

Introduction to the Spanish Lakes Golf Village Homeowner Satisfaction Survey **Conducted Spring 2025**

The elderly, mostly retired, homeowners living in Spanish Lakes Golf Village, a 55+ mobile home park in Port St. Lucie, Florida, are being denied their right to enjoy their golden years in a peaceful and serene manner.

Instead, the owners of Golf Village, the Wynne Building Corporation (Wynne), have instituted policies that have caused many homeowners to experience extraordinary misery, stress, and fear to the point that they no longer believe that Golf Village is a satisfactory, attractive, and acceptable place to live. Some no longer feel safe and most feel they are being unjustly harassed and intimidated by the park owners.

Golf Village homeowners have been fighting what we believe are illegal rent increases since June 5, 2021, and we initiated litigation on August 31, 2022. Prior to these events, most Golf Village residents believed Golf Village to be a pleasant, safe, and attractive place to enjoy their retirement. We believe Wynne's activities have completely changed the quality of life in Golf Village for the worse. We also believe that since the dispute started, that any new or changed activity by Wynne that negatively impacts the quality of life here is illegal and appalling retaliation for our lawsuit. Many here also believe that these actions constitute deliberate and unnecessary elder abuse.

Because Golf Village is a mobile home park, the Spanish Lakes Golf Village Homeowners Association (HOA) has no control over day-to-day operations, maintenance, and/or rules and regulations. Instead, we are, as we understand it, a legal entity whose main purpose is to represent the interests of home owner's in the park vis-a-vis the park owners. In that capacity we have had numerous homeowners, some elderly and vulnerable widows, some with poor health, and all disgusted by the actions of the park owners approach us, more than a few with tears streaming down their faces, shaking uncontrollably, or visibly outraged. In some cases, they were terrified of losing their home because of the actions of Wynne. The complaints were caused by fear, anger, disgust, unhappiness, and a general sense of uneasiness. As one lady put it in writing, "My hands are shaking so bad that I can hardly write this. I can't cry because if I start, I'll never stop".

Because of this, we determined it necessary to quantify how widespread these negative feelings are within Golf Village. We therefore developed a survey of twenty-five questions that each ask if Golf Village homeowners have had one or more experiences similar to the complaints we are receiving. It is important to understand how the survey was conducted. To conduct the survey, the 740 homes in Golf Village were divided into 41 "blocks", each block consisting of a single side street or a section of a longer street. Each "block" is roughly 15 to 20 houses. Because approximately 10 homes are owned by Wynne, we used 730 as the number of individually owned homes.

We had volunteers sufficient to survey 16 blocks that consist of 312 homes (39% of the 730 total homes). Based on the 2024 Golf Village phone directory, there are approximately 1090 homeowners in the 730 Golf Village homes. Using the 39%, there are approximately 425 homeowners in the canvassed blocks. Canvassers noted at each home if the owners filled out the questionnaire, refused to fill out the questionnaire, or were not contacted (primarily because of seasonal occupancy). A few surveys were received from people outside the canvassed areas. Because the homes surveyed were randomly selected (essentially by where we had a volunteer canvasser), we believe the results to be reflective of the entire community.

We have reached out to Wynne and requested a meeting to discuss the survey and, hopefully, agree to some simple common-sense remedies that would alleviate some of the sense of hostility, and make life more pleasant. Wynne, citing advice of their attorney, refuses to discuss the survey and, therefore, seems content to do nothing to reduce the emotional and physical distress of hundreds of elderly people. Also contributing to the problem, Wynne does not believe that Florida Statutes 723.025 and 95.11 applies to them but refuses to specifically say why.

The results of that survey, which do not reflect at all well on the park owners, and which we believe constitutes elder abuse, are presented here. We need your help.

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GOLF VILLAGE HOMEOWNER SATISFACTION SURVEY - SPRING 2025

Print Date: 6/5/2025

Spanish Lakes Golf Village homeowners were asked twenty-five questions regarding their experiences living in Golf Village that affect their satisfaction and over all sense of well being. Some homeowners were not able to be reached and some declined to participate for various reasons. Respondents could answer each question one of four ways: that the respondent personally experienced the situation, that the respondent knows of someone who experienced the situation, both, or neither. Respondents were also able to give or deny (because of fear of harassment and/or retaliation) permission to share their name and address. The summary of the survey results that is presented below shows that, overwhelmingly, Golf Village homeowners believe they are subject to harassment, retaliation, and appalling uncaring treatment by the park owners, the Wynne Building Corporation. The total number of residents affected by each question was estimated by assuming the same answer percentage as the respondents. We believe this is accurate because of the random nature of the sample. It is important to realize that the Homeowners Association in a mobile home park has no control over the physical plant, park operation, and/or rules and regulations. This type of HOA is established by law to advocate for the best interests of the homeowners vis-a-vis the park owners. This survey is part of that advocacy.

