

**Personal Well Being: Please let us know how living in your park makes you feel. Are you stressed? Do you feel harassed? Are you anxious about the future? Are you heard by Management? Do you feel Secure? Please use this area to discuss these, and any other concerns we did not address. Thank you**

Right now, I am not stressed; however, about 4 years ago, some tenants were given eviction notices because they were feeding stray cats that live in the park, some of which were abandoned by previous owners. Our rules state that we are not to leave food out, which I understand because that can attract pests. But if cats are fed and the food then picked up, I don't think management should have done this. I actually had two kittens starving to death on my property, and the emotional discomfort was terrible. Before this manager, we had a manager who verbally attacked people, and even once got into a physical altercation with a tenant.

I have a leadership role in my parks resident association. In that role, I've made it a point to speak with the manager on a monthly basis. The manager has been nothing but fair to me in the 13 years I've lived here. Also, in that role, I hear complaints about the manager being unfair to other tenants and potential tenants. The manager cannot share the details due to privacy concerns, and I respect that. The manager has a job to do, and her living situation is affected by her performance. I know that there are a great many unreasonable people, and I don't know ALL the facts.

My anxiety is more about the park being razed for apts. I have no contingency plans for that. Like I've posited previously, the state should accommodate the purchase of EVERY 55+ PARK in the state in order to protect the housing inventory available for so many retired seniors. This would bring great stability and provide a huge stress relief for EVERY SENIOR living in this category of housing.

Sometimes stressed, both from management and from fires. I have been personally harassed, several times, with screaming and threats.

For myself NO, but several older residents have experienced the above.

Where do I begin?!! The park manager, we have right now rules by fear and intimidation. She has a posse of her friends that are loyal to her, and they turn against us those of us who voice our concerns on our big Valley wood neighborhood page even attacking us on our own private messenger, calling us names, threatening us, acting as her bully. Most of us here are on fixed incomes, and the rent increase of the property each year is something that many people here can no longer afford. The recent inspections and the follow up list of things to correct did not have anything to do with their property. These work lists, intimidated people, and put fear in them that they would be evicted if they didn't fix every tiny little detail. When her letter says she'll come back and reinspect after we fix the items on the list, she never returns so she created stress and fear in many. Something else that needs to be known is that the manager and her husband Manufacture and Sell ghost firearms right out of their home here at their driveway and their business is listed online. The manager during working always carries a loaded weapon with her at all times. Last winter, the during that freeze, the roads were not kept up so we could get out to go get fuel or to leave the property. I had to leave my home because it was 17° in here when we had POWER OUTAGE when anybody complained on the neighborhood page the managers husband put out a paragraph that told us we all should've been prepared. We knew the storm was coming. It wasn't their responsibility or his wife as managers responsibility to take care of us and if we couldn't take care of ourselves, we should check ourselves into an assisted care home where we belong!! I'm glad they show themselves for who they are. This place needs to be changed. They need a real manager who knows how to treat human beings or many of us are going to leave..

I moved here 10 years ago and had the same manager up until one year ago. Suddenly I was told I could no longer keep things in my carport or patio for storage. Also, I was informed that I would have to leave the patio area door unlocked for inspections and that the corporation had total control of all areas on my lot outside my mobile home.

Most of the longer term residents are afraid of "rocking the boat". I tried to start a tenant's assoc and most of them had the vapors. Really upset and against it. Enough new and young residents have moved in recently I may try again.

does not feel safe to answer

Concern about the future; rent increases being unaffordable, extra charges for water/ sewer etc, and difficulty in selling

We feel secure for the most. The current manufactured home manager with the property management company hired by the owners does not do her job. She readily admits that this is a learning process. Nothing worse than dealing with a liar, which she is. We have an ace in the hole having a good relationship with the owner, something we haven't used but may have to. The owners have have several multimillion dollar offer, which does cause concern if they choose to sell.

12 years ago being consumer and business services at the state illegally discontinued doing Park inspections. This left all repairs required by the parks to be left up to the landlord's discretion. Park tenants were required to do plumbing and electrical maintenance that is legally required by the park. I was evicted illegally after fighting for electricity in my trailer for 9 months. For 2 years before the electric company discontinued electricity to my house I had fluctuation and voltage from 143 down to 70 volts. This was caused by a meter box fire in a box that had had no maintenance for 60 years. The park refused to replace the meter and tried to force me to live with the dangerous over voltage. I had no electricity in my home for 9 months. And the landlord bribed judge to have me evicted. A slumlord is defined as one that spins as little as possible on maintenance. Westview Manors managers spend absolutely nothing on maintenance and evict anyone who asks for maintenance. OSTA ignored all my requests for assistance, so I dropped my membership.

Really no issues in Shore Pines Bay Village I do have one under chapter 90 there's I think two or three that talk about security deposit and as you know under chapter 90, you can interpret it one way I can interpret it one way and the MH CO attorneys can interpret it one way but you can agree that it's not very clear on some chapter 90 on some issues but here's one thing that is going on if there's a vacant lot, the park charges a \$300 security deposit now they say it's nonrefundable but then if you reach chapter 90, they're not supposed to be charging security deposit but if they do they're supposed to refund it back to you before you sign the lease or they could take it off of your rent, but then it has to be a statement explaining why so can they legally charge you that security deposit the whole that land lot now I can understand if you back out of the deal and somebody else wanted it they lost the deal because you said that you wanted it so yeah I can understand. I'm keeping that I do have a meeting with the lady that's in charge of the trust cause this part is run by a trust and I presented the chapter 90 to her and I am going to get that money back now she told me that it's not because of chapter 90. It's because I was told that I would get that money back and that's the reason why I will get it back my understanding she was gonna present it to HCO and the attorneys in The Park found out because I showed him my certificate as a park manager at one park and I showed the receipt that I paid for this year. MHCO annual conference and she called MHCO see if I use the part name to go to this annual conference so she went behind my back to see if I did something illegal and she found out no and they told the park manager that people like me are not supposed to be having access to that and of course the park manager said he used to be a park manager and that's why he knows about it and he does mediation and etc., etc. i'll be interesting if that will be brought up when I have a meeting with the president of the trustee because not only will we be discussing that if she brings it up but a couple other issues that has been brought to me that I will be discussing with her so anyway, some of my issues personally with the park besides the 300 security deposit are getting resolved like the retaining wall is another one the park facility manager said I didn't retain mom that broken concrete retaining wall will be there forever and ever and ever, which is not because it's deteriorating in on the chapter 90 they are responsible if the land starts shifting course process has to be a survey this and that and if the home is been proved that the land is shifting, the park is responsible for any damage at home and etc., etc. so the retaining wall is done the sewer line gets put in. Don't know when that's gonna be was supposed to happen over the summer, but the engineer includes Bay keeps changing things and that will be discussed in Friday mornings meeting. I think part of the reason why they're agreeing to me on the stuff is the park trustee is like we gotta watch our step. This guy knows what's going on. I have a big passion for manufacturer mobile home parks not only because I live in one, but I know some of the shenanigans some of these parks like to get away with. It's like when we do mediation I have my chapter 90 book with me and at the same time, just to let you know that as mediators were impartial so we can't sign with each side, but I think it helps because it has helped and a lot of mediations. If someone has knowledge of chapter 90 In The Park rules and so forth this is helped a lot in my case in mediation, it kind of puts management in the owners There someone that knows because like with management they don't want tennis to know certain things and then MMCR are for the tenants and they rights so with me being on both sides I know what's going on so everything is fair and I'm very involved in the mobile home mediation I'm Now, not only doing County, but helping Douglas and Lane County out when they have mobile home park mediations and the cold Mediator helping anything needed which has helped tremendously as before I was only doing cruise County, but then I was with a mediation company, but then we merge with the mediation company in lane county I don't think there's any mediation companies out there that are involved as I am when I first came aboard three years ago they never had anybody. They had a passion for mobile home parts and they were glad that I came along.

