



Control Number: 48174



Item Number: 44

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COMPLAINT OF MULTIPLE TENANTS §
AGAINST PALM SHADOWS MH AND RV §
PARK AND PALM SHADOWS RESORT LLC §

PUBLIC UTILITY COMMISSION
OF TEXAS

2018 APR 16 AM 10:03
PUBLIC UTILITY COMMISSION
FILING CLERK

1) The Commissions Jurisdiction over the proceedings:

The PUC has jurisdiction over the proceedings regarding only the water and sewer portion of the complaint. The PUC does not handle trash billing.

2) Allegations Raised in the Complaint:

Multiple tenants complained to the PUC about Palm Shadows water billing practices. They complained that we were not in compliance because we billed the water, sewer and trash on a daily basis. We had been billing this same way since we purchased the park and the previous owners also used the same billing practice. After reviewing the PUC regulations and researching how other mobile home park bill we decided that because we did not have water meters and the trash charge was also included we should include the water, sewer and trash in the rent charge and not bill it individually to the tenants. Therefore, residents were notified on February 1, 2018 that as of April 1, 2018 the water, sewer and trash charge would be included in the rent (Rate Sheet attached.)

This Formal Complaint should not be allowed because it raises issues that were not raised in the original complaint regarding our water, sewer and trash billing practices. They are now stating that the tenants feel the PUC should rule that the water, sewer and trash should be billed separately. This is not the original complaint that was raised.

3) Applicable statutes, rules, orders and tariffs provisions

There are no applicable statues because the water, sewer and trash will now be included in the rent charge.

4) Copies of any rates/tariffs that are subject of this complaint

Not Applicable.

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5) Any other matters relevant to the complaint.

Palm Shadows is primarily a seasonal RV and mobile home community. We answered the informal complaints raised by tenants regarding our water, sewer and trash billing practices. It is our understanding that including water, sewer and trash in the rent charge is allowable and is not under the jurisdiction of the PUC once there is no longer individual billing for water and sewer.

We do not believe that the tenants should be allowed to now file this complaint with the PUC asking that we return to our original billing practices of billing water, sewer and trash by the day.

Respectfully submitted by



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DONNA, TX 78537
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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.

DOCKET 48174