SUMMARY	
Number of Respondents =	137

Permission to Share =	51
Permission to Share =	37%

No Permission to Share =	86
No Permission to Share =	63%

Total responses reporting a personally experienced negative event =	1511
Total responses reporting a "known or" negative experience =	1114

I have been told by a park employee, park inspector, or someone else associated with the park owners, the Wynne Building Corporation, that I will be evicted because of a home inspection conducted by park staff.	<table border="1"> <tr> <td>This happened to me</td> <td style="text-align: right;">66</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">48%</td> </tr> <tr> <td>Know of someone</td> <td style="text-align: right;">77</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">56%</td> </tr> <tr> <td>It is estimated this happened to this many people</td> <td style="text-align: right;">525</td> </tr> </table>	This happened to me	66	% of respondents	48%	Know of someone	77	% of respondents	56%	It is estimated this happened to this many people	525
This happened to me	66										
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I have felt sick, or my health is being seriously affected by the actions of the park owners, the Wynne Building Corporation.	<table border="1"> <tr> <td>This happened to me</td> <td style="text-align: right;">56</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">41%</td> </tr> <tr> <td>Know of someone</td> <td style="text-align: right;">66</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">48%</td> </tr> <tr> <td>It is estimated this happened to this many people</td> <td style="text-align: right;">446</td> </tr> </table>	This happened to me	56	% of respondents	41%	Know of someone	66	% of respondents	48%	It is estimated this happened to this many people	446
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I have been reduced to tears or uncontrollable shaking because of the actions of a park employee or park management.	<table border="1"> <tr> <td>This happened to me</td> <td style="text-align: right;">30</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">22%</td> </tr> <tr> <td>Know of someone</td> <td style="text-align: right;">52</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">38%</td> </tr> <tr> <td>It is estimated this happened to this many people</td> <td style="text-align: right;">239</td> </tr> </table>	This happened to me	30	% of respondents	22%	Know of someone	52	% of respondents	38%	It is estimated this happened to this many people	239
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I have felt it was unsafe living in Golf Village because of, but not limited to, park employees looking in my window.	<table border="1"> <tr> <td>This happened to me</td> <td style="text-align: right;">22</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">16%</td> </tr> <tr> <td>Know of someone</td> <td style="text-align: right;">34</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">25%</td> </tr> <tr> <td>It is estimated this happened to this many people</td> <td style="text-align: right;">175</td> </tr> </table>	This happened to me	22	% of respondents	16%	Know of someone	34	% of respondents	25%	It is estimated this happened to this many people	175
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It is estimated this happened to this many people	175										

I feel or have felt anxious, harassed, terrorized and/or depressed because of the actions of park management in Golf Village.	<table border="1"> <tr> <td>This happened to me</td> <td style="text-align: right;">63</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">46%</td> </tr> <tr> <td>Know of someone</td> <td style="text-align: right;">50</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">36%</td> </tr> <tr> <td>It is estimated this happened to this many people</td> <td style="text-align: right;">501</td> </tr> </table>	This happened to me	63	% of respondents	46%	Know of someone	50	% of respondents	36%	It is estimated this happened to this many people	501
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I have had trouble sleeping due to tension and stress caused by park management.	<table border="1"> <tr> <td>This happened to me</td> <td style="text-align: right;">47</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">34%</td> </tr> <tr> <td>Know of someone</td> <td style="text-align: right;">32</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">23%</td> </tr> <tr> <td>It is estimated this happened to this many people</td> <td style="text-align: right;">374</td> </tr> </table>	This happened to me	47	% of respondents	34%	Know of someone	32	% of respondents	23%	It is estimated this happened to this many people	374
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I have been yelled at or screamed at by park employees or management.	<table border="1"> <tr> <td>This happened to me</td> <td style="text-align: right;">10</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">7%</td> </tr> <tr> <td>Know of someone</td> <td style="text-align: right;">34</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">25%</td> </tr> <tr> <td>It is estimated this happened to this many people</td> <td style="text-align: right;">80</td> </tr> </table>	This happened to me	10	% of respondents	7%	Know of someone	34	% of respondents	25%	It is estimated this happened to this many people	80
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I believe that park owners are illegally retaliating against Golf Village homeowners because we are suing them for what we believe to be illegal rent increases.	<table border="1"> <tr> <td>I believe this is true</td> <td style="text-align: right;">94</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">69%</td> </tr> <tr> <td>Know of someone</td> <td style="text-align: right;">47</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">34%</td> </tr> <tr> <td>It is estimated this many people believe this to be true</td> <td style="text-align: right;">748</td> </tr> </table>	I believe this is true	94	% of respondents	69%	Know of someone	47	% of respondents	34%	It is estimated this many people believe this to be true	748
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I believe that park owners have no respect or consideration for retired people living in Golf Village who just want to be treated with fairness and decency.	<table border="1"> <tr> <td>I believe this is true</td> <td style="text-align: right;">108</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">79%</td> </tr> <tr> <td>Know of someone</td> <td style="text-align: right;">42</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">31%</td> </tr> <tr> <td>It is estimated this many people believe this to be true</td> <td style="text-align: right;">859</td> </tr> </table>	I believe this is true	108	% of respondents	79%	Know of someone	42	% of respondents	31%	It is estimated this many people believe this to be true	859
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It is estimated this many people believe this to be true	859										