Stressed, harassed, anxious, unsafe, generally confused by the whipsaw attentions of management and the apparent lack of funds to maintain the park. Repainting curbs causing additional slip and fall situations. Lack of functioning sidewalk lighting ( ongoing for ten years). Tree removal without replacement, causing a reduction in shade and increase in heat damage to homes.

Living at riverview village mobile home park makes me feel stressed, anxious, insecure, threatened, harassed, intimidated, coerced, violated, unprotected, unsafe, picked on, and singled out. My family owns a couple houses in this park and management raises our rent but does not raise the rent of other tenants. Riverview village management also harasses and trespasses on our property without proper notice, spreads all tenants business to other tenants and uses constant threatening harassing and intimidation tactics to manipulate us into submitting to their made up and frivolous rules while all other tenants are also "in violation" but are told nothing. I do not want to live in this park anymore but I can't afford to move. I own my home and should not be uncomfortable sitting on my own porch!

Since ORS 90 is not maintained nor applied to management to uphold their responsibility and be accountable for their manner of management; homeowners are at a sever disadvantage and risk at not knowing what their livability going forward is going to enable them to enjoy their later years. Some are anxious, some are unduly harassed and in some instances stressed as to their desire to be secure in their home. Management is very restrictive in their desire to have a comfortable manner of living for their residents. Persistent insistence towards their undue reasonableness in following their manner of livability is never accommodated in good faith.

Continue to ask Management to perform same maintenance over and over. I.e. lighting, weeding, and repair of walkways.

Enjoy living here, Quiet and safe feeling. Do not like the rent increases and soon will not be able to live here anylonger.

Very stressed and feel like we are treated very unfairly. Threats of our cars being towed, meanwhile cars parked unsafely by other residents, not being addressed. A small handful of weeds being threatened with retaliation, but dogs being allowed to run freely. Neighbors with unkempt yards, animal feces being left uncleaned. Aggressive neighbors. Trespassers. And being told to deal with these threatening neighbors ourselves. No security from management at all. Safety is "Not their responsibility" they claim.

Stressed harassed

Stressed harassed

Most tennants in our park are very stressed by the high turnover in management, lack of communication, and rental increases.

Mostly stressed as we keep getting rent increases with less amenities. Seems they are all about us keeping the place looking good while they keep getting richer

I'm mainly concerned about the huge space rent increases.

There are some bigger, original lot spaces with carports, bigger yard and garden and bigger homes with more privacy who pay less than spaces for newer residents. The park owners/managers have crammed in more rvs and manufactured homes than they are legally allowed for the space of the park and they charge higher rents to exploit over-crowded park spaces for new residents. There are humongous pot holes in the streets in front of many lots with no plans to fix them. There are huge tripping hazard cracks/ uneven slabs in community sidewalks and no plans to fix them. The community space has old weathered, cracked iconic tables that need to be replaced or sanded and painted to respect residents who pay for the facilities to enjoy using the common community space. Many signs for the park are old and weathered with faded, cracked paint. It gives the feeling that management takes our money but doesn't do their job of safety and maintenance of the sidewalks, roads and pride in maintenance of park community facilities. Many parks provide a carport for every resident

Management targets owners who "complain". Their communication is more frequent than previous management but they are not honest with residents, refuse to complete required services or honor our lease, We have NO on-site management and most of the time the "emergency" number goes unanswered.

I feel bullied. I feel like I am able to stand up for myself however I feel so bad for some of the elderly folks who can't and fear of eviction is ever looming. The threat of being evicted if you can not physically or financially do large repairs in your home is horrible. They should be replacing old plumbing not making the home owner do it. Not when it is outside the home and on rented land. Their land!

a bit stressed at times with all of the notices ... told to clean up our spaces, they bring in dumpsters and then lock them up and tell us we cannot use them.

With the extreme rent increases I worry that I will not be able to maintain living here. My fixed income does not allow for yearly price increase.

I like the quiet streets and well maintained areas. Rising lot costs are more than SS raises. The rate of lot increase, plus water and sewer, makes CalAm look unabashedly greedy.

I worry that they are trying to take houses to resell for their own profit. They do frivolous inspection with threats of eviction on a way too regular basis.

My neighbors and I feel very frightened about the future. Many are physically and emotionally affected by the increasing rent. The stress has caused physical ailments that have resulted in medical expenses. Evictions have taken place because of inability to pay rising rents. No one feels secure. Our current manager is friendly and generally responsive. This was not true with the previous manager, he was threatening, verbally aggressive and refused to follow tenant rights. It required an attorney's interventions to resolve most of the egregious issues. Although our manager is approachable, he is the employee of Legacy and isn't able to make the major decisions that require action. Owners of Legacy don't respond to emails, letters or phone calls.

