



Control Number: 49060



Item Number: 17

Addendum StartPage: 0

DOCKET NO. 49060

COMPLAINT OF DEBORAH LOWE
AGAINST SADDLEBROOK
COMMUNITY AND SUN
COMMUNITIES, INC.

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PUBLIC UTILITY COMMISSION

OF TEXAS

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FILING CLERK

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC. RESPONSES TO
COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION –
STAFF 2-1 THROUGH STAFF 2-26**

Pursuant to 16 Texas Administrative Code § 22.144(c), Saddlebrook Community (“Saddlebrook”) and Sun Communities, Inc. (“Sun”) file this response to the Commission Staff’s (“Staff”) Second Request for Information. Although the Commission’s Staff demanded responses within ten days of service, counsel for Saddlebrook Community and counsel for the Commission’s Staff agreed on an extension of time to make the due date March 22, 2019. As such, these responses are timely provided.

Saddlebrook and Sun file these responses without agreeing to the relevancy of the information sought and without waiving their right to object at the time of the hearing to the admissibility of the information provided herein.

Respectfully submitted,

By: /s/ Jack E. Skaggs

Jack E. Skaggs

State Bar No. 24051345

JACKSON WALKER L.L.P.

100 Congress Avenue, Suite 1100

Austin, Texas 78701

(512) 236-2000 Telephone

(512) 236-2002 – Facsimile

Email: jskaggs@jw.com

**ATTORNEY FOR
SADDLEBROOK COMMUNITY
and SUN COMMUNITIES, INC.**

CERTIFICATE OF SERVICE

This is to certify that on this 22nd day of March, 2019, a true and correct copy of the foregoing document was served on all parties of record in accordance with 16 Tex. Admin. Code § 22.74.

/s/ Jack E. Skaggs
Jack E. Skaggs

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-1 Please explain the reason Ms. Lowe's meter was replaced on May 14, 2018.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: It was Ms. Lowe's request that the meter be replaced.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-2 Please explain if the removed meter was tested. Provide test date and results.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Saddlebrook and Sun do not have any evidence that the removed meter was tested. However, as evidenced by the ledger, it is apparent that the meter was replaced because the gallons consumed dropped from 8,276 gallons to 897 gallons in the month of June 2018.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-3 Please explain if the new mater was tested. Provide test date and results.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Saddlebrook and Sun do not have any evidence that the new meter was tested. BluTower tests all meters before installation, but Saddlebrook and Sun were not provided records of this testing.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-4 Please explain if any estimated reads were used to bill Ms. Lowe while she was a tenant. Please provide a copy of all estimated bills. Please explain how the following bill is adjusted to reflect correction of the estimate.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Saddlebrook and Sun do not have any records that averages were taken while Ms. Lowe was a tenant, nor were any bills estimated.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-5 If the removed meter has not been tested within the last 24 months, please test the meter and provide a copy of the results.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: The meter in question was removed by BluTower and replaced with the current meter (referenced in Staff 2-6). The removed meter is no longer in Sun or Saddlebrook's possession. Similarly, BluTower does not still have this meter in its possession. Additionally, I have provided my correspondence with a BluTower representative, confirming that the removed meter was replaced in "good faith" as the removed meter did not have any actual issues at the time. Please see Sun 49069_Staff 2-5_BluTower Correspondence.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-6 If the new meter has not been tested within the last 24 months, please test the meter and provide a copy of the results.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: In response to this request, Saddlebrook performed a “Five-Gallon Test” of the new meter on March 20, 2019. The results of this test are provided in Sun 49069_Staff 2-6_Five Gallon Test Results. The results of the test indicated that the new meter was properly calibrated and accurate.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-7 According to item 4, page 13, Ms. Lowe paid a \$699 security deposit.
Please provide the date and amount of the deposit refund.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Saddlebrook did not return this security deposit to Ms. Lowe at the time of
move out. Rather, it was applied to the balance due from previous months.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-8 Please explain any fees or charges that were deducted from the refund amount.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Please refer to the Response to Staff 2-7. Saddlebrook did not return any of Ms. Lowe's security deposit and instead applied the deposit to the balance due from previous months. The balance due from previous months was \$829.96.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-9 Provide the retail water bills from Maxwell WSC for service for December 2018.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: This was included in our responses to Staff's First Request for Information. Please see attachment Sun 49069_Staff 1-5_Retail Water Bills Maxwell WSC.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-10 Provide the retail sewer bills from the City of San Marcos for December 2018.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: This was included in our responses to Staff's First Request for Information. Please see attachment Sun 49069_Staff 1-6_Retail Water Bills City of San Marcos.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-11

For Complainant's submetered billing, provide:

- a) the calculation of the average cost per gallon, liter, or cubic foot;
- b) if the unit of measure of the submeters or point-of-use submeters differs from the unit of measure of the master meter, a chart for converting the tenant's submeter measurement to that used by the retail public utility;
- c) all submeter readings of the Complainant's meter; and
- d) all submeter test results of the Complainant's meter.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Please see Sun 49069_Staff 2-11_JB Utility Bills, which includes all water bills mailed by JB Utility to Ms. Lowe during her residency.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-12 Provide the total amount billed to all tenants each month from November 2017 to December 2018.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Below, I have listed the summary of charges for all tenants for the months requested.

Month	Amount
December 2017	\$42,769.91
January 2018	\$47,639.30
February 2018	\$26,938.01
March 2018	\$34,927.08
April 2018	\$37,697.12
May 2018	\$37,697.12
June 2018	\$40,154.00
July 2018	\$33,986.05
August 2018	\$70,296.57
September 2018	\$31,429.86
October 2018	\$49,663.17
November 2018	\$48,621.06
December 2018	\$44,509.24

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-13 Provide the total revenues collected from the tenants each month to pay for water and wastewater service from November 2017 to December 2018.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Below, I have listed the summary of total revenues collected from the tenants for the months requested.

