

<https://www.bbb.org/us/ky/erlanger/profile/property-management/flagship-communities-0292-90002693/complaints>

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**Flagship Communities**  
Property Management, Real Estate Development  
**BBB Rating: F**

Not BBB Accredited (859) 342-5111  
467 Erlanger Road Suite 200, Erlanger, KY 41018-1495

## Business Profile

Property Management

## Flagship Communities

This business is **NOT BBB Accredited.**

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Complaints

## Customer Complaints Summary

- 23 total complaints in the last 3 years.
- 4 complaints closed in the last 12 months.

## Initial Complaint

**Date:**03/10/2026

**Type:**Billing Issues

**Status:**AnsweredMore info

February 26, 2026 I went to pay rent for this mobile home community lot, and this was the first time I was forced to not pay by check. I was assisted by park staff in finding how to sign up for payment to come out of my bank account. Since rent was due soon, I paid that day through their website, REMOVED. The amount was provided there. Now I've gotten an email with a late charge for not paying charges later added to the amount that they're saying just weren't on yet. They finally said they'd remove the late fee so I could pay any later charges, but that still hasn't happened so I can pay the proper amount, which goes up up up all the time, making it hard to remember about what it even was.

- **Business Response**

**Date:** 03/10/2026

I reviewed the complaint with our Management group. The late charge for rent was just removed from the account as requested. No payment has been provided for water and sewer, so the late charge for this service will remain on the utility account. The correction should be visible on the account this afternoon.

- [Initial Complaint](#)

**Date:**02/27/2026

**Type:**Facilities Issues

**Status:**ResolvedMore info

Boarded up windows in a vacant mobile home. Cars with expired tags parked in yards. Utility trailer's parked in yards. All of these are in the contract as not allowed. Rent goes up every year but we get no benefit's from it. They do nothing to spruce up the park to make it a decent place to live.

**Business Response**

**Date:** 03/05/2026

I have reviewed the complaint with our Community and District Managers. We are working to correct the issues referenced by Ms. REMOVED as soon as possible. I invite Ms. REMOVED to provide any concerns she has in the future directly to our Management personnel in the office to make sure they can be address as quickly as possible. We appreciate Ms. REMOVED dedication to REMOVED and are working to make improvements that will make her proud to continue living in REMOVED.

**Customer Answer**

**Date:** 03/06/2026

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID REMOVED, and find that this resolution is satisfactory to me.

Regards,

REMOVED

- [Initial Complaint](#)

**Date:**12/26/2025

**Type:**Facilities Issues

**Status:**ResolvedMore info

Management not so good. We purchased a New home here on 7- 11-24 . This was a brand new home. We have had nothing but flooding problems when it rains here when it rains heavy. This has been going on till present. EREMOVEDthe manager had assured that she would take care of the problem. The management has given us a run around with not fixing the problem. We contacted the new manager (TREMOVED) and she assured us that she would take care of the problem since we were good tenants and put a lot of landscaping work in their lot. We put \$450.00 of our money in their lot to try and solve the flooding problem per EREMOVEDshe okayed that since they weren't using their money and labor. Well the problem is still not fixed. They know about this problem since last year. We have video and pictures of the flooding. Management received these videos and pictures they still won't fix it. We are seeking legal action.

### **Business Response**

**Date:** 12/31/2025

REMOVED's complaint has been reviewed by our Regional and District Managers. They are in the process of contacting REMOVEDand engaging contractors to address the flooding problem.

### **Customer Answer**

**Date:** 12/31/2025

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint

ID REMOVED, and find that this resolution is satisfactory to me.

BREMOVEDWREMOVEDthe regional manger assured me that the problem would be addressed. I am hoping I can go on this word.

Regards,

REMOVED

- [Initial Complaint](#)

**Date:**10/05/2025

**Type:**Facilities Issues

**Status:**ResolvedMore info

10/3/2025

10/4/2025

On the 14th of September the district mgr knocked on my door. Told me I had to tear down my shed and clean up the wood I had behind the shed. To be done by the 30th or else she isn't renewing my lease. I met her deadline. Went online to pay on the above dates and the system won't let me pay. ANYONE THINKING OF MOVING INTO, BUYING FROM. OR ANY DEALINGS WITH FLAGSHIP COMMUNITIES (FORMERLY SSK BUT CHANGED THE NAME DUE TO IT'S UNETHICAL AND HORRID REPUTATION) THE "F" RATING GIVEN BY THE BBB IS BEING KIND. TRUST ME STAY CLEAR!!!! THESE PEOPLE COULD AND SOME PROBABLY DO WORK FOR TRUMP'S ICE.