Our community is lucky, when I see what is happening to other manufactured home communities. Our community is still owned by the Miller, family. They have not gouged us, when it comes to our rent. But it is always in the back of our minds, if they do sell one day, I would be scared to death, of the rent going sky high. These outside corporations, are buying up mfg home parks, and increasing rents so high, that long term tenants, can no longer afford to live in them. It's ridiculous, what I see going on in other communities. These corporations are not repairing anything, letting things go. People not being able to sell their homes, due to the rent being so high. There has to be a limit, on how high a person's rent can go. The cap for mfg homes, needs to be much lower.

anxious about rent increases, new rules making it harder to sell, being told how to take care of my home.

Stressed Bout rent continuing to increase

Yes I am anxious about the future

owner/manager seems to not care about the appearance of the court. This is suppose to be a 55 plus court. He has allowed people under that age to rent here along with very small children. also he does not require some of the newer tenants to maintain their space, allows people to work on their cars, leash law is not enforced, road in court is not maintained has some chug holes you could lose you car in. Many of the tenants just do not feel safe any more. Getting his rent checks every month is the only thing he seems to care about

Raw sewage coming from the clubhouse has been dumped in water between our house and the clubhouse. Complain for 3 years and nothing done about it. FINALLY an employee of the state was visiting when he witnessed the sewage coming from toilet in being dumped in water. Owner couldn't deny and try to blame on the marina up river any longer

After a while (13 years living here). I just throw up my hands when mgmt does not communicate well, no notices are sent out (they don't or won't use email or text to group communicate) when work is being done on the moorage ( like staining the docks, communication about the new ramp which is still in construction mode after starting a year ago). Yes I'm concerned about the future if rent continues to go up...will I be able to stay??? I'm not harassed but know some here who are. Some residents (like me and a few others who are month to month) get charged a higher rent.

Our Marina is currently up for sale. The owner rejected our homeowners buyer group offer so we were unable to, as owners of our homes, purchase our slips. We do not know who the outside entity is who made a separate offer that appears to be accepted by the owner, so we all are apprehensive about what will happen to all our homes we own but pay slip rent for. We are very saddened the marina is being sold out from under us.

I am scared to death of our management. They are mean and certainly not fair to tenants.

Stressed about the future. I'm hoping to retire again at 75. My income will be 1,700.\$ My rent as of Dec.1, 2024 will be \$770. and goes up every year at 10%. I have been looking to live somewhere else, but can't find a place i can afford

I worry about being able to stay in my home as my fixed income will not keep up with the rent increases and the future of the park .

I worry about being able to stay in my home as my fixed income will not keep up with the rent increases and the future of the park .

I worry about being able to stay in my home as my fixed income will not keep up with the rent increases and the future of the park .

I don't feel stressed, but I live by the rules. I'm not planning on moving, so I don't have to deal with the ridiculous new move in rents to new owners. I don't like mine going up 10% a year, but right now, it's still cheaper than living someplace else....For now.

Stressed and harrassed by mentally ill schizophrenic paranoid Jr manager. Hides in the bushes and then yells at Tennant s and huests.

Since we have bought our home almost 6 years ago, we have had at least 5 different managers. Not sure the reason why though. Just strikes me odd.

I have a issue with my lease and the lawsuit. Its been ongoing here for sometimes.

Was at first, but after complaining to park management in home office, it has subsided

It is a stressful situation with the rent increases so high for a small piece of land and ( for some) garbage and sewer. We additionally having the cost of maintenance and repairs on our homes, as well as property taxes and mandatory insurance. On top of that there is the cost of lawn/yard maintenance...none of which the Landlord is responsible for. \*\*Lot rent for prospective buyers/ newcomers is as much as if they were renting an actual apartment. Why would that rent be comparable to renting an apartment? Consider th need to purchase their home, pay property taxes, home repairs and maintenance, and yard maintenance costs... all of which apartment renters would not be burdened with.

I do not feel secure in my home. I'm terrified of going to the mail box because of threats from park manager

Feeling stressed and anxious about my future and my ability to remain in my home. I do not feel secure. I have had to go back to work at my advanced age.

I do not feel secure here. Not sure if we will be homeless soon or not. Having to file bankruptcy in order to keep living here and afford other things; we will lose our car in the process. Our onsite manager is not the problem, It is our owners that increase the rent here and then don't give any help with repair of entrance stairs (which ours is very dangerously falling apart and we cannot afford to replace them, therefore we cannot use that entrance to the house), and they are actually part of the space, which (I think) the owners should be responsible for maintaining for safety reasons. Also, our back deck (which is also part of the space) is in need of major repair. The owners here are Legacy Management, Inc. out of Arizona; they have probably never even been here.

Answers that would apply to the present new on-site manager are unknown.

Yes we are anxious about the future, and the anxiety level in my wife is rising too much.

Not only are new owners forced into Legacy's top tier pricing at the start, they also now have to pay for weekly trash pickup. Well water is provided by the park for free.

I feel very stressed and worried about my financial and emotional future. I feel harrassed by management and not heard at all. I've gone to the city with my concerns without results.

The last three questions do not apply.

Given the 23 years of living here, I do like living in this park and I am especially glad that we have full time management again!

I am continually harassed by my drunken neighbors in #41. Nobody will help me with deal g with them

I am stressed about how I will pay my space rent in the next few years dut to the large yearly increases. With all the money I pay, I do not drink the water. There is black "moss", and moldy black slime that flows from the pipes. It's not just my home, but many, so I know it's not my personal pipes. They continue to show us safe testing each month, though I'm not sure how they can claim that.

Stressed to a point, it always feels like you are being watched by MGT. Always worried about the future and how much they can raise the rent each year, but do nothing for he park.

I'm afraid I can't pay my rent and will be evicted and lose my home. I end up in tears for fear.

I feel very stressed has had physical and emotional negative impact on my wellbeing. I'm fearful that I won't be able to keep up with the rent. At my age the stress of having to move is on my mind all the time.

I don't feel secure, I feel stressed and anxious. We get no response from manager. Our property values are declining. I'm afraid I won't be able to sell my home for what its worth.

Previous manager harassed me and others in the park

My only complaint is the rent increase which does not keep up with inflation. It is difficult to sell a home with the high rents in a 55+ community.

stressed and anxious about the future of rent increases and stressed about retaliation and pressure from park manager and the C7 and activities Association known at the EVAA here in our park, they are a group of self appointed folks that seem to govern and dictate what others do and have a lot of influence over the management to prioritize matters for their own benefit

I have not been threatened, but other residents have been for such things as making complaints about the pool being green and unusable, giving complaint and yelling at a new resident that is remodeling and had equipment on her driveway (which is the only place she has to store the temporary equipment needed to do the remodel. some residents were having their lots flooding because of broker underground water pipes. The park has said they will not restore the landscaping of those lots.