Month	Amount
December 2017	\$42,769.91
January 2018	\$47,639.30
February 2018	\$26,938.01
March 2018	\$34,927.08
April 2018	\$37,697.12
May 2018	\$37,697.12
June 2018	\$40,154.00
July 2018	\$33,986.05
August 2018	\$70,296.57
September 2018	\$31,429.86
October 2018	\$49,663.17
November 2018	\$48,621.06
December 2018	\$44,509.24

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-14 Describe in detail the nature of the 9% service charge percentage permitted under § 24.281(d)(3) of PUC rules (related to Charges and Calculations) that were billed to Ms. Lowe.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Saddlebrook and Sun reached an agreement with Staff regarding the response to Staff 2-14. Accordingly, Saddlebrook and Sun provide the following response:

Saddlebrook multiplies the amount of the water and sewer bill by 9%. The money collected through this service charge is used to pay the third-party billing company.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-15 Provide any correspondence between Sun/Saddlebrook and Complainant pertaining to any dispute over water service billing.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Please see attachment Sun 49069_Staff 2-15_Correspondence.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-16 Confirm or deny that all submeters or point-of-use submeters throughout the Saddlebrook property use the same unit of measurement, such as gallon, liter, or cubic foot.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Confirmed. All BTI meters were programmed to measure in U.S. gallons.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-17 Confirm or deny that the submeter or point-of-use submeter used by
Complainant had its accuracy established prior to being placed in service.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Confirmed.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-18

Confirm or deny that if Complainant's submeter or point-of-use submeter was removed from service, that it was properly tested and calibrated before being placed in service again.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Not applicable. Ms. Lowe's current meter was never removed from service.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-19

Confirm or deny that Complainant's Submeter was calibrated as close as possible to the condition of zero error and within the accuracy standards established by the American Water Works Association (AWWA) for water meters or Point-of-use submeter was calibrated as closely as possible to the condition of zero error and within the accuracy standards established by the American Society of Mechanical Engineers (ASME) for point-of-use and branch-water submetering systems.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Confirmed. BluTower, the company from which Saddlebrook obtains its meters, offers a comprehensive NSF-61/G certified water meter product. All BluTower meters meet or exceed manufacturing and performance standards set forth by the AWWA.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-20 Confirm or deny that Complainant's submeter or point-of-use submeter was installed in accordance with applicable plumbing codes and AWWA standards for water meters or ASME standards for point-of-use submeters.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Confirmed.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-21 Confirm or deny that Complainant's Submeter or point-of-use submeter was readily accessible to the tenant and to the owner for testing and inspection.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Confirmed. The meters are located at each site in an open meter box and the residents and team members have access to this meter box at any time.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-22

Provide a copy of all submeter or point-of-use submeter records or any such device used for Complainant. Per 16 TAC § 24.287(a)(6), these records shall include:

- a) an identifying number;
- b) the installation date (and removal date, if applicable);
- c) date(s) the submeter or point-of-use submeter was calibrated or tested;
- d) copies of all tests; and
- e) the current location of the submeter or point-of-use submeter.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Please find the responses to each subpart below:

- a) Binary #31141
- b) June 6, 2018
- c) June 6, 2018
- d) Please see the responses to Staff 2-5 and Staff 2-6.
- e) The back end of the home.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-23 Confirm or deny that Sun/Saddlebrook has complied with the AWWA's meter testing requirements and/or that Sun/Saddlebrook has complied with ASME's meter testing requirements for point-of-use meters.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: All meters are provided by BluTower, which is responsible for the meter testing requirements.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-24 Explain whether Sun/Saddlebrook has performed a water leak audit of Complainant's dwelling unit at any point during Complainant's occupancy of the unit and the results of the audit, if any.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Since I began working at Saddlebrook in September 10, 2018, a water leak audit has not been completed.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-25 Does Sun/Saddlebrook use submeters or point-of-use submeter within the Saddlebrook community?

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Saddlebrook does not submeter each home, as each home is individually metered.

**SADDLEBROOK COMMUNITY AND SUN COMMUNITIES, INC.'S
RESPONSES TO COMMISSION STAFF'S –
STAFF 2-1 THROUGH STAFF 2-26**

Staff 2-26 Provide a complete copy of the ledger of the Complainant's account.

Prepared by: Hope Sanchez

Sponsored by: Hope Sanchez

RESPONSE: Please see attachment Sun 49069_Staff 2-26_Ledger.