I believe that the park owners are uncaring and lack compassion in their treatment of Golf Village residents.	<table border="1"> <tr> <td>I believe this is true</td> <td style="text-align: right;">104</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">76%</td> </tr> <tr> <td>Know of someone</td> <td style="text-align: right;">41</td> </tr> <tr> <td>% of respondents</td> <td style="text-align: right;">30%</td> </tr> <tr> <td>It is estimated this many people believe this to be true</td> <td style="text-align: right;">827</td> </tr> </table>	I believe this is true	104	% of respondents	76%	Know of someone	41	% of respondents	30%	It is estimated this many people believe this to be true	827
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GOLF VILLAGE HOMEOWNER SATISFACTION SURVEY - SPRING 2025

Because of park management's actions, I believe that Golf Village is no longer a pleasant and attractive place to live.

This happened to me	73
% of respondents	53%
Know of someone	44
% of respondents	32%
It is estimated this happened to this many people	581

I believe that house "inspectors", hired by the park owners to enforce maintenance and appearance "rules", are: unqualified, lack appropriate experience, are improperly trained, use inconsistent and contradictory standards, are not given clearly defined, concise, and unambiguous written guidelines, and often appear to be confused.

This happened to me	98
% of respondents	72%
Know of someone	45
% of respondents	33%
It is estimated this happened to this many people	780

I have been subject to more than one house inspection within a few days, with each inspection having different, confusing, and contradictory results.

This happened to me	36
% of respondents	26%
Know of someone	42
% of respondents	31%
It is estimated this happened to this many people	286

I have had an inspection demanding that certain things that are not now and never were present be removed.

This happened to me	35
% of respondents	26%
Know of someone	37
% of respondents	27%
It is estimated this happened to this many people	278

I have been told, upon threat of eviction, to remove or modify things (including but not limited to, sheds, pavers, window air conditioners, etc.) that have been present for five or more years.

This happened to me	74
% of respondents	54%
Know of someone	60
% of respondents	44%
It is estimated this happened to this many people	589

I have experienced or am aware of inconsistent inspections, meaning something that is a "problem" with one house is OK at another house.

I experienced this	86
% of respondents	63%
Know of someone	52
% of respondents	38%
It is estimated this many people believe this to be true	684

I have had a "nitpicking" house inspection that demands, upon threat of eviction, ridiculous actions such as removing bugs from a light fixture, adding a handrail at a ground level door, painting a mailbox brown, etc.

I experienced this	38
% of respondents	28%
Know of someone	48
% of respondents	35%
It is estimated this many people believe this to be true	302

I have had an inspection that calls out something that has never been a problem during many previous inspections, because of a new "rule" that is not written anywhere.

I experienced this	89
% of respondents	65%
Know of someone	52
% of respondents	38%
It is estimated this happened to this many people	708

I have been told to remove something because there was no written permission given, even though a previous park manager gave verbal permission or said no permission was needed, and now the park management denies that verbal permission was ever given.

This happened to me	49
% of respondents	36%
Know of someone	54
% of respondents	39%
It is estimated this happened to this many people	390

I have been made to pay a "bulk trash" pick-up fee even though the Golf Village Prospectus clearly says that trash removal is included in my rent.