All of the above - stressed, anxious, insecure, no management communication, absolutely NO management CONSIDERATION of the fact that many here at Whaleshead Resort have been here for years and understand the workings of this place better than CANADIAN employees who have never visited OR have visited once. This is a unique park, very unlike the others RV parks owned by Flintstone Properties.

We have a new manager that is easy to work with. Some worry about the increasing lot rent.

It has caused unbelievable stress. All of my neighbors mention the stress is causing physical and emotional negitive symptoms. Our landlord did have a manager that was a bully, threatened and harrassed resident.He has been replaced but the culture of our landlord is very uncaring. I feel I could lose my home within the next 6 months. I have gone back to work at the age of 70. The work is so hard on my body. Other neighbors have also gone back to work.

We live with stress because we never know What the rent will be month by month because they charge separately for water and sewer. And it's the pipes break and it's their fault we still get charged for it . Hard to budget if you don't know what you're budgeting for. In addition, management is not responsive to phone calls if there are complaints or issues in the park. If they do respond, it's usually the least they can do to remedy the situation. For instance, we have large amount of cracks and sidewalks which are in disrepair, unlevel things like that. Temporary fix was to sand down SOME of the areas around the cracks and raised sidewalks without actually doing any repair. We recently had the curbs repainted white for corporate inspection. However, they did not repair them and they painted overall. The weeds and stuff so that it looked good from a car, but it really wasn't done. Recent rat problem was addressed by spraying around the perimeter of the park and not on residents properties. As little as they can do....

No problems

Our previous manager employeed by this owner threntened, itimidates, bullied the tenants. Due to the amount of rent increase stressed, anxious and worried about my ability to stay in my "forever" home. Many of my neighbors are experiencing depression and anxiety.

I have no problem with this park except lease raises to to maximum every year we've lived there.

While I have chosen to stay here, being the sole occupant of the home does concern me as rent and utilities continue to rise and eventually I would have to relocate or get a housemate. While the utilities, water and sewer, are shared amongst the homeowners, a lot of what I would call mismanagement in the park has raised our utility costs at an alarming rate. While I understand the park needs to look good for potential residents, paying CalAm,s portion of the utility bill is becoming a hardship not only to me but most of my neighbors. Continued " four-sided inspections" and taking photos of the properties at unscheduled times has caused me and my neighbors alarm. The use of Rent Cafe also frustrates me. I do appreciate being able to pay my bills on line but because I am not considered the primary resident I would have to complete a new rental agreement and authorize a new credit check ( I did not do this). CalAm imported my personal information into Rent Cafe without my permission and I have had a terrible time getting them to delete it. Even now I cannot get anything in writing that this has been completed in spite of continued requests.

I feel like the tenants have no voice and the state will just do what it wants.

1) Upon the purchase last fall by a new owner, my property has not gotten the same landscaping service it did before, ie no weed eating in the common areas by my home that are supposed to be taken care of per my lease. Also, the natural areas in the park were actually damaged in the process of "trimming back" vegetation and some vegetation was unnecessarily removed. The result to my eye has been that things look worse instead of better regarding the visual appeal of the natural landscape. 2)There is no on site manager. Questions/concerns are to be phoned in to a purported 24/7 number but if not during business hours, no one answers. Leaves me feeling a little vulnerable in case of an emergency. 3)Landlords do not enforce existing lease agreement requirements for all residents regarding number of dogs per unit, working on auto and motorcycles perpetually, upkeep of exterior units so the park doesn't look rundown. Thus in the year since the new owners bought Whaleshead, the overall look and feel is that the park is being neglected. 4) In the course of the last year, out of 6 emails to the park manager, only 1 has been responded to. 5)Since new ownership, garbage collection has been reduced to 1x per week instead of 2. 6)Owners have indicated they plan to increase rent by 10%/year even though the park is mostly retirees. This definitely leaves me feeling anxious about future increases and will impact the salability of my home.

We have been going through new managers this year. We currently have a manager that has only been here for a month, so cannot answer any of these questions, however, in the past we have had sincere management.

I feel very anxious about selling my home without losing money on it. Many sleepless nights.

Unhappy about appearance of park grounds and lack of competent landscapers, keeping park areas and lawns green and watered. Poor pruning jobs (hack jobs) that leave hedges as unsightly messes. Stressed and anxious about continual, unrestricted rent increases (when do they reach the maximum and how much will that be?) and the ability to plan to remain in our home in the future. Frustrated about paying for services for in the lease that are not being managed properly, for example, the pool that they destroyed (by hiring and incompetent landscaper) and we paid for the pool for over two years without the ability to enjoy it. Disgusted at they fact that they do not require residents to maintain the outside of their spaces (i.e. dead lawns, no lawns, no landscaping, and permitting deteriorating structures) these are all an eyesore for residents who pay for maintenance, care about the appearance of the park and potential buyers. Mad that we pay for maintenance but it seems to be an after thought, as the rent continues to rise.

No, we do not feel secure in the park due to continued rent increases and fear about selling our home. Also, there are so many empty houses in the park that thieves have started robbing houses. This has happened twice in our street alone. The inability of people to sell their houses is eroding our community! New tenants are not coming in, and old tenants are stuck with homes that they cannot live in because they have been put into assisted-living or they are deceased! This place is an undue burden on families who are under the burden of caring for their loved ones or burying them. They must pay the excessive rent until they can sell the home. Our neighbour waited over a year to find a buyer for her Mother's house.

I wish they would take care of outdoor maintenance, it would be nice to have a manager on site.

Predatorial business practices Cal-am Corporation!

My husband and I are very anxious about the future living in the park. He is afraid to retire because we still have a mortgage and the rent keeps going up. The owners will not fix any thing . We had to report the neglected pool to the health department because of the dead rat flowing in the pool with magats eating is body! Half of the street lights are broken and the street need to be resurfaced .Older Tenants are afraid to go for walks and falling. PS: the pool is fix now.

I put my trust in the Lord, if not you would be worried

Sometimes somewhat stressed. I feel safe.

I'm worried that I can't sell my home if I need to.I'd like to be able to leave something to my kid but if the house won't sell they will be left with nothing.

I am stressed about the future. I feel safe but not as safe as before.