VERIFICATION

STATE OF TEXAS

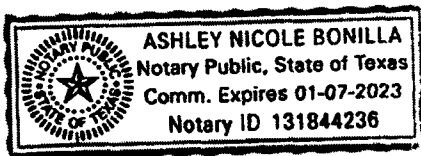
COUNTY OF Hays

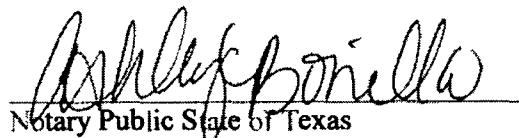
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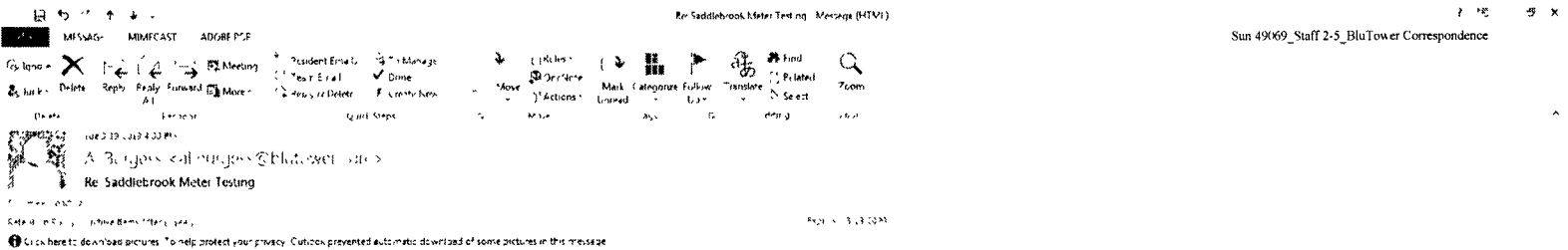
On this day, Hope Sanchez, appeared before me, the undersigned Notary Public, and after I administered an oath to her, upon her oath, she said she is Senior Community Manager in this case and has read Saddlebrook Community and Sun Communities, Inc.'s Responses to Second Request for Information, and the facts stated in the responses are within her personal knowledge and are true and correct.


HOPE SANCHEZ

SUBSCRIBED AND SWORN TO BEFORE ME the 21 day of March, 2019, to certify which witness my hand and official seal.




Notary Public State of Texas



This register was issued in Jan, 2016. This is actually one that we found to be NFF. However, we replaced it with the latest build in good faith. When tested we tested signal strength, increments, read, water intrusion and programming.

On Tue, Mar 19, 2019 at 3:51 PM Hope Sanchez <hsanchez@suncommunities.com> wrote

I found the old binary number its 12753. What we need to know is if there was any testing done and what were the results. Please respond via email so that I may copy and paste your response.

Respectfully,

Hope Sanchez

Senior Community Manager

Saddlebrook

289 Silver Peak Drive

San Marcos, TX 76068

512-556-8001

512.596-8112 fax

hsanchez@suncommunities.com

*Commitment *Intensity *Accountability *Customer Service *Empowerment

Mehta, Alisha

From: Al Burgess <al.burgess@blutower.com>
Sent: Wednesday, March 20, 2019 7:43 PM
To: Mehta, Alisha
Cc: Hope Sanchez
Subject: Re: Saddlebrook Meter Testing

****RECEIVED FROM EXTERNAL SENDER – USE CAUTION****

Hello,

Unfortunately the tests are ran electronically and there are no records on file. This endpoint is not in my possession anymore.

Sent from my iPhone

On Mar 20, 2019, at 3:27 PM, Mehta, Alisha <amehta@jw.com> wrote:

Good afternoon Al,

I am one of the lawyers assisting Saddlebrook with a recent customer complaint. I believe there was correspondence exchanged with Hope yesterday regarding the meter removed from Deborah Lowe's property (binary number 12753). I had two follow up questions:

- Are there any records of the tests done on either the removed meter or the replacement meter to verify signal strength, increments, etc? If so, can you please provide a copy of these testing records.
- Is the removed meter (binary number 12753) still in BluTower's possession at this time?

Please feel free to call or email me if you have questions.

Thank you,
Alisha

Alisha Mehta
100 Congress Avenue Suite 1100 | Austin, TX | 78701
V: (512) 236-2340 | amehta@jw.com
<image001.jpg>

SUN COMMUNITIES
27777 FRANKLIN ROAD
SOUTHFIELD, MI 48034

Sun 49069_Staff 2-6_Five Gallon Test Results

Work Order No. 5167
Date Call 3/20/2019 2:15 pm

Status Call

Brief Desc:

Job Site: sc-sbk/289
463 Bridlewood Dr.
289 Silver Peak Drive
San Marcos, TX 78666

Caller: Edgar Garcia

Occupant: Garcia (t5840828)
(512) 429-9997

OK to enter? NO

Technician Notes

Time: 2:30 PM Date: MARCH 20
Material: MONITORED METER FOR LEAKS- NONE DETECTED -
PERFORMED 2 5 GALLON TEST 30 MIN. APART.
FIRST TEST AT 2:30 PM. START READ WAS 9250, READ

Problem Description: Complete a 5 gallon meter test AFTER PT TEST WAS 9255.
Parts & Labor 2ND SECOND READ START WAS 9255
READ ENDING WAS 9260

Quantity	Stock Code/	Employee Name	Description	Unit Price	Total
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BINARY-31141 Commission

TOTAL \$0.00

Authorized by:

Signed by [Signature]
Dated MARCH 20, 2019
Invoice No.

SADDLEBROOK

289 SILVER PEAK DR
SAN MARCOS TX 78666

OFFICE PHONE NUMBER 512-396-8001

LOT # 289 SUBMETERED WATER AND WASTE WATER INVOICE

PREVIOUS READ 33588 READ DATE 11/2/2018

CURRENT READ 39689 READ DATE 12/1/2018

USAGE 6101 GALLONS

THIS INVOICE IS NOT FROM THE CITY OF SAN MARCOS, THE RETAIL
UTILITY. REMIT PAYMENTS AND INQUIRIES TO SADDLEBROOK MGMT

Water 30.00 + 7.25/Gal \$74.23 DUE 1/1/2019

EAA Charge \$1.40

Sewer @ 7.36/Gal \$44.90

9% SURCHARGE \$10.85

Drainage fee \$4.86

TOTAL DUE \$136.24

Lowe Deborah

463 Bridlewood Dr.

San Marcos TX 78666

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SADDLEBROOK

289 SILVER PEAK DR
SAN MARCOS TX 78666

OFFICE PHONE NUMBER 512-396-8001

LOT # 289 SUBMETERED WATER AND WASTE WATER INVOICE

PREVIOUS READ 26796 READ DATE 10/2/2018

CURRENT READ 33588 READ DATE 11/2/2018

USAGE 6792 GALLONS

THIS INVOICE IS NOT FROM THE CITY OF SAN MARCOS, THE RETAIL
UTILITY. REMIT PAYMENTS AND INQUIRIES TO SADDLEBROOK MGMT

Water 30.00 + 7.25/Gal \$79.24 DUE 12/1/2018

EAA Charge \$1.40

Sewer @ 7.36/Gal \$49.99

9% SURCHARGE \$11.76

Drainage fee \$4.86

TOTAL DUE \$147.25

Lowe Deborah

463 Bridlewood Dr.

San Marcos TX 78666

I SADDLEBROOK
289 SILVER PEAK DR
SAN MARCOS TX 78666

OFFICE PHONE NUMBER 512-396-8001

LOT # 289 SUBMETERED WATER AND WASTE WATER INVOICE
PREVIOUS READ 19086 READ DATE 8/29/2018
CURRENT READ 26796 READ DATE 10/2/2018

