds.

X

Guest's Signature

IF YOU HAVE ANY SPECIAL NEEDS OR NEED ASSISTANCE PLEASE CONTACT THE OFFICE

Palm Shadows MH & RV Park

200 North Val Verde Rd
Donna, TX 78537
956-464-3324

Qty	Description	Each	Total
299	Electricity (3397 - 3098)	\$0.15	\$44.85
31	Water/Trash/Mar	\$1.00	\$31.00
2	Water/Trash/April	\$1.00	\$2.00
Total Charges			\$77.85
Payment Check : # 1894 (Fri, Apr 3, 2009)			\$77.85
Statement Total			\$0.00
Previous Balance			\$0.00
Balance Due:			\$0.00

ADDITIONAL NOTES

PLEASE DON'T FORGET TO WEAR YOUR PARK BADGES!!!! THANK YOU!

Refund Policy on Reservation Deposits--Refundable if before Sept. 1,2008 less \$25.00 service fee.

Thank you and Enjoy your stay.
Mike & Patti Wigdahl, Managers

Paid through: Thu, Apr 9, 2009

Check Out: 10:00 AM on Fri, Apr 10, 2009

Confirmation Number: R010000842

Harvey & Susan Matthias
3386 Hancock Ave
Smithland, IA 51056 USA

712-874-3400
712-870-0051 cell

Site

268

First Night

Sat, Nov 24, 2007

Last Night

Sat, Mar 29, 2008

Unit: _____ Model: _____ Color: _____ ST/Lic: _____

Car: _____ Color: _____ ST/Lic: _____ D/L: _____

Other: _____ Color: _____ ST/Lic: _____

Adults: _____ Children: _____ Pets: _____ Extra Vehicles: _____ Extra Trailers: _____

NOTICE TO GUEST

This property is privately owned. The camper accepts camping privileges with the understanding that he does hereby release the Campground, its officers and employees of all liability for loss or damage to property and injury to his person arising out of his use of its camping facilities, and agrees to indemnify the Campground, its officers and employees, against claims resulting from loss or damage to property or injury to the person of any member of the family or guest of the registered camper arising out of the use of its camping facilities.

THE MANAGEMENT

I have read and agree to comply with all of the Campground rules and regulations as posted in the office and/or on the grounds.

X

Guest's Signature

IF YOU HAVE ANY SPECIAL NEEDS OR NEED ASSISTANCE, PLEASE CONTACT THE OFFICE

Palm Shadows MH & RV Park

200 North Val Verde Rd
Donna, TX 78537
956-464-3324

ADDITIONAL NOTES

BALANCE IS DUE AT TIME OF CHECK-IN.

Enjoy your stay.

Mike & Patti Wigdahl, Managers

Qty	Description	Each	Total
	Water/Mar	\$8.65	\$8.65
	Trash/Mar	\$7.50	\$7.50
301	Electricity (2224 - 1923)	\$0.141	\$42.44
26	Electricity (2250 - 2224)	\$0.141	\$3.67
Total Charges			\$62.26
Payment: Check : # 1753 (Sat, Mar 29, 2008)			\$62.26
Statement Total			\$0.00
Previous Balance			\$0.00
Balance Due:			\$0.00

Paid through: Sat, Mar 29, 2008

Check Out: 10:00 AM on Sun, Mar 30, 2008

Confirmation Number: R000000694

Sat, Mar 29, 2008

Palm Shadows Park

17-Mar-2006

10:12:53 AM

Statement Summary

200 N Val Verde Rd
Donna, TX 78537
956-464-3324

Harvey & Susan Matthias
3386 Hancock Ave.
Smithland, IA 51056
USA

Statement Summary

Reservation #: 200500258
Location: Palm Shadows Park
Vehicle Type:
Site: 268 - Reserved
Check-In: 22-Nov-2005
Check-Out: 19-Mar-2006