I am concerned for my fellow tenants that reportedly feel concerned about losing housing, inability to pay increasing lot raises. Since I am employed and my house is paid for, I am not as concerned about housing as the rest. There were threats to housing in the past by prior management, for my stepfather and mother when they were alive and living here. They were given the threat of eviction if they did not replace a tree that my stepfather cut down. The trees spontaneously grew from the seeds of another tree that was cut down across the street. The tree that was cut down across the street was done so because it was tall enough to block the view of neighbors. It is harassment to threaten eviction when park guidelines state that trees that block the view of neighbors need to be removed, should not be above the roof of a house. My mother and stepfather were required to buy two trees and did so and may have been required to buy soaker hose system to ensure these were watered. There were other people in the park who were threatened in such a way for different reasons and it seemed unnecessary to lead with that threat instead of management talking about their wishes and simply making requests.

I'm very anxious about the future. It is effecting me physically and emotionally. It's been hard to focus on my work. We're not sleeping, eating, or eating too much, it's very stressful.

Anxious about the future! Their price increases and actual plans for the park.

We feel comfortable here. If one of us passes I'm sure the answers would be different. At the moment we feel secure. For some reason we were not notified of a rent increase for Jan 2025. I know it's a 90 day to inform us. I'm wondering why we didn't get a notice. I have not talked to my neighbors about this. According to records of at least 5 years they do in fact raise the rent every year as Oregon allows. I believe this owner bought the park 5yrs ago.

We have a good relationship with the current managers. The most recent manager was threatening to me on several occasions.

We feel secure & safe. However, Management does not notice many violations to our Lease agreement. (Large dogs, breeding dogs/raising puppies, wandering cats, vehicles & RVs parked on wrong side of road, etc) as a result, neighbors tend to do what they want, regardless of rules.

I am stressed and anxious about the future. I don't feel safe as I did.

Concerned about about continued large.rent.increases forcing me.out of my home. Where would I go ?

I am anxious about the cost of living here going forward. Improvements have been made to water pipes by repairing breaks/leaks when they happen. We are not given clean drinking water when the breaks happen (our lease states we should be supplied with clean drinking water when leaks occur) and the repairs are simply bandaids to the existing old deteriorating water pipes with no plan to overhaul the existing pipes to ensure our water is clean and free of breaks going forward. When a break occurs we sometimes have no water for days and when we do we must boil it before use using our own fuel to boil. Even when boiled, the water many times has dark gritty sediment.

I don't like this park they don't follow the rules in the park people speed in the park and it is ten miles hour in the park

Manager bullies and threatens homeowners. Manager lies about problems, causing friction beytween neighbors. Sends notices of violations via email without speaking to people.

My primary concern is that the park could be sold in the future.

As the Chairperson of our residents association, I meet with the manager on a monthly basis. I try to create a relationship that benefits both the management and the residents.

Personally I do not but know that others are in fear of retaliation if they speak up about problems.

I love where we live. The managers are better than the last one by far! However, they still get their "orders" and "OK's" from Commonwealth in Portland (they don't seem to be very helpful or understanding.

This is a great place to live with wonderful tenants it management is somewhat non responsive

As our park recently sold I can't give a good answer at this time. Ask me in 6 months to a year.

In 2023 the landlord sent a letter with a list of repairs and maintenance homeowners needed to complete from their inspection. This year another inspection was done and in June 75% of residents were sent eviction notices with the list of items to be done to avoid that eviction. I understand keeping the park community looking maintained but felt the eviction notices were extreme and intimidating, it did upset most residents.

I feel very anxious, afraid and my future is completely unknown.

Until we had a series of new managers in recent years, everything went well. Now, without an onsite manager and only caretakers who are limited to 10 hours per month, things are not taken care of in a timely way. The off site manager has too many parks to oversee and we often get pushed aside for more pressing issues.

I feel like I cannot answer the above questions as we have yet another new management company as of 9-1-2024. In the three years we have been owned by the current owners, we have had 6 or 7 different "property management companies", although some of that looked like all they did was change the LLC name, as the contact address remain unchanged. Responses from management have varied over the three years, but is hampered by the fact the owners choose not to spend money on maintenance of the park unless absolutely forced to. Or because they are used to more urban areas, require multiple bids for any work they do consider, which is sometimes difficult to obtain in a rural area and if there is an emergent need, we have difficulty contacting the appropriate people to get help. It seems like it is maybe improving with the current management company, Sterling Properties, but that may be because they also appear to be the brokerage company handling the potential sale of our park by the owners who have only owned it for three years. I feel very stressed by all the issues going on, changing managers, no maintenance, annual rent increases, and so forth. I am disabled and receiving Social Security. My SS COLA certainly has never been enough in the past three years to cover the rent increases. As I age and have more health issues, I am having to hire more house and yard work done, on top of all my other increasing expenses. Yet, the cost of moving/buying/renting somewhere else is so high, living here is still "a bargain". Thankfully, I was grandfathered in rent wise and did not have to pay double like new people moving in had to after the sale three years ago. I am very anxious about the future.

It is a wonderful place to live.

Increasing rent as fast as they can. Most of the people in the Park are on fixed income and can not keep up with the rising rent.

This is a nice place. I do not feel harassed but I am able to afford to keep my house in good repair and have made updates since I moved in. So far, they have been fair.

I am very pleased living in this Park. Management are great and easy to access. I feel very secure living here. My only fear is that it will be up for sale in the near future. No one has indicated this, but just a feeling I have.

Ignored. Milked for money while putting in minimal effort on their part.

Stressed about the rent .

This is a nice place to live.

Stressed YES, Anxious about future YES,. DO NOT FEEL SECURE. We are a 55 and over park and we were told that they could have 10% occupied by younger people. There is more than 10% of people under 55 living here.

Rent amount and future raises will force me to sell for a lower price. The park is getting worse on doing Maintenance in common area making the park less safe and lowering home value.

For the most part we are relatively content here but are very concerned about the yearly rent increases. Also, although we have not personally had any dealings with the new managers yet, others I know have and the new managers are NOT easy to deal with and not overly friendly. From what I have observed it appears as though one of the new managers is being protected and advised but one of the older residents here. Just an opinion. It sounds as though it may be hard to find people who want to manage these parks and then we wind up with people who have no business being managers. No people skills or ability to handle issues in a calm and rational manner, not to mention handling landscaping and minor outdoor issues. When managers are hired they should be able to do minor things outdoors, otherwise we are having to pay more on rent to pay for those extra services. Managers should be semi handymen or women as well as handling the office duties. Maybe the owners of these parks should start looking at younger couples who are willing and able to do these duties and not couples who are older and not willing or able to stay in the position for a long period of time or just looking for what they think is a cushy job and can not do physical work.