USAGE 7710 GALLONS

THIS INVOICE IS NOT FROM THE CITY OF SAN MARCOS, THE RETAIL
UTILITY. REMIT PAYMENTS AND INQUIRIES TO SADDLEBROOK MGMT

Water 30.00+ use	\$85.90	New rates next billing
EAA Charge	\$1.40	DUE 11/1/2018
9% SURCHARGE	\$7.86	
Sewer @ 7.21	\$55.59	
Drainage fee	\$4.86	
TOTAL DUE	\$155.61	

Lowe Deborah
463 Bridlewood Dr.
San Marcos TX 78666

SADDLEBROOK
289 SILVER PEAK DR
SAN MARCOS TX 78666

OFFICE PHONE NUMBER 512-396-8001

LOT # 289 SUBMETERED WATER AND WASTE WATER INVOICE
PREVIOUS READ 16639 READ DATE 8/17/2018
CURRENT READ 19086 READ DATE 8/29/2018

USAGE 2447 GALLONS

THIS INVOICE IS NOT FROM THE CITY OF SAN MARCOS, THE RETAIL
UTILITY. REMIT PAYMENTS AND INQUIRIES TO SADDLEBROOK MGMT

Water 30.00+ use	\$47.74	DUE 10/1/2018
EAA Charge	\$1.40	
9% SURCHARGE	\$4.42	
Sewer @ 7.21	\$17.64	
Drainage fee	\$4.86	
TOTAL DUE	\$76.06	

Lowe Deborah
463 Bridlewood Dr.
San Marcos TX 78666

SADDLEBROOK
289 SILVER PEAK DR
SAN MARCOS TX 78666

OFFICE PHONE NUMBER 512-396-8001

LOT # 289 SUBMETERED WATER AND WASTE WATER INVOICE
PREVIOUS READ 4656 READ DATE 6/26/2018
CURRENT READ 16639 READ DATE 8/17/2018
USAGE 11983 GALLONS

THIS INVOICE IS NOT FROM THE CITY OF SAN MARCOS, THE RETAIL
UTILITY. REMIT PAYMENTS AND INQUIRIES TO SADDLEBROOK MGMT

Water 30.00+ use	\$119.12	DUE 9/1/2018
EAA Charge	\$1.40	
9% SURCHARGE	\$10.85	
Sewer @ 7.21	\$86.40	
Drainage fee	\$4.86	Lowe Deborah
TOTAL DUE	\$222.63	463 Bridlewood Dr. San Marcos TX 78666

SADDLEBROOK
289 SILVER PEAK DR
SAN MARCOS TX 78666

OFFICE PHONE NUMBER 512-396-8001

LOT # 289 SUBMETERED WATER AND WASTE WATER INVOICE
PREVIOUS READ 898 READ DATE 6/8/2018
CURRENT READ 4656 READ DATE 6/26/2018
USAGE 3758 GALLONS

THIS INVOICE IS NOT FROM THE CITY OF SAN MARCOS, THE RETAIL
UTILITY. REMIT PAYMENTS AND INQUIRIES TO SADDLEBROOK MGMT

Water 30.00+ use	\$57.25	DUE 8/1/2018
EAA Charge	\$1.40	
9% SURCHARGE	\$5.28	
Sewer @ 7.21	\$27.10	Lowe Deborah
TOTAL DUE	\$91.03	463 Bridlewood Dr. San Marcos TX 78666

SADDLEBROOK
289 SILVER PEAK DR
SAN MARCOS TX 78666

OFFICE PHONE NUMBER 512-396-8001

LOT # 289 SUBMETERED WATER AND WASTE WATER INVOICE
PREVIOUS READ 2 READ DATE 5/14/2018
CURRENT READ 898 READ DATE 6/8/2018
USAGE 896 GALLONS

THIS INVOICE IS NOT FROM THE CITY OF SAN MARCOS, THE RETAIL
UTILITY. REMIT PAYMENTS AND INQUIRIES TO SADDLEBROOK MGMT

Water 30.00+ use	\$36.50	DUE 7/1/2018
EAA Charge	\$1.40	
9% SURCHARGE	\$3.41	
Sewer @ 7.21	\$6.46	

TOTAL DUE	\$47.77	Lowe Deborah 463 Bridlewood Dr. San Marcos TX 78666
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SADDLEBROOK
289 SILVER PEAK DR
SAN MARCOS TX 78666

OFFICE PHONE NUMBER 512-396-8001

LOT # 289 SUBMETERED WATER AND WASTE WATER INVOICE
PREVIOUS READ 103719 READ DATE 4/9/2018
CURRENT READ 111995 READ DATE 5/14/2018
USAGE 8276 GALLONS

THIS INVOICE IS NOT FROM THE CITY OF SAN MARCOS, THE RETAIL
UTILITY. REMIT PAYMENTS AND INQUIRIES TO SADDLEBROOK MGMT

Water 30.00+ use	\$90.82	DUE 6/1/2018
EAA Charge	\$1.40	
9% SURCHARGE	\$8.30	
Sewer @ 7.21	\$59.67	