Balance Due: \$156.61

Date	Description	Amount	Tax	Total
17-Mar-2006	Balance Forward	\$0.00	\$0.00	\$0.00
17-Mar-2006	25 Daily Reservation @ \$5.33	\$133.25	\$0.00	\$133.25
17-Mar-2006	1 Water & Waste @ \$3.20 - 8 days	\$3.20	\$0.00	\$3.20
17-Mar-2006	1 Trash @ \$2.00 - 8 days	\$2.00	\$0.00	\$2.00
17-Mar-2006	1 Key Credit @ (\$2.00)	-\$2.00	\$0.00	-\$2.00
17-Mar-2006	Utility 9733- 9589= 144 kwh from: 9-Mar to 17-N	\$20.16	\$0.00	\$20.16
			Balance Due	\$156.61

*Pd by ck # 2060
AK 3-17-06*

Thank You For Staying With Palm Shadows Park

Palm Shadows Park

13-Jan-2005

1:47:21 PM

Statement Summary

200 N Val Verde Rd
Donna, TX 78537
956-464-3324

Harvey & Susan Matthias
3386 Hancock Ave.
Smithland, LA 51056
USA

Statement Summary

Reservation #: 200400578
Location: Palm Shadows Park
Vehicle Type:
Site 268 - Reserved
Check-In: 5-Dec-2004
Check-Out: 5-Mar-2005

Balance Due: \$0.00

Date	Description	Amount	Tax	Total
10-Jan-2005	Balance Forward	\$0.00	\$0.00	\$0.00
13-Jan-2005	Utility 8050- 7831= 219 kwh from: 13-Dec to 13-	\$30.66	\$0.00	\$30.66
13-Jan-2005	1 Trash @ \$6.00	\$6.00	\$0.00	\$6.00
13-Jan-2005	1 Water & Waste @ \$6.94	\$6.94	\$0.00	\$6.94
PaymentInfo		Amount	Change	Net Payment
13-Jan-2005	Payment Received - Check Trash	-\$6.00	\$0.00	-\$6.00
13-Jan-2005	Payment Received - Check Water	-\$6.94	\$0.00	-\$6.94
13-Jan-2005	Payment Received - Check Electric	-\$30.66	\$0.00	-\$30.66
Balance Due				\$0.00

*Thank you!
Anna*

Thank You For Staying With Palm Shadows Park



Palm Shadows RV Resort

2017-2018

Guidelines

Revised 9/11/2017

Palm Shadow RV Resort

200 N, Val Verde Rd

Donna, TX 78537

PH # 956-464-3324- 800-221-0987

FAX: 956-464-2268

GUIDELINES

Welcome to Palm Shadows RV Resort, a senior adult community. We hope your stay will be enjoyable and pleasant time. The following guidelines will remain effect until changed by written notice. These guidelines are prescribed for the benefit of all guests and residents of Palm Shadows and for the operation of a clean, safe, and fully functional park for recreational vehicles and permanent homes. Management, with your cooperation, will reasonably and fairly enforce the guidelines to assure a pleasant existence with emphasis of friendly and harmonious relationships. Any activities that would detract from this enjoyment will not be tolerated. Palm Shadows is a 55 and over adult community specifically designed and operated for the quiet enjoyment of the residents. No children will be allowed to reside in the park on a permanent basis. Management reserves the right to reject a reservation request: renew a rental and to utilize vacant spaces. Management assumes no responsibility for accident, injury or loss caused by resident or other residents.

Facilities Usage

All facilities, recreation hall, laundry room, shuffleboard court and pool area are for the use of our residents and their guest only. Absolutely no skateboarding or roller blading is allowed in the park. Guest are limited to two per resident around the pool and spa area at any time unless approved by management. All residents are responsible for the conduct for their guest and will be required to pay for any damages caused by them.

