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Feb 17, 2019

Docket #49060

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FILING CLERK

Honorable Judge and Attorneys;

I had a lengthy conversation with Att. Patrick S. Todd on Friday, Feb 15, 2019. I told him that I intend to take this complaint as far as I need to in order to receive the refund I was told I would get, and to hopefully get water meters for all residents at Saddlebrook that are not substandard and get leaks/breakages and such taken care of for those that need it.

I complained to the office at Saddlebrook for months because of the amount of my water/power bills and the very very high water usage they were charging me for. I also informed them as to the water leak in the wall of my master bath shower that was causing a huge bubble on the wall and later a hard lump. I was told by the receptionist that they were sending work orders to Felix because he was over a complaint like that - nothing was ever done. I finally ask Jackie Day (acting manager) explaining the leak and outrageous gallon usage I was being

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killed for. She ordered a new meter be put in. She told me if it showed less usage she would be able to go back and recalculate my fees and issue a credit or money refund. Well it went down but when I went to the office about 2 1/2 mo. after that I learned Jackie had turned in her notice and left. As did the maintenance mgr. a couple months later. There was no community manager for a few months. One lady was there for a month I think but would not do anything. Then Hope Sanchez was hired and I was told "Saddlebrook does not do credits or refunds like that, I have no idea why you were told that." I informed her of various problems but she just ignored them; just as M.J. (the DM) who made a visit to the site. She and I met and all she kept saying was "I have to get this taken care of (the meeting) because my friends are waiting for me at Whittier and I don't pay attention to hear-say." She had a copy of my twelve page letter in front of her. She said if I thought there could be black mold under the mobile she could probably find someone to check it but if they found none I would be responsible for the fee.

Jackie they had told me pay to have to get some-
one certified to check it earlier in 2018
but it was not done.

Then one day I walked outside to see some
unknown guy doing edging in my yard. I told
him to leave because my son & grandson were
taking care of it. He told me that he used
to be the maintenance mgr but they let him go
because he kept telling them their water meters
were no good and did not work right. He told
me his whole pick-up had had back due of the
bad meters.

Sheldrick owes me money and not just \$2.45,
they owe me way more and I want them held
accountable!

Respectfully,

Robert A. Rowe

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