TOTAL DUE	\$160.19	Lowe Deborah 463 Bridlewood Dr. San Marcos TX 78666
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SADDLEBROOK
289 SILVER PEAK DR
SAN MARCOS TX 78666

OFFICE PHONE NUMBER 512-396-8001

LOT # 289 SUBMETERED WATER AND WASTE WATER INVOICE
PREVIOUS READ 97016 READ DATE 3/9/2018
CURRENT READ 103719 READ DATE 4/9/2018
USAGE 6703 GALLONS

THIS INVOICE IS NOT FROM THE CITY OF SAN MARCOS, THE RETAIL
UTILITY. REMIT PAYMENTS AND INQUIRIES TO SADDLEBROOK MGMT

Water 27.50 + use	\$74.42	New rates next billing
EAA Charge	\$1.20	DUE 5/1/2018
9% SURCHARGE	\$6.73	
SEWER @ 6.86	\$45.98	

TOTAL DUE	\$128.33	Lowe Deborah 463 Bridlewood Dr. San Marcos TX 78666
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SADDLEBROOK
289 SILVER PEAK DR
SAN MARCOS TX 78666

OFFICE PHONE NUMBER 512-396-8001

LOT # 289 SUBMETERED WATER AND WASTE WATER INVOICE
PREVIOUS READ 89223 READ DATE 2/9/2018
CURRENT READ 97016 READ DATE 3/9/2018
USAGE 7793 GALLONS

THIS INVOICE IS NOT FROM THE CITY OF SAN MARCOS, THE RETAIL
UTILITY. REMIT PAYMENTS AND INQUIRIES TO SADDLEBROOK MGMT

Water 27.50 + use	\$82.05	DUE 4/1/2018
EAA Charge	\$1.20	
9% SURCHARGE	\$7.42	
SEWER @ 6.86	\$53.46	

TOTAL DUE	\$144.13	Lowe Deborah 463 Bridlewood Dr. San Marcos TX 78666
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SADDLEBROOK

289 SILVER PEAK DR
SAN MARCOS TX 78666

OFFICE PHONE NUMBER 512-396-8001

LOT # 289 SUBMETERED WATER AND WASTE WATER INVOICE
PREVIOUS READ 84914 READ DATE 1/22/2018
CURRENT READ 89223 READ DATE 2/9/2018

USAGE 4309 GALLONS

THIS INVOICE IS NOT FROM THE CITY OF SAN MARCOS, THE RETAIL
UTILITY. REMIT PAYMENTS AND INQUIRIES TO SADDLEBROOK MGMT

Water 27.50 + use \$57.66 DUE 3/1/2018

EAA Charge \$1.20

9% SURCHARGE \$5.22

SEWER @ 6.86 \$29.56

TOTAL DUE \$93.64

Lowe Deborah
463 Bridlewood Dr.
San Marcos TX 78666

SADDLEBROOK

289 SILVER PEAK DR
SAN MARCOS TX 78666

OFFICE PHONE NUMBER 512-396-8001

LOT # 289 SUBMETERED WATER AND WASTE WATER INVOICE
PREVIOUS READ 76782 READ DATE 12/8/2017
CURRENT READ 84914 READ DATE 1/22/2018

USAGE 8132 GALLONS

THIS INVOICE IS NOT FROM THE CITY OF SAN MARCOS, THE RETAIL
UTILITY. REMIT PAYMENTS AND INQUIRIES TO SADDLEBROOK MGMT

Water 27.50 + use \$84.42 DUE 2/1/2018

EAA Charge \$1.20

9% SURCHARGE \$7.63

SEWER @ 6.86 \$55.79

TOTAL DUE \$149.04

Lowe Deborah
463 Bridlewood Dr.
San Marcos TX 78666

SADDLEBROOK
289 SILVER PEAK DR
SAN MARCOS TX 78666

OFFICE PHONE NUMBER 512-396-8001

LOT # 289 SUBMETERED WATER AND WASTE WATER INVOICE

PREVIOUS READ 75550 READ DATE 11/7/2017

CURRENT READ 76782 READ DATE 12/8/2017

USAGE 1232 GALLONS

THIS INVOICE IS NOT FROM THE CITY OF SAN MARCOS, THE RETAIL
UTILITY. REMIT PAYMENTS AND INQUIRIES TO SADDLEBROOK MGMT

Water 27.50 + use \$36.12 DUE 1/1/2018

EAA Charge \$1.20

9% SURCHARGE \$3.29

SEWER @ 6.86 \$8.45

TOTAL DUE \$49.06

Lowe Deborah
463 Bridlewood Dr.
San Marcos TX 78666

From: debbi lowe
To: Hope Sanchez
Subject: Fw: \$45 lawn care @ 463 Bridlewood Drive, San Marcos, Tx, 78666
Date: Thursday, October 11, 2018 3:56:11 PM

----- Forwarded Message -----

From: debbi lowe <iilow56@yahoo.com>
To: jhay@suncommunities.com <jhay@suncommunities.com>
Sent: Monday, June 11, 2018, 10:50:18 AM CDT
Subject: \$45 lawn care @ 463 Bridlewood Drive, San Marcos, Tx, 78666

Dear Jaclyn;

As of today, 06/11/18 I want my lawn care discontinued at the above address. The company that has been doing it leaves a terrible mess that I must clean up and does not take care of the weeds.

My son and grandson will be coming out every Sunday to mow, edge, spray weeds and get rid of the clippings.

I will adjust the rent amount to \$1,169.00 as of July 1, 2018.