Occupancy

Two (2) people per unit are allowed. Management must be notified if a guest will remain overnight. A daily fee of \$ 2.50 will be charged for each guest remaining overnight and no more than fourteen (14) days consecutive per season unless approved by the management. All guest are the total responsibility of the resident and must check in with the office with name, length of stay and age (if under 21 years old) upon arrival. All guests must be accompanied by a resident at all times.

Lot Rental Agreement

Rental rates will be determined as stated on the rental schedule. All rents and utilities will be charged a late fee of \$ 25.00 if not paid with 10 days of due date. Utilities are due upon receipt of bill. Failure to pay any park charges may constitute a lien on the RV, Park Model, or Mobile Home as prescribed by the laws of the State of Texas. No refunds on unused rent. Electric meters will be read on the 5th, 15th, and the 25th of each month. The date is determined by the location of your lot. See attached meter reading schedule. PLEASE NOTIFY THE OFFICE IN ADVANCE OF YOUR DEPARTURE SO WE CAN HAVE YOUR ELECTRIC BILL PREPARED.

In the event someone wants a specific lot annually for a permanent unit and that lot has been reserved for an RV. The RV owner will be contacted and given the option to pay the annual rate in order to keep the lot. If the RV owner does not want to pay the annual rate, they will have to choose a different available RV site.

RV AND APARTMETN RENTALS;

Check Out Time: 10:0 A.M.

Check In Time: Apartment – 3 P.M.

Check In Time: RV- 2: 00 P. M.

Reservation Cancellations

All reservation must be canceled by September 1ST of the current year in order to receive a refund of your deposit. A \$50.00 cancellation fee will apply to all cancellation. Rollovers on deposits are the Management discretion. Once management has approved a deposit rollover, it will be for one time only. If the tenant cancels after a rollover, the deposit will be forfeited

All Residents

Everyone must contact the office upon arrival. Please inform the office of your impending arrival because the office has to open your mail box so you can receive mail. All new residents must complete an information card prior to moving in or buying a unit in the park. Management must approve and conduct an inspection of the unit to be placed in the park. All new applicants must also schedule a short interview with the park management. All new applicants must be 55 or older. The park management reserves the right to accept or reject any prospective new resident.

Fire Code

Absolutely no fireworks or open fires anywhere in the park at any time.

Moving Into the Park

All homes moving into the park must meet all regulations and wind zone restrictions set forth by the State of Texas concerning regulation and design for the coastal counties of Texas. Mobile Homes, Park Models and RV are also subject to the park rules and regulations concerning management inspection. There will be no exceptions. Park management will approve the quality and appearance of all units before they are moved into the park or currently residing in the park. After proper notice, the park reserves the right to have any mobile home, park model, RV, structure or vehicles removed from the park, if necessary, at the owner's expense, which does not comply with the park standards or park rules.

Moving Out Of Park

A resident may terminate the lease agreement by giving management a written notice in advance of their departure date and pay five hundred dollars (\$500.00) cash deposit. The money will be refunded provided that all items are removed from the lot and it is cleaned of any debris and there is no breakage of pipes, wiring, etc., within (5) working days from the date they start removing the unit from the park. Should the lot be left in an unsightly manner the resident will, as required by law, forfeit the move out deposit. If a unit is sold and is going to be moved out of the park, the selling party must pay the \$500.00 moving deposit before the unit can be physically moved, **NO EXCEPTIONS.**

Sale of Unit

Any resident's wishing to sell their unit will be bound to the following:

- All sales aspects (title transfers, deeds, property tax changes, utility name changes or any other related paperwork) are strictly the responsibility of the seller and prospective buyer. The park owner, personnel, and/or management will not participate in any of the above mentioned unless agreed on prior to the sale.
- The owner must remember that all prospective new (buyers) residents are required to schedule a short interview with the park management (see New Resident Section) and should not in any way give the prospective buyer the impression that they may move into the park before this interview has been held and resident application approved. Park management reserves the right to allow a unit to be sold in the park or remain in the park after the transfer of ownership based on age or condition. This is a 55 and over retirement community so please make sure all prospective buyers are aware of this.