I've emailed Judy GREMOVED, their general council, twice. No response yet. I own my trailer outright and my total rent bill was \$1 114 for September. Tell me their isn't something fishy about that. Had the same \$200 fine on this bill. Contacted management and asked if removing the fine since it was done before the deadline? Response "not until all repairs are done" The manager mentioned gutter system and back steps, and deck. I was told the deck had to be cleared off which it has, and that's the first I've heard about a problem with the other things on their list. EVERYONE is complaining about the fines and maintenance not meeting the requests submitted. I laughed when someone told me that. Ive had a request in for 5 years and have resent it a number of times and still no one has bothered to fix the huge hole on the back corner of my trailer. I'm having to put up baracades and try to fill in the hole to keep critters out. Can I fine them about this matter,? Or maybe the other one I submitted shortly after moving in regarding the root system destroying the shed that was here when I bought the trailer. We aren't allowed to trim trees but we get fined if they overgrow. Flagship Communities can shove this trailer straight up there asses. I'M DONE!!

MOVING IN THIS COMMUNITY WAS THE WORST DECISION I'VE EVER MADE THIS SIDE OF 40 YEARS.

### **Business Response**

**Date:** 10/17/2025

I have confirmed that the \$200.00 charge was removed from REMOVEDaccount on 10/6/25. I was advised that the Community Manager also talked to REMOVEDon that date to advise the charge removal was being completed. I apologize to REMOVEDfor failing to reply to his email. I understood the request was addressed and direct contact had occurred to advise of the action being taken.

### **Customer Answer**

**Date:** 10/18/2025

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID REMOVED, and find that this resolution is satisfactory to me. Just to note the hole at the trailers rear foundation u have filled in. I requested this 5 years ago when i moved in. Several times since then and gave up. Any maintenance of grounds, trees, bushes have been done by me. I request it to the manager and it never gets done. I suppose because we seem to have a different manager every month. Thank you for getting the ridiculous fine taken off. There was a letter left on my car regarding underpinning(I expect they were talking about the hole I filled in. Also improper storage of gas. I have no gas here. There was an empty gas container that if they would have bothered to pick up would have seen its empty. I find it curious tho that none of the items they wanted to fine me for were on the list from city or state inspectors.

Regards,

REMOVED

- [Initial Complaint](#)

**Date:**05/07/2025

**Type:**Service or Repair Issues

**Status:**AnsweredMore info

Flagship Communities, is fraudulently evicting me based on my neighbor needing one of my parking spaces that was promised me at the signing of my house.

### **Business Response**

**Date:** 05/19/2025

This matter is now in litigation. REMOVEDhas been represented by counsel during the process. No response will be provided at this point due to the pending litigation.

- [Initial Complaint](#)

**Date:**03/26/2025

**Type:**Service or Repair Issues

**Status:**AnsweredMore info

Attempted to purchase new mobile home at REMOVEDin Morgantown WV.

Was pre approved with bank. Gave Flagship Communities a \$5,100 down payment and then nothing was getting completed. Bank was slow to close, Bluegrass was slow to move mobile home on lot and get decks and porch roof started to complete. I gave them a final date in which I would still complete the closing - bank never met deadlines and I backed out of deal and ask for my \$5,100 down payment back and they finally sent me a contract to sign before they would return my money. I declined and advised I would seek other remedies to get my money returned to me and if I incitred expenses, I would be expecting them to cover additional expenses

They now are not answering my calls.

### **Business Response**

**Date:** 03/27/2025

Mr. REMOVEDcancelled the purchase of a home at REMOVED. REMOVEDis ready, willing, and able to provide the requested refund. Mr. REMOVEDrefused to sign a documentation required for release of the funds. Should Mr. REMOVEDchange his position, the refund will occur immediately.

### **Customer Answer**

**Date:** 03/27/2025

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID REMOVED, and have determined that this does not resolve my complaint. For your reference, reasons for rejection are included below.

(PLEASE TYPE YOUR REASONS HERE)

The release of funds is a legal document that requires me to accept detail that are not associated with the transaction. I only did business with this company in West Virginia and will not accept anything more than an immediate refund of \$5,100. I will have no part of with me signing anything more than a letter that I received the full amount.

Regards,

REMOVED

### **Business Response**

**Date:** 04/22/2025

I spoke with Mr. REMOVED after his rejection of the prior response. We have resolved this matter. Mr. REMOVED has received his deposit check and signed a release. We are pleased that this matter has been resolved.

- [Initial Complaint](#)

**Date:** 02/28/2025

**Type:** Facilities Issues

**Status:** Answered More info

Water pipe froze 01/22/25 I paid \$400.00 to have fixed. Disposition is Water pipe from the water meter to mobile home had froze. REMOVED water service came out to me. Quote "Were only responsible for water from the street to the meter, Mobile home park is responsible with pipes from water meter to your home." I rent the lot. All I ask is for flagship properties is to deduct \$400.00 off my lot rent with no retaliation.

**Business Response**

**Date:** 03/03/2025

I will need more information regarding the community and address where the complainant resides to research the complaint. An alias was used as the name as well. I will be pleased to review and respond if additional information is provided so I am able to look at the account involved.

**Customer Answer**

**Date:** 03/03/2025

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID REMOVED, and have determined that this does not resolve my complaint. For your reference, reasons for rejection are included below.