Thanks,

Deborah Lowe
463 Bridlewood Drive
San Marcos, TX 78666

From: Hope Sanchez
To: "debbi lowe"
Cc: Ashley (Saenz) Bonilla
Subject: Saddlebrook letter
Date: Monday, November 12, 2018 12:11:00 PM
Attachments: [SBK Ledger Site 289.pdf](#)

Good Morning Ms. Lowe,

I would like to begin by apologizing for the notice that was sent and that it was not clear. I will make every effort to pay closer attention to detail in the future.

You are correct you did advise Saddlebrook that you would be vacating your home on or before 11/30/18, your account has been noted.

I have attached a copy of your ledger for your review of payments and corrections made to your account. Referring to the email you sent to me on 10/11/18, regarding lawn care, I did not see a response from the Community Manager at the time indicating that an agreement had been made and that the lawn care would be discontinued.

Breakdown of Balance Due as follows:

July balance left for lawn care \$44.77

August balance left for lawn care \$89.77

September balance left for lawn care \$45 and \$222.63 water was not paid. Your account was credited \$20 for lawn care price change and late fees of \$85 as you were waiting to meet with the new Sr. Community Manager. The total balance at the end of September was \$337.40.

October balance left for lawn care \$40 and \$55 late fee.

November balance left for lawn care \$40 and \$55 late fee. Your account was credited \$2.45 per the request received by PUC. Leaving your account with a total balance of \$524.95.

I am unaware of any member of the Saddlebrook team using your water without permission. Would you please let me know when this may have occurred so that I may discuss it with the team.

Please let me know if you have any additional questions regarding your account, I am happy to help.

Respectfully,

Hope Sanchez
Senior Community Manager
Saddlebrook
289 Silver Peak Drive
San Marcos, TX 78666
512-396-8001
512-396-8112 fax
hsanchez@suncommunities.com

-
*Commitment *Intensity *Accountability *Customer Service *Empowerment

From: debbi lowe [mailto:iilow56@yahoo.com]
Sent: Sunday, November 11, 2018 9:53 AM
To: Hope Sanchez <hsanchez@suncommunities.com>
Subject: letter

Dear Hope:

I am seeing a lot of discrepancies on the most recent letter from Saddlebrook.

- 1) Vacate for non-payment of rentI have never failed to pay rent on the date we agreed on
- 2)There is NO \$554.95 owed for ANYTHINGthere is \$220? from a water bill, but there is another water problem here...y'all have been using my hose and water to put in the sod next door to me with NO permission from me
- 3)I already informed you that I would be moving before the 30th of November 2018 ; so why in the hell would you give me notice to vacate by 01-01-1900.
- 4)Stating that the letter was hand delivered on 11/7/18 is flat out untrue, you actually mailed it.

I am contacting the PUC again to discuss your using my water without permission and my past bills.

We have a very busy schedule for this week and have no available time until after 17-18th of November.

Respectfully ,
Deborah Lowe

Saddlebrook

289 Silver Peak Drive - San Marcos, TX 78666
(512) 396-8001

Statement of Account

November 2018

Deborah Lowe
463 Bridlewood Dr.
San Marcos, TX, 78666

Date Printed: 11/19/2018
Resident Code: t5694282
Site: 289

Date	Description	Charges	Payments	Balance
	Balance as of 10/31/2018			\$ 618.01
11/01/2018	LPP Home Rental (11/2018)	641.00		1,259.01
11/01/2018	Base Rent (11/2018)	528.00		1,787.01
11/01/2018	Resident Lawn Care (11/2018)	40.00		1,827.01
11/02/2018	billing error 8/18	-2.45		1,824.56
11/05/2018	Chk# 800		-1,169.00	655.56
11/05/2018	Chk# 810		-155.61	499.95
11/06/2018	Late Charge	55.00		554.95
11/12/2018	not late in September was waiting for meeting with CM	-30.00		524.95
11/19/2018	Chk# 814		-222.63	302.32

I will agree to pay you the amount of \$310⁰⁰ for lawn services that former office mgr. Jackie said I did not have to pay - at a rate I can afford (no specific amt per month) I will not agree to the \$155⁰⁰ per month because I do not know what my pay checks will be. I will also pay no added late charges do to the fact that you are attempting to file for and collect a debt that former office mgr Jackie said I did not have to

Please be advised that your account is currently showing a balance due for rental charges. Your attention to this matter would be greatly appreciated. Your prompt response will eliminate any further action on your account.

Current	30 Days	60 Days	90+ Days	Balance
\$ 302.32	\$ 0.00	\$ 0.00	\$ 0.00	\$ 302.32

pay 11-21-18

11/21/2018

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SUN COMMUNITIES, INC.

Date : 3/19/2019

Resident Ledger

Code	<u>t5694282</u>	Property	<u>sc sbk</u>	Lease From	12/1/2018
Name	Bryanna Lowe Deborah Lowe	Unit	<u>289</u>	Lease To	11/30/2019
Address	463 Bridlewood Dr.	Status	Past	Move In	11/29/2017
		Rent	553	Move Out	1/1/2019
City St. Zip	San Marcos, TX 78666	Phone(O)-		Phone(H)-	(480) 789-1715