This happened to me	11
% of respondents	8%
Know of someone	31
% of respondents	23%
It is estimated this happened to this many people	88

GOLF VILLAGE HOMEOWNER SATISFACTION SURVEY - SPRING 2025

<p>I have had the sale of my home fall through because of unreasonable, unjustifiable, and ridiculous "change of owner" inspection demands.</p>	
This happened to me	5
% of respondents	4%
Know of someone	32
% of respondents	23%
It is estimated this happened to this many people	40

<p>I have had uncompensated damage to my home caused by the park owner's lawn care contractor.</p>	
This happened to me	58
% of respondents	42%
Know of someone	51
% of respondents	37%
It is estimated this happened to this many people	461

<p>I believe it is unfair, retaliatory, and discriminatory that my Golf Village HOA is not allowed to publish information beneficial to the community in the park owner-controlled newsletter.</p>	
I believe this is true	101
% of respondents	74%
Know of someone	28
% of respondents	20%
It is estimated this many people believe this to be true	804

<p>I believe that the Prospectus requires the swimming pool to be heated whenever the water temperature demands it. Refusal by management to turn on the heater before November 15th unjustifiably limits use of our swimming pool that our rent is paying for.</p>	
I believe this is true	77
% of respondents	56%
Know of someone	36
% of respondents	26%
It is estimated this many people believe this to be true	613

<p>I believe that the condition of Golf Village infrastructure and of the houses in Golf Village that are owned by the Wynne Building Corporation are in unacceptable condition. This is a failure to meet the very specific requirements of Florida Chapter 723 as well as the Golf Village Prospectus. A fifteen-page report documenting the abysmal maintenance condition of park owned infrastructure and houses as of February 16, 2025 was recently issued.</p>	
I believe this is true	81
% of respondents	59%
Know of someone	27
% of respondents	20%
It is estimated this many people believe this to be true	644

Unsolicited Hand-written Comments
Golf Village Satisfaction Survey
Spring 2025

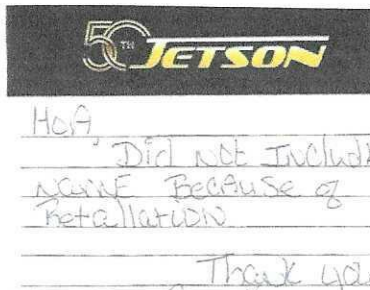
EXTREMELY UPSET
 I have been ~~reduced to tears~~ and/or uncontrollable shaking because of the actions of a park employee or park management. I know someone who has experienced this.

SEEMS EVERY OTHER WEEK I HAVE A NOTICE OF EVICTION
 I have been subject to more than one house inspection within a few days, with each inspection having different, confusing, and contradictory results. I know someone who has experienced this.

WAS TOLD TO PAINT DRIVEWAY TO PARK APPROVED COLORS —
 I have been told, upon threat of eviction, to remove or modify things (including but not limited to, sheds, pavers, window air conditioners, etc.) that have been present for five or more years. *— YET OTHERS, I HAVE NOTICED ARE NOT COMPLIANT.*

MYSKIRTING WAS REPLACED DUE TO LANDSCAPERS —
 I have had an inspection that calls out something that has never been a problem during many previous inspections, because of a new "rule" that is not written anywhere. I know someone who has experienced this.
— DESTROYING — WHEN REPLACED IN WHITE THEY DON'T MATCH.

SIGNATURE: *[Handwritten signature]*
DATE: *4/14/2025* (*Park's retaliation*)



I think notification should be given when a inspector is going to come on to property, along with properly identifying themselves.

I have been yelled at or screamed at by park employees or management. I know someone who has experienced this. *No yelling or screaming, but definitely RUDF!!!*

YES definitely I believe that House "inspectors", hired by the park owners to enforce maintenance and appearance "rules", are: unqualified, lack appropriate experience, are improperly trained, use inconsistent and contradictory standards, are not given clearly defined, concise, and unambiguous written guidelines, and often appear to be confused. I know someone who has expressed this.

Very true I have experienced or am aware of inconsistent inspections, meaning something that is a "problem" with one house is OK at another house. I know someone who has experienced this.

DATE: 4/3/2025

I had surgery July 29, I was receiving Eviction Notices the whole time I was recovering. Making my recover longer. They told me they would not except my rent which they didn't. I have it taken out by the Wynn's every month. I was harass concently! I 82 years old and have been in this park 20 years.

I give permission for this survey, including my name and address to be made public. *But still afraid of Retaliation*

FOR REFERENCE

MEDIA SITES

SPANISH-LAKES GOLF VILLAGE **WEBSITE** <https://spanishlakesgolfhoa.com/>

SPANISH-LAKES GOLF VILLAGE **Facebook** <https://www.facebook.com/groups/3005172896371877>

SPANISH-LAKES GOLF VILLAGE **YouTube channel**

https://www.youtube.com/channel/UCvEGtb-jeUCiis9OZx_aX9w

SPECIFIC LINKS

FLORIDA STATUTE 723 **Statutes & Constitution :View Statutes : Online Sunshine (state.fl.us)**

SPANISH-LAKES GOLF VILLAGE **PROSPECTUS** available on HOA website under the References & Links tab

SPANISH LAKES SATISFACTION SURVEY available on HOA website under the References & Links tab