

## SAN VICENTE HOMEOWNERS' ASSOCIATION

Revised January 15, 2018

TO: Mary Manzo, Property Manager

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**THIS REPORT EXPRESSES OUR CONCERN ABOUT THE STATUS OF GROUNDS IN SAN VICENTE MOBILE HOME PARK.**

The protracted management transition at San Vicente Mobile Home Park, since July 2017, continues. At the time of the management take over; the park was running well. The maintenance and grounds workers were keeping up with the work load. The maintenance of the grounds and green spaces was in a relative high state even with the drought. Then, two maintenance workers were terminated, and Frankie the new grounds manager is consumed writing work orders.

The work force was diverted into the pool area renovation for almost three months. The delayed reopening of the pool makes us wonder who takes care of the pool and are they qualified? Repairing repeated water leaks on a large property such as San Vicente Mobile Home Park is labor intensive. When trash removal twice a week for the 270 residential units and clubhouse is added into the work load; it is a daunting task.

Frankly, we the resident owners here at San Vicente Mobile Home Park feel that we are paying monthly for services that are falling short of an acceptable level. Our park like setting is diminished by a serious gopher infestation of the green spaces. Trees and vines along the outside wall next to Cathedral Oaks Rd. are the parks responsibility. They are not being maintained. In some instances, they encroach on homes and are an ever -present fire danger.

The failing roads are a problem that can only get worse as we finally get more rain. Residents at the top of the park report noticeable diminished water pressure at their home sites. There is serious concern about the automated backup generator that maintains water pressure for home use and fire control during an electric power failure. This generator system must be tested on a regular monthly basis.

There are complaints about the exercise room being closed, locked up, and equipment has been removed. There is a failure in important communications with park residents by management. The repeated recent car burglaries in San Vicente Mobile Home Park should have been reported to all residents by the onsite management. What has become of the park's night watchman? It is reported that new residence owners are not having their new mailbox name tags delivered in a timely manner. The tennis courts need attention. The wind screens are worn out and falling off the fences. They should at least be repaired. Vines have over grown the tennis court fencing and should be cut back.

Thank you for your attention to these problems.

The SVMHA Board of Directors