Date	Code	Description	Charge	Payment	Balance	Chg/Rec
11/28/2017	app	Application Fee	50.00		50.00	<u>29443221</u>
11/28/2017	app	Reverse App Fee	(50.00)		0.00	<u>29443222</u>
11/28/2017	app	Application Fee	150.00		150.00	<u>29448827</u>
11/29/2017	secdep	Deposit	528.00		678.00	<u>29448814</u>
11/29/2017	baserent	Rent for 2 days	35.20		713.20	<u>29448815</u>
11/29/2017	lpprent	LPP Rent for 2 days	42.73		755.93	<u>29448816</u>
11/29/2017	secdep	Adjust Security Deposit	171.00		926.93	<u>29448817</u>
11/29/2017	lppclose	LPP Closing Fee	99.00		1,025.93	<u>29448818</u>
11/29/2017	reslawn	Resident Lawn Care (11/2017)	3.00		1,028.93	<u>29448825</u>
11/30/2017	lppdisc	LPP Discount Rent (11/2017) per Incentive	(77.93)		951.00	<u>29451006</u>
11/30/2017		chk# 755		150.00	801.00	<u>19577766</u>
11/30/2017		chk# 757		846.00	(45.00)	<u>19577774</u>
12/1/2017	baserent	Base Rent (12/2017)	528.00		483.00	<u>29609466</u>
12/1/2017	lpprent	LPP Home Rental (12/2017)	641.00		1,124.00	<u>29609467</u>
12/1/2017	lppdisc	LPP Discounted Rent (12/2017)	(1,169.00)		(45.00)	<u>29609468</u>
12/1/2017	reslawn	Resident Lawn Care (12/2017)	45.00		0.00	<u>29609469</u>
12/15/2017	water	DECEMBER Water: 1232 Gallons	49.06		49.06	<u>29788767</u>
1/1/2018	baserent	Base Rent (01/2018)	528.00		577.06	<u>29960062</u>
1/1/2018	lpprent	LPP Home Rental (01/2018)	641.00		1,218.06	<u>29960063</u>
1/1/2018	reslawn	Resident Lawn Care (01/2018)	45.00		1,263.06	<u>29960064</u>
1/3/2018		chk# 768		49.06	1,214.00	<u>19872968</u>
1/3/2018		chk# 3970		1,214.00	0.00	<u>19876843</u>
1/15/2018	water	JANUARY Water: 8132 Gallons	149.04		149.04	<u>30137510</u>
2/1/2018	baserent	Base Rent (02/2018)	528.00		677.04	<u>30302563</u>
2/1/2018	lpprent	LPP Home Rental (02/2018)	641.00		1,318.04	<u>30302564</u>
2/1/2018	reslawn	Resident Lawn Care (02/2018)	45.00		1,363.04	<u>30302565</u>
2/3/2018		chk# 3974		1,214.00	149.04	<u>20118000</u>
2/6/2018	late	Late Charge	55.00		204.04	<u>30364922</u>
2/9/2018	late	Late Charge Reversal - Water Payment	(55.00)		149.04	<u>30377238</u>
2/9/2018		chk# 778		149.04	0.00	<u>20182076</u>
2/15/2018	water	FEBRUARY Water: 4309 Gallons	93.64		93.64	<u>30400664</u>
2/28/2018		chk# 3988		93.64	0.00	<u>20246092</u>
3/1/2018	baserent	Base Rent (03/2018)	528.00		528.00	<u>30648265</u>

3/1/2018	lpprent	LPP Home Rental (03/2018)	641.00		1,169.00	<u>30648266</u>
3/1/2018	reslawn	Resident Lawn Care (03/2018)	45.00		1,214.00	<u>30648267</u>
3/3/2018		chk# 3990		1,214.00	0.00	<u>20325986</u>
3/15/2018	water	MARCH Water: 7793 Gallons	144.13		144.13	<u>30746536</u>
4/1/2018	baserent	Base Rent (04/2018)	528.00		672.13	<u>30997792</u>
4/1/2018	lpprent	LPP Home Rental (04/2018)	641.00		1,313.13	<u>30997793</u>
4/1/2018	reslawn	Resident Lawn Care (04/2018)	45.00		1,358.13	<u>30997794</u>
4/4/2018		chk# 4000		144.13	1,214.00	<u>20588456</u>
4/4/2018		chk# 4001		1,214.00	0.00	<u>20588478</u>
4/15/2018	water	APRIL Water: 6703 Gallons	128.33		128.33	<u>31193663</u>
5/1/2018	baserent	Base Rent (05/2018)	528.00		656.33	<u>31358067</u>
5/1/2018	lpprent	LPP Home Rental (05/2018)	641.00		1,297.33	<u>31358068</u>
5/1/2018	reslawn	Resident Lawn Care (05/2018)	45.00		1,342.33	<u>31358069</u>
5/4/2018		chk# 4004		128.33	1,214.00	<u>20807318</u>
5/4/2018		chk# 4003		1,214.00	0.00	<u>20807324</u>
5/15/2018	water	MAY Water: 8276 Gallons	160.19		160.19	<u>31506574</u>
6/1/2018	baserent	Base Rent (06/2018)	528.00		688.19	<u>31695340</u>
6/1/2018	lpprent	LPP Home Rental (06/2018)	641.00		1,329.19	<u>31695341</u>
6/1/2018	reslawn	Resident Lawn Care (06/2018)	45.00		1,374.19	<u>31695342</u>
6/5/2018		chk# 830		160.19	1,214.00	<u>21023263</u>
6/5/2018		chk# 4006		1,214.00	0.00	<u>21023272</u>
6/25/2018	water	JUNE Water: 896 Gallons	47.77		47.77	<u>31859547</u>
6/29/2018		chk# 4007		48.00	(0.23)	<u>21116592</u>
7/1/2018	baserent	Base Rent (07/2018)	528.00		527.77	<u>32029221</u>
7/1/2018	lpprent	LPP Home Rental (07/2018)	641.00		1,168.77	<u>32029222</u>
7/1/2018	reslawn	Resident Lawn Care (07/2018)	45.00		1,213.77	<u>32029223</u>
7/3/2018		chk# 4009		1,169.00	44.77	<u>21191183</u>
7/15/2018	water	JULY Water: 3758 Gallons	91.03		135.80	<u>32126590</u>
8/1/2018	baserent	Base Rent (08/2018)	528.00		663.80	<u>32372747</u>
8/1/2018	lpprent	LPP Home Rental (08/2018)	641.00		1,304.80	<u>32372748</u>
8/1/2018	reslawn	Resident Lawn Care (08/2018)	45.00		1,349.80	<u>32372749</u>
8/4/2018		chk# 792		1,169.00	180.80	<u>21432774</u>
8/4/2018		chk# 793		91.03	89.77	<u>21432777</u>
8/15/2018	water	AUGUST Water: 11983 Gallons	222.63		312.40	<u>32565201</u>
9/1/2018	baserent	Base Rent (09/2018)	528.00		840.40	<u>32722688</u>
9/1/2018	lpprent	LPP Home Rental (09/2018)	641.00		1,481.40	<u>32722689</u>
9/1/2018	reslawn	Resident Lawn Care (09/2018)	45.00		1,526.40	<u>32722690</u>
9/6/2018		chk# 796		1,169.00	357.40	<u>21690793</u>
9/7/2018	late	Late Charge	55.00		412.40	<u>32793201</u>
9/12/2018	reslawn	correct amount to be billed is 40 not 45	(20.00)		392.40	<u>32803981</u>
9/12/2018	late	rent was paid on time resident was waiting for explanation of water bill from MGR	(55.00)		337.40	<u>32803985</u>
9/15/2018	water	SEPTEMBER Water: 2447 Gallons	76.06		413.46	<u>32830414</u>
9/21/2018	late	Late Charge	30.00		443.46	<u>32840293</u>
9/22/2018		chk# 799		76.06	367.40	<u>21748052</u>
10/1/2018	baserent	Base Rent (10/2018)	528.00		895.40	<u>33061104</u>
10/1/2018	lpprent	LPP Home Rental (10/2018)	641.00		1,536.40	<u>33061105</u>
10/1/2018	reslawn	Resident Lawn Care (10/2018)	40.00		1,576.40	<u>33061106</u>