Skirting

Skirting must be installed within thirty (30) days after moving a permanent structure into the park. Skirting material must be harmonious color, vertical panel solid vinyl specifically for skirting. Any unit in the neither park not skirted must be skirted with 30 days of the posting of this regulation. No permanent unit may be sold or transferred unless skirted.

Tie Downs

Permanent units, sheds, and propane tanks shall be tied down. The installation of all tie downs must be performed by a professional and must comply with insurance and government regulation. **All residents must carry liability insurance in event their unit or another unit receives property damage.**

Swimming Pool

Texas law requires that everyone take a shower before swimming. Only swim wear is allowed in the pool. Residents and guests are to comply with the rules posted at the pool. **NO LIFEGUARD ON DUTY, SWIM AT OWN RISK.** No guest will be allowed unless accompanied by a park resident. Management reserves the right to restrict entry to the pool and recreation halls, if any tenant or registered guest has been warned of inappropriate behavior or dress. **NO PETS ALLOWED IN PARK BUILDINGS OR POOL AREA.** No bare feet or swimming suits allowed in the recreation hall. **No wet suits are allowed inside park building and shoes, shirts, or cover-ups must be worn.** Absolutely no alcohol or glass containers allowed at any time. No one under the age of 18 allowed in the pools or spa are AFTER 9:00 P.M.

SPA

The Spa is for Palm Shadows residents and registered guest. No children under 18 years old are allowed. Enter the spa at your risk. Please limit your time to fifteen (15) minutes. For those on medication, it is not advisable to enter the spa without your doctor's consent.

Bingo

Bingo played within the premises of Palm Shadows will be governed by Texas State Statutes and you must wear your name tag or bring proof of residence to pay.

Emergency Information

The office will keep a car file of family members or friends to contact in case of an emergency, if provided by the residents. It will be the responsibility of the resident to see that this card is updated as needed.

Personal Vehicles and Golf Carts.

Golf carts fall under the same guidelines as any motor vehicle. Golf carts must be insured and operated by a licensed driver. SPEED LIMIT IS 7 1/2 MPH. **All golf carts must have working lights for night safety.** Please observe this diligently for the safety of all residents. Please inform all your guest and outside workers of the speed limit.

Garbage

Garbage is picked up on Tuesday and Friday morning. Do not put garbage out the night before.

Please have all garbage to the curb by 10 A.M. WE WILL MAKE THE ROUND

ONLY ONCE. Please also remember that all boxes and papers should go to recycle. Place all household garbage in tied plastic bags. Also all yard clipping, weeds and other trimmings must be in plastic bags **OR IT WILL BE YOUR RESPONSIBILITY TO PUT IT IN THE DUMPSTER.**

Keep bags to a reasonable weight and use good quality bags as they have to be tossed into the dumpster. **NO large items like appliances, furniture, bathroom fixtures, or**

construction type materials, i.e. wood, carpet, concrete, glass will be put in the dumpster and they will not be allowed to sit around in the dumpster area.

Check with management for arrangement for the items as there will be a charge for these items. Come to office for the charges. Please again remember that all boxes and papers should go to recycle.

Insurance

All tenants are required to have home owner's liability insurance on their units.

Laundry

The laundry building is located at the back of the recreation hall. The park provides washers and dryers. No individual clothes lines are permitted.

Loading and Unloading of RV'S

There will be a two day limit to load and unload an RV, extra cat, etc., in front of your home when you first arrive or depart. Do not use your neighbor's driveway or carports.