Alias name is not being sent. All Im asking is for the \$400.00 be deducted from my lot rent. REMOVED. If not resolved my Attorney will be notified. I want to keep this from my attorney, Thank you REMOVED

Regards,

REMOVED

**Business Response**

**Date:** 04/21/2025

REMOVEDowns his home and rents a lot in REMOVED. Pursuant to page 8 of the lease agreement between REMOVEDand REMOVEDin the section titled "Utilities," each resident is responsible for all connections between the home and the termination point of the utilities provided to the homesite. Further, it is the resident's responsibility to maintain these lines in the future. The situation described falls within REMOVEDarea of responsibility for repair and maintenance.

**Customer Answer**

**Date:** 04/21/2025

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID REMOVED, and have determined that this does not resolve my complaint. For your reference, reasons for rejection are included below.

(PLEASE TYPE YOUR REASONS HERE)

Regards,

REMOVED

- [Initial Complaint](#)

**Date:**02/06/2025

**Type:**Billing Issues

**Status:**AnsweredMore info

I am the owner of a camper at one of the campgrounds this company owns called REMOVEDcampground and RV resort in REMOVED. Since moving in in 2023 the rent has been raised several times to an amount that is almost not payable but the price for electric is outrageous for a camper. If i call to speak with the manager she informs me it needs to be paid or we have to move the camper out without discussion, we are also told that we are not allowed to call the electric company to make sure the meters are running correctly.

I turned the electricity off and unplugged everything on 01/03/2025 and was told that the electricity owed for January is over \$160.

With the way that everything has increased and in odd amounts, not being able to utilize public services to make sure meters are running correctly and the outrageous prices being charged im not sure if someone is pocketing extra money or if there is a scheme of some sort going on but this place needs to be investigated

This is a campground wide issue with complaints from multiple residents.

### **Business Response**

**Date:** 02/07/2025

REMOVEDcontacted our office at REMOVEDRV Resort yesterday to advise of the issue with the electric charges on his account. Our representative confirmed his RV was unplugged from electric service. REMOVEDaccount has been credited for the incorrect usage charge as requested. We extend our apology for the error on REMOVEDaccount.

- [Initial Complaint](#)

**Date:**12/20/2024

**Type:**Billing Issues

**Status:**AnsweredMore info

The lot rent was late, but I was able to pay it before the point of eviction came up. Now that the payment has returned, they're giving me zero time to find help from local churches or a trustee's office. I was out of work for two and a half weeks in October for surgery it's thrown me off since then, so I've been falling behind on a lot. It's currently Friday, December 20th, 2024 and the manager of the park has told me that Monday, December 23rd, they will be filing for eviction. I've been living in this trailer park since 2017 and I've put up with every single lot rent increase that they've tacked on year after year. I just don't feel that it's right to not even give someone the time to find the help to get it paid. I just keep getting told it's policy to file for eviction that quick. This is one of the worst companies to own Heritage Hills in REMOVED.

### **Business Response**

**Date:** 12/23/2024

I just confirmed that the rent payment has been received, and the account is current. There will be no action required. We are pleased that the matter has been resolved.

- [Initial Complaint](#)

**Date:**10/28/2024

**Type:**Service or Repair Issues

**Status:**UnansweredMore info

Large tree limb fell on home that's in a mobile home park that they had been given notice to fix violations

**BUSINESS PROFILE**

Property Management

## Flagship Communities

⚠️ This business is **NOT BBB Accredited**.

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## Complaints

### Customer Complaints Summary

- 📄 23 total complaints in the last 3 years.
- ✅ 4 complaints closed in the last 12 months.

If you've experienced an Issue

[Submit a Complaint](#)

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

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**Flagship Communities is NOT a BBB Accredited Business.**

To become accredited, a business must agree to [BBB Standards for Trust](#) and pass BBB's vetting process.

🔗 [Why choose a BBB Accredited Business?](#)

### Initial Complaint

**Date:** 03/10/2026

**Type:** 💰 Billing Issues

**Status:** 🗨️ [Answered](#)

February 26, 2026 I went to pay rent for this mobile home community lot, and this was the first time I was forced to not pay by check. I was assisted by park staff in finding how to sign up for payment to come out of my bank account. Since rent was due soon, I paid that day through their website, [REDACTED]. The amount was provided there. Now I've gotten an email with a late charge for not paying charges later added to the amount that they're saying just weren't on yet. They finally said they'd remove the late fee so I could pay any later charges, but that still hasn't happened so I can pay the proper amount, which goes up up all the time, making it hard to remember about what it even was.



### Business Response

**Date:** 03/10/2026

I reviewed the complaint with our Management group. The late charge for rent was just removed from the account as requested. No payment has been provided for water and sewer, so the late charge for this service will remain on the utility account. The correction should be visible on the account this afternoon.

### Initial Complaint

**Date:** 02/27/2026

**Type:** 🏠 Facilities Issues

**Status:** ✅ [Resolved](#)

Boarded up windows in a vacant mobile home. Cars with expired tags parked in yards. Utility trailer's parked in yards. All of these are in the contract as not allowed. Rent goes up every year but we get no benefit's from it. They do nothing to spruce