I am a single woman 75 years old. There are bullies in the Park. Park management does not believe me.

With a large corporate owner, we never know what will happen next.

SongBrook is a very friendly community. We are an island within a very rough neighborhood and although we have had security issues at times it is much less than the issues surrounding us. Most of us have good communication with management. I personally feel heard. I keep in mind that we don't own the park and that some issues are related to overall budget which is for the most part out of our control. I have found that by using good communication skills; discussion vs ultimatum I have been listened to. I don't always get the answer I want, but I feel my concerns are listened to and thought not arbitrary answers are given. I would say that OSTA should concentrate on teaching Committees of Seven communication skills with active listening as a core. Also I know that our Cof7 needs to have the statutes related to Cof7 taught to them as well as the other statutes related to MHC's (my personal opinion as someone who has read the statutes more than once and sat on the Landlord/Tenant Coalition). Good communication skills are paramount in any meeting parties. Lack of those skills holds the communication hostage.

Stressed all the management charges late fees when they loose our money orders. Come on our space without notice look in our windows. Have coen home to side pockets open on rv to learn management was walking around rv.

I am anxious about the future with the current management. I'm sure they are following the owners' policies as far as managing the park. I do like how management has let the common areas deteriorate in the last 10 months since they have been here in the park. There have also been two billing issues in the past 10 months of their tenure.

I feel safe living here.

We ask the owner to repair and add things but they just say there is no money. But they can raise the lot rent and not do anything to keep up maintenance on the park and our lots.

We have been singled out and threatened with eviction over some yard art that has never been a problem until new managers and new neighbor moved in 6 months ago. Have had yearly inspections on our exterior home every year and nothing was ever said but how much they loved our home and yard. We were singled out do to a neighbor who is friends with the owner and tells the new managers what to do because she has a lot of people who don't like her. She moved out and everyone was happy then a year later she was back. The same time the new managers arrived and she has them under her thumb. I have pictures of some yards with a lot of yard art and nothing was ever said to them. Because of all of this we are thinking of selling our home and moving where we can do what we want and not be picked on

Afraid to say anything because of intimidation.

I live isolated . In past felt threatened but new management has fixed that

I live isolated . In past felt threatened but new management has fixed that

Biggest concern is the rent increase EVERY year. Management listens but does not follow thru with complaints and park rules inforcement.

Stressed, harassed. Management does not like OSTA, I do. I have been to meadiation twice the third time commingling up.

I feel unsafe. I feel as if the new owner or management will come after me for no reason. I only go outside to leave with my kids and I dont feel safe even doing that thinking they might try and breaking into my home while I'm gone. I have security systems up now and i panic everytime it goes off thinking the owner or management are going to give me a new notice for something. I moved to be closer to family but I regret it. I was in hud before the park again and now I'm looking to leave this place because I cant even go outside without worrying about the owner stalking around my house again. Last I knew there was 8 other households who felt the same and have left or been evicted or kept on trying to get help for the park. I wish it could be as it was when I was a kid. Sorry if this wasn't exactly what was needed for this section but this is part of what's been on my mind about this place. I hope someone can help because if no one does I'll have to leave for my own mental health and my autistic kids growth. Thank you and once again sorry if this isn't what was needed.

I am anxious for my financial future, qshould the percentages continue to rise annually at an inflated rate. Also, should I need to sell my home, the devalued amount and lengthy amount of time to find a financially qualified buyer is a serious concern. Increased rent, with no cap for the new buyer will continue causing buyers to purchase elsewhere even if they love the home and park.

rent increases is out of control

Just concerned about future increases that may make it not affordable for us.

In general, I enjoy living in this park. It is a 55+ community and we own our homes (although not the land). Most homeowners maintain their property well. Our community center is somewhat dowdy and outdated, but adequate. The pool is a welcome addition. The restrooms in the pool area are not ADA-compliant and this is unacceptable. Little things bug me - like the fact that homeowners are required to put away pool furniture at the end of the season. This seems like something the managers should do or they should hire someone - we are all old people! It seems as though requests for improvements are generally denied. That being said, this feels like a secure and pleasant community. I am worried about past and future land rent increases.

I'm really concerned about finances and the financial ability to continue to live here for many years. I really like living here and very comfortable with all the activities that happen. The managers are very good about trying to keep up with everything and good to explain any issues I am having.

We do feel safe in our park. We are worried that if something happens to one of us the other will be able to afford to stay with the yearly rent increases

Park is great all the rent increases are not great

Very worried, gutters drain underground pipes blocked, house and garage foundation cracking, I have to replace dig up concrete sidewalks 100's of feet, pay for tree removal on land I don't own

People are very anxious because of the lack of honesty from management, management company and ownership. We are concerned about a potential sale occurring without properly notifying the residents.

I feel anxious that we may not be able to afford to stay in our home and it may be hard to sell it if the rent keeps increasing. They increase the rent but do not make the improvements they can/should. Increasing the rent for them is a way to make more money - not a way to maintain the park.

I feel safe

I feel distrustful of the management company and it stresses me. For example, they just sent new park policies which clearly state that they are trying to rebrand "rent" as "park fees", and putting limits on how long a home can be empty. The resident group sent them a petition to stop these changes. For seniors that may have a few months of vacation or hospitalization, this is not fair, and stressful. They also have left the gate non-functional after 7 pm with residents with out of state cell phone area codes - no way to buzz emergency or care givers through the gate. Box doesn't work and fobs are ill-managed. Removed the resident architectural committee and are forcing folks to what I feel is HOA-level cosmetic harassment. One thing to have a nice looking community but some of these folks are in their 80's. Takes them a little longer to make changes etc. Not very sensitive to give people 2 weeks to solve an issue or else have the management barge in and do it at whatever cost and charge the resident. Someone likely to be on a fixed income. Socially deaf and just unkind. Feels like what the rules are in our doc are and what they enforce constantly changes based on their interpretation. And there is always the threat they will sell the park. I bought my home for 85k put another 25k to fix it. If they sell the park I will get maybe 12k from them - no way out to get my money back. Lots of people will not buy in here because of the clause. If they sell and make millions they should have to pay residents back their original purchase price. Like when a highway goes through. So many things! Thanks for listening :-)

Our residents look out for each other and keep each other informed of needs. We have a new manager within the past year who does much better about communication. The owner decided to remodel the club house but some issues were found that has caused the club house to be closed indefinitely now. This has caused a great deal of turmoil and cancelled activities. If this situation continues for more than a month, there will be many disgruntled homeowners. The remodel will reduce the space available to residents for certain activities which has not made people happy. Our input was only sought after the decisions were already made. There was also an attempt made to rewrite the rules and regulations concerning the park without input from the residents. The residents overwhelmingly rejected these changes and sent a petition to the owner stating so. It was only then that they agreed to meet with our board to negotiate some changes. In the meantime, we have new residents moving in who apparently are being given the "new" rules that we rejected. This had led to some confusion.