Lot maintenance

Park personnel will do all the mowing in the park. Owners of permanent homes, park models, or RV's are responsible for additional landscaping around their unit which includes trimming, weeding of flower beds, raking, minor pruning, and other needed yard work, Water usage charges to maintain lawns in the summer on unoccupied sites shall be prearranged with management. No planting of any plants with needles or thorns. As they get bigger they become very dangerous to people and pets, and can be very poisonous. NO planting of any trees, fruit trees, or large shrubs. Doing so will require you to care of the mowing and trimming of your property lot all year and should you sell the buyers will also have this same policy. All plants must be in containers and put on your concrete slab and must be put away before your departure. **RV's must remove all blocking at the time of departure and place on the middle of the concrete slab and must be secure.**

Lounge Rules

The Lounge falls under all the guidelines of the Texas Alcohol Commission. Anyone under the age of 21 must be accompanied by a parent or court –appointed guardian.

1. All Beer, wine and set-ups consumed on licensed area must be purchased at the lounge.
2. No coolers or cooler bags allowed in lounge or rec hall
3. No Consumption of alcohol after 12:00 A.M. and all bottles must be off tables per Texas law. This includes the rec hall.
4. No cards or games will be played in the lounge during hours of operation.
5. Foul language and obscenity will not be tolerated.
6. We reserve the right to refuse service to anyone.
7. No rearranging of the lounge tables. They are set up for maximum seating capacity per Texas fire codes.
8. Except for advertised functions, lounge premises are open to residents and registered guests.

The lounge management and staff will greatly appreciate your cooperation to help preserve our beer and wine license.

Mail

Lot numbers must be included on your mail address line. When leaving the park for an extended period of time residents must turn in a change of address card to the Post Office or have a neighbor pick up mail and forward it to you. The office is not responsible for forwarding your mail. Mail boxes are closed after you leave during the off season. You must call the office prior to your arrival to open your mailbox if you expect mail to arrive before you do.

Notice of Temporary Absence

Residents should notify the office when they are leaving for any length of time, where they can be reached and when they plan to be back. This is for your protection and convenience. However, the park accepts no responsibility for the resident's home, improvements or personal items during his/ hers absence.

Outside Additions and Improvements

All outside improvements—awning, skirting, sidewalk, driveways, storage units, porches, air-conditioning compressors, cement work, building, etc. must be approved by the park Management prior to any construction. Additions or improvements must be approved by park management. Any improvements must be done while the owner is here. No work will be allowed on your unit if you are out of town. Small satellite dishes are permitted provided the park manager approves the placement of the dish. Professional and qualified contractors must do the improvements and have current liability insurance and current license. Failure to do so will cause the park management to have the improvements removed from the park and the expenses billed to the resident.

- FENCES, IN-GROUND SPRINKLER SYSTEMS OR POTENTIAL HAZARDOUS BARRIERS ARE NOT ALLOWED.
- Sheds can be left on a seasonal lot if a reservation is made for three (3) months for the following season for a cost of \$20.00 per month. If tenants are in the park less than three (3) months the shed must be left empty and unlocked or a rental fee will be assessed. Park is not responsible for the shed or its contents.
- Any improvements encroaching on a lot other than the rented lot are prohibited. Driveways are the responsibility of the tenant and must be maintained with CEMENT. NO DIRT driveways are allowed.
- All Contractors and workers must report to the park office before performing work in the park.
- Contractors and/or workers must have proof of liability insurance to perform work in the park.
- Power equipment that belongs to the park will no longer be loaned out.
- Tents or temporary shelters are not allowed.

Park Conduct

Loud parties, excessive drinking, offensive language, or other unacceptable behavior by any resident or their guest will not be tolerated. Please do not use your neighbor's lot as a short cut or a dog run. Also there is to be no eavesdropping while your neighbors are out on their deck or patio.

Park Badges

Park Badges must be worn at all times in the park buildings. If you do not have one or have lost yours, badges can be obtained at the Activities Office. Temporary guest badges are obtained at the office when registering your guests.