10/5/2018		chk# 802		1,169.00	407.40	<u>21897839</u>
10/6/2018	late	Late Charge	55.00		462.40	<u>33130083</u>
10/15/2018	water	OCTOBER Water: 7710 Gallons	155.61		618.01	<u>33168337</u>
11/1/2018	baserent	Base Rent (11/2018)	528.00		1,146.01	<u>33427130</u>
11/1/2018	lpprent	LPP Home Rental (11/2018)	641.00		1,787.01	<u>33427131</u>
11/1/2018	reslawn	Resident Lawn Care (11/2018)	40.00		1,827.01	<u>33427132</u>
11/2/2018	water	billing error 8/18	(2.45)		1,824.56	<u>33484870</u>
11/5/2018		chk# 800		1,169.00	655.56	<u>22126558</u>
11/5/2018		chk# 810		155.61	499.95	<u>22126564</u>
11/6/2018	late	Late Charge	55.00		554.95	<u>33496048</u>
11/12/2018	late	not late in September was waiting for meeting with CM	(30.00)		524.95	<u>33505515</u>
11/15/2018	water	NOVEMBER Water: 6792 Gallons	147.25		672.20	<u>33586301</u>
11/19/2018		chk# 814		222.63	449.57	<u>22167971</u>
12/1/2018	baserent	Base Rent (12/2018)	553.00		1,002.57	<u>33771933</u>
12/1/2018	lpprent	LPP Home Rental (12/2018)	686.00		1,688.57	<u>33771934</u>
12/1/2018	lppmtm	LPP Month-to-Month Premium (12/2018)	100.00		1,788.57	<u>33771935</u>
12/1/2018	reslawn	Resident Lawn Care (12/2018)	40.00		1,828.57	<u>33771936</u>
12/3/2018	lppmtm	MTM Adjustment	65.00		1,893.57	<u>33828325</u>
12/6/2018	late	Late Charge	55.00		1,948.57	<u>33841266</u>
12/11/2018	court	Eviction Filing Fees	226.40		2,174.97	<u>33852737</u>
12/15/2018	water	DECEMBER Water: 6101 Gallons	136.24		2,311.21	<u>33894063</u>
12/21/2018	late	Late Charge	30.00		2,341.21	<u>33944301</u>
12/31/2018		chk# 817		10.00	2,331.21	<u>22436776</u>
12/31/2018		chk# 818		1,354.00	977.21	<u>22436778</u>
12/31/2018		chk# 816		147.25	829.96	<u>22436780</u>
1/1/2019	baserent	Base Rent (01/2019)	553.00		1,382.96	<u>34142504</u>
1/1/2019	lpprent	LPP Home Rental (01/2019)	686.00		2,068.96	<u>34142505</u>
1/1/2019	lppmtm	LPP Month-to-Month Premium (01/2019)	165.00		2,233.96	<u>34142506</u>
1/1/2019	reslawn	Resident Lawn Care (01/2019)	40.00		2,273.96	<u>34142507</u>
1/1/2019	secdep	:Security Deposits credit	(699.00)		1,574.96	<u>34213212</u>
1/1/2019	baserent	Base Rent (01/2019) Credit 31 days	(553.00)		1,021.96	<u>34213213</u>
1/1/2019	lpprent	LPP Home Rental (01/2019) Credit 31 days	(686.00)		335.96	<u>34213214</u>
1/1/2019	lppmtm	LPP Month-to-Month Premium (01/2019) Credit 31 days	(165.00)		170.96	<u>34213215</u>
1/1/2019	reslawn	Resident Lawn Care (01/2019) Credit 31 days	(40.00)		130.96	<u>34213216</u>
1/11/2019	writeoff	Prog Gen WriteOff for reslawn chg# C-34142507	(40.00)		90.96	<u>34230005</u>
1/11/2019	writeoff	Prog Gen WriteOff for lppmtm chg# C-34142506	(90.96)		0.00	<u>34230010</u>