Content with how owners are treating the residents.

yes

I feel entirely unheard by the owner and management. We have a Residents Board, and they do a fantastic job, but I feel that they are mostly just ignored. It seems that the only concern for the Owner and Management company is the bottom line. For example, they have lowered the temperature of the pool. Many residents are elderly and frail, and the cooler temperature makes it uncomfortable for them to swim, which removes one of the few activities that can help improve their health. When we inquired about this change, there was no acknowledgment of our concern, just a response stating that the lower temperature should be fine, even though it clearly is not. I heard that they lowered the temperature to save on costs. While our rent increases. Additionally, the decision to renovate the Community Center was made, but it closed during the holidays. There was no urgent need for immediate renovations; the recently hired managers wanted newer and larger offices. The owner thought it would attract more residents and didn't like the color scheme. While that may be desirable, it is not urgent. What would attract more residents would be reasonable rent. The Community Center provides a place for a community bazaar, which provides many residents on fixed incomes with their only extra money for the following year. The center is a busy place during the holidays, where residents connect, celebrate, and come together—especially when their families are far away. The timing of the renovations was inconsiderate, showing a complete lack of consideration for the needs and well-being of the community and its residents.

I am constantly stressed that they will come up with something that will force me to sell my home. They recently switched to another management company and are in the process of changing the rules, which will likely require us to sign a new lease. Being older and in poor health, the thought of moving is terrifying. I no longer have the stamina, physical strength, or ability that I once did. I hate the idea of losing the community that I have worked hard to become a part of.

I chose to buy in this park because I could afford the rent and the minimal increases. I appreciated the people I met who lived here, the convenience of the location, the warm pool, the locked gate, and the absence of children or teenagers. If I end up having to sell, I have no idea where I would go. It reminds me of the elderly homeless people I have seen. It's not as if we can all go out and get jobs. Have you ever tried to find a decent-paying job as a senior?



I feel entirely unheard by the owner and management. We have a Residents Board, and they do a fantastic job, but I feel that they are mostly just ignored. It seems that the only concern for the Owner and Management company is the bottom line. For example, they have lowered the temperature of the pool. Many residents are elderly and frail, and the cooler temperature makes it uncomfortable for them to swim, which removes one of the few activities that can help improve their health. When we inquired about this change, there was no acknowledgment of our concern, just a response stating that the lower temperature should be fine, even though it clearly is not. I heard that they lowered the temperature to save on costs. While our rent increases. Additionally, the decision to renovate the Community Center was made, but it closed during the holidays. There was no urgent need for immediate renovations; the recently hired managers wanted newer and larger offices. The owner thought it would attract more residents and didn't like the color scheme. While that may be desirable, it is not urgent. What would attract more residents would be reasonable rent. The Community Center provides a place for a community bazaar, which provides many residents on fixed incomes with their only extra money for the following year. The center is a busy place during the holidays, where residents connect, celebrate, and come together—especially when their families are far away. The timing of the renovations was inconsiderate, showing a complete lack of consideration for the needs and well-being of the community and its residents.

I am constantly stressed that they will come up with something that will force me to sell my home. They recently switched to another management company and are in the process of changing the rules, which will likely require us to sign a new lease. Being older and in poor health, the thought of moving is terrifying. I no longer have the stamina, physical strength, or ability that I once did. I hate the idea of losing the community that I have worked hard to become a part of.

I chose to buy in this park because I could afford the rent and the minimal increases. I appreciated the people I met who lived here, the convenience of the location, the warm pool, the locked gate, and the absence of children or teenagers. If I end up having to sell, I have no idea where I would go. It reminds me of the elderly homeless people I have seen. It's not as if we can all go out and get jobs. Have you ever tried to find a decent-paying job as a senior?

I am very anxious about rent increasing over \$100/month every year. I do feel secure here. The owner seems to have odd reasons as to why people are moving out, and odd remedies to fix that (i.e., NOT reducing rent!)

Until recently I felt this was a wonderful way to live my final years. A real community of helping each other and providing all manner of diversions for seniors. In the last year, management is unresponsive to our concerns, increases rent annually at the maximum allowed by law, does not provide functional amenities that were supposed to be provided as part of our higher rent costs.

Our park is a lovely place to live. For the most part, management has begun recently to address the issues that have been ongoing before I was living here. We have had poor luck in the past with unprofessional on-site managers who didn't really have a clue what they were doing as well as, I feel, the management company was not doing much in the way of listening or even acknowledging the residents needs and desires. This is starting to change but still feels like a heavy handed corporate overlord when it comes to caring about the residents. This is a 55+ park and is populated by nice genuine people. A lot of the rules seem to be written as a boilerplate for parks that have residents of any age group and don't really consider that the folks around here have "been there, done that" over the course of their lives and deserve a bit of courtesy and honor for where they have been. We were all harassed by the previous in park manager. It was much like a fifth grade classroom and the blame for failures was thrown anywhere but on the responsible person in charge.

Stonewood Park is a nice, peaceful place. An on-site manager is missed because some park rules are not enforced such as size of dogs allowed and how many vehicles can be on a site. The amenities of a pool and clubhouse are no longer available!

We love living here we feel safe. The new management is attentive and fair, communicates well. Fearful about rent increases driving us out. What if they sell the park??

We have had 5-6 managers since the park sold, the owners have not followed the laws to make the park safe or kept up the amenities of the park we are paying for ie: Mold in the old site managers house, mold in the community room, use of the pool ( has been closed for 3 years), just now paying to have dangerous trees taken care of.

Yes, I am stressed, anxious about my future living hear.