Parking Restrictions

NO PARKING ON THE GRASS OR ANY UNOCCUPIED LOTS. RESIDENTS VEHICLES PARKED ON OR BLOCKING A LOT OTHER THAN THEIR OWN WILL BE TOWED AT THE VEHICLES OWNERS EXPENSE. (Remember that golf carts, motorcycles, scooters, trailers, etc. fall under these same guidelines. Due to limited space, one (1) vehicle is allowed for each lot rented for street parking. Additional vehicles must be parked on concrete driveway or designated parking or stored in our storage area. Any cargo trailers, motorcycle trailers, car dollies, etc., must be stored in our storage area. These restrictions also include golf carts.

Storage

Before putting your cargo trailers, motorcycle trailers, car dollies, etc. in the back storage, the office must be notified so the proper identification is put on it and it is put in the designated storage area. They cannot be left on the street or the site. Each site is allowed one smaller unit free, more than one, a fee will be charged. RV's parked in the storage will be subject to a monthly fee.

Pets

Domestic pet (dogs and cats) within the weight and size restrictions are welcome in the park but, **must be on a leash at all times when outdoors. NO EXCEPTIONS.** Pets over thirty (30) pounds are not allowed unless approved by the managers. No pets will be left unattended outdoors whether in a pen or leashed. The only exception to not being leashed is when they are in the fenced dog run in the back of the park. **PET OWNERS MUST CLEAN UP AFTER THEIR PETS. INCLUDING THE DOG RUN.** No pets are allowed in or around the building, in the spa and swimming pool, or grassy area along the entrance road.

Please do not let them urinate or defecate on others tenant's lots. On the east side of the park

behind the mobile homes is a large area to walk your pets. You must keep them on a leash and pick up after them in the dog walk area as well. Please use this area. Do not leave pet food outside or around your site. Any aggressive pets will not be tolerated, and owners will be asked to leave

the park. Residents are required to keep their pets under control and quiet at all times. All animals found wandering in the park are assumed to be strays and will be turned over to the proper authority. **DOBERMAN PINSCHER, MINIATURE PINSCHER and ROTTWEILER'S must approved by CORPORATE Office. WE MUST HAVE ON RECORD ALL PETS (INCLUDING CATS) THAT THEIR VACCINATION IS UP TO DATE.** This is needed for **LIABIITY INSURANCE** purpose.

Quiet Time

QUIET HOURS ARE 10: 00PM TO 7: 00 AM

Recreation Hall

The recreation hall is provided for park residents' and registered guests' use and enjoyment anytime. The kitchen facility and equipment is for organized park activity use only. Personal use of refrigerators, freezers, stove or sink is not allowed. The park reserves the right to close any facility for cleaning or repair. No rents will be refunded in the event that the hall, pool, or other facilities are closed for repair or maintenance.

Security Gate

The security gate will be closed for maximum security of the residents. Opening the gate will be at the discretion of the management. Regular vendors such as UPS, FEDEX, mail carrier, newspaper delivery will be issued access to entry. If you have a guest or new vendor and the gate is closed – you must go to the gate and let them in. As you enter or exit the park when the gate is closed, please stop until the gate closes behind you. **DO NOT OPEN THE GATE FOR ANYONE YOU DON'T KNOW; TELL THEM THEY ARE TO CALL THE NUMBER WHO THEY ARE VISITING OR THE OFFICE (THE TELEPHONE # IS ON THE CARD BOX POST AT THE GATE ENTRANCE**

Shuffleboard Courts

The courts are for the enjoyment of all residents and invited guest. If there is anyone under 16, they are to only play with the resident supervising at all times. Please treat the sticks kindly and move the disc around using the handle end of the stick. If the resident doesn't know how to wax the disc, leave the box on the floor of the shuffleboard shack.

Smoking Policy

ALL PARK BUILDINGS ARE SMOKE FREE.

Soliciting

No peddling or soliciting will be allowed on the premises. If you see solicitor in the park, call the office immediately.

Sub Renting

Mobile homes, park models, and RV's may be rented to a third party provided the following provisions are met.

- Home owners must contact the park office and arrange for potential renters to be scheduled for a resident interview and meet the park requirements prior to moving in.
- No rental allowed for less than one month.
- The home owner is responsible to the park for rental, electric and any other payments. **Not the renter.**
- All park rules, policies and regulations apply to the renter.
- The renter must check in and fill out an information registration card at the office.

Telephone

The park will accept and deliver all urgent and emergency phone calls only.

Toilet and Shower Facilities

The park toilets and showers are for the recreational vehicle owners and guest only. Mobile home owners and guest and apartments must use their own facilities. Please be responsible and clean up after your use of them. If you see any water leaks etc. please report it to the office as soon as possible. Absolutely no smoking is allowed.

Utility Connects and Disconnects

The park will not be responsible for, nor will perform the service of connecting or disconnecting any utility service including telephone or cable service. Park residents are responsible for the utilities. Residents and guest will not alter or perform service on park maintained circuits, gas, water lines or hose connections unless in an emergency or approved by the manager. You must report to the office upon you initial arrival and final departure to insure accurate and timely electric meter reading and charges. If your electric bill is not paid within ten (10) days of **receipt you will be charged a late fee.**

Water and Waste Water Usage

The park provides access to available utilities, but will not be responsible for acts of negligence on the part of the resident. Toilet, leaky faucets, unattended running water hoses cost money in water charges and wastewater fees. **Please report any leaks to the management no matter how small.** All RV's must have a solid elbow connected to the park sewage system ground connection and resident's hose connected to the other end. Do not water any lot other than your own without approval from management. In case of blockages or breaks caused by a resident, the resident may be billed for repair. The park reserves the right to inspect any unit for water leaks. **DO NOT PUT DOWN THE SEWER SYSTEM ANY PERSONAL HYGEINE PRODUCTS (TAMPONS, TAMPON CASE, DIAPERS, PADS, ETC.) THIS IS A MAJOR PROBLEM FOR OUR LIFT STATION, SINCE IT IS AN OLDER SYSTEM. PLEASE DISPOSE OF THEM IN THE GARBAGE.**

Vehicle Maintenance

Major repairs of vehicles within the park are prohibited. Due to recent stringent Texas Laws, no vehicle oil or other fluids can be changed and disposed of with the park. THERE Are ABSOLUTELY NO EXCEPTIONS. No vehicle will be placed on blocks at any time. Cars left in the summer must be parked and not be unsightly. You may wash your unit upon arrival or once per season to maintain a clean appearance.

Yard Sales

Yard sales are not permitted unless prior approval by management.

Act of God

Residents, please remember that we are in a windstorm area. We ask that you insure that no objects are left outside- such as flowerpots, tables, chairs, etc. when you leave. Every resident

shall be responsible for repairing or removing his or her mobile home, park model and any improvements in the event of any natural disaster. Management reserves the right to repair or remove a permanent or temporary structure and /or vehicle that the resident fails to repair or remove with 30 days of such natural disaster and charge the expense to the resident.

Management will do everything reasonably possible to have all services restored as quickly as possible, but will not be responsible for any damage done by the failure to restore utilities. Each resident will be responsible for the payment of rent and other charges. The park will not be responsible for damages by the Act of God, such as but not limited to hurricanes, windstorms, tornadoes, rain, floods, flying objects, or falling limbs and trees.

Non- Compliance with these regulations could result in eviction from the park. Management reserves to refuse any reservations, or has the permission of anyone to reside in the park. The management reserves the right to make necessary changes to these rules

The park's owners, managers, and employees do not assume any responsibility for theft, disappearance, fire, loss, injury or damage of any kind to any mobile home, park model, recreational vehicle, or tenant's properties within the confines of Palm Shadows.

Every resident, whether permanent or temporary, by the posting of these rules and regulations, acknowledge their agreement and willingness to comply with and be bound by these rules and regulations. Remember it is your responsibility to be good neighbors. Please respect your neighbor's privacy and property.

Thanks You and we hope you enjoy your stay.

The Management

Palm Shadows RV Resort