At the present time the atmosphere in the park has deteriorated to the point where residents are frustrated and angry because of the lack of communication between management and residents. The ownership decided to upgrade the clubhouse, which made the residents happy. They proceeded to enlarge the managers office and took the space away from our Library ( which the majority of the Park enjoys) for additional management storage. The clubhouse is now closed for an unknown period of time due to the start of construction without pulling permits. This forced the cancellation of several regular events and all Holiday events. They also removed a well used Pool Table that belonged to the residents and moved it to another location. Never to return. We also have a gate entry system that has not worked properly for the last 3 years at least. The gate cannot be changed for daylight savings time without the repair company coming out to service it. Anyone without a 503 or 971 area code for their phone cannot allow anyone to come into the park after hours. The residents have had to come up with the work arounds. Do we feel anxious, harassed, not secure, the answer is yes. With the total lack of respect, constant rent increases, poor communication, and lack of respect, I would sell and move if I had a place to go.

WE are comfortable here. It's gated & feels safe. Don't really have any complaints about management. Just concerned about rent increases.

We feel that the park ownership cares little about how their actions impact the residents. They recently put out a set of rules and regulations changes that were very one-sided. The two improvement projects that we are aware of have taken far too long (much longer than estimated) with the last/current one of 'upgrading' the community room being poorly managed. We are currently locked out of the community room for an indeterminate time because they didn't think they needed a permit (what? For what they were doing it is obvious that a permit would be required). The prior one was a minor repair of a walk bridge that took several weeks. It is about 12 feet long and goes over a gravel path. There were a number of 'delays'.

I am anxious about the future of the park. These rent increases are really affecting many in the park as to meeting the rent. Management doesn't seem to care, they still get paid even if you move out until the resident sells to someone else. They lie to us about what is going on with property management and other things. We can't trust them.

They can sell at any time

Well maintained, feel safe. There's one (always one) resident that stirs the pot.

management has never read rules and force unwritten rules

I enjoy the seclusion and calmness this park provides. It is a good community for the elderly. But rent increases for residents is getting too high. Many can't afford to stay here anymore. It's a concern.

I love this park (at the park it was when I moved in). But now I am stressed that I cannot afford the rent in the future. I do feel harassed when one month my water bill is \$15 and the next it is \$375. I do not feel secure as the management blatantly lies to us when we bring up issues before them. We feel that we need to make a recording of whatever they say when we question them on any matter regarding the park so we will have something to prove them wrong when they lie to us.

We do feel stressed! we feel harassed! we are anxious about the future! we are not heard by Management? Do you feel Secure? This is a BIG NO! We expect to be attacked at any time.

Stressed, NOT secure, Front human egress gate - barb-wired closed (against fire/safety code) - Denied a key to Person gate at front or back for night nurse after my husbands triple bypass surgery(per Lease Agreement), electrical room locked (against fire code)

Yes to all of the above, rent has gone up 10% every year, water bill is crazy. They told me they couldn't read it but they charged me more than before. Anxious about where the future might go. They are taking part of our clubhouse for 2 managers (one was good before). We pay to use the clubhouse but the managers are paid to use our clubhouse and control us.

Only thing I feel is that some people are really struggling due to a fixed income, they have to do work around the park to help pay their rent and many others have been forced to move due to the high prices, who lived in the park for years and many others who say they will have to move if the rent goes up anymore. Maintenance man nitpicked and was very rude to people argued about everything.

We are not heard by management, do not feel secure, they have closed the pool and community building but keep raising our rent, they do not take care of landscaping and trees that fall down. I am stressed and fear with raising rents that I will be able to continue living there. I am anxious about the future.

stressed about the increased rent and property taxes

So far, after living here only a short time I have felt comfortable. Some adjustment to the rules. Found residents to be friendly. Management doesn't always listen to the voice of the residents. Such as, my first summer at the pool and it's advertised and sold to me as being a "heated pool" and when I use it, it's very cold, very hard to enter. I and many others "begged to have the heater turn up". I was told specifically by the manager that they were following the American Heart Association guidelines for the average person. I argued I was not the average person and I was elderly and could not stand the cold of the pool. I wanted to use it to exercise and could not due to it's cold temperature.

I am very anxious about the future raises in rents and they are higher than SSI cola raises. I know of people who have moved due to not being able to afford the increases

Although this is a gated community, anyone can walk around the gate. Homeless frequently set up camps on land adjacent to our park. This is affecting the water quality in the small lake and creates a litter problem. Also, the homeless have unlimited access to the park.

Currently our management is in flux. Two onsite mgrs have left in the last year. The owner tried to force a new contract that would eliminate tenant participation in architectural requirements and changes. We have been told that rent will continue to raise at the 10% maximum amount allowed by law which is a crushing burden. As a consequence the upkeep of homes suffers and then mgmt threatens us with extra costs for mandated cleanup. Our clubhouse was shut down right before several important community events. I moved here because it is a lovely, well-established park and the community is strong but the attitude of the current management has severely damaged the atmosphere.

Always concerned how much rent increase will be each year. My pension doesn't increase and SS only increases very small amt. All utilities are having huge increases too!

We were happy when we moved in 7 years ago but that has changed. We are stressed out daily because there are a lot of problems in our park right now. Mgmt and the owner of this park do not listen, they ignore the concerns of the home owners. The owner just tried to get the whole park to sign off on new rules and regulations that were in the best interest of the owner, not the home owners. We had to sign a petition to prevent her from taking our rights away, that is still in discussion with our board. We had a situation with a neighbor a week ago and still have not heard from mgmt on how to deescalate the situation. They have managed to close our clubhouse (for a remodel they didn't get permits for) which caused multiple events to be canceled and she still wants a \$105 rent increase in January? There is a popcorn ceiling in the clubhouse and the residents voiced their concern about asbestos and wanting an asbestos and mold test done in the clubhouse before re-opening it for the safety of residents and guests, they told us they wouldn't do it even though we offered to pay to have it done. There is also a major concern with the electrical in the kitchen because there is not enough voltage when we have potlucks or use the kitchen. It was supposed to be part of the remodel that's not done yet but we were told they aren't addressing that issue.

Pool temp needs to be higher for elderly people. Not done--to save money?

Elderly residents ignored by management company.....emails, texts never returned, no clarifications on management company vs residents property responsibilities

Stressed that the new home we just purchase may be a complete mistake due to fee increases and no repairs.

The previous manager came to my house and told me to never call the management company again. I had complained about our swimming pool being bright green with mosquito larvae and dead rats floating in it. I sent pictures to Commonwealth and then the site manager Greg stormed up to my house and yelled at me (via my ring camera) to never call Commonwealth again. He also tore down the notice I put up in the mail room asking other tenants to contact Commonwealth about the state of our pool which that was the THIRD year in a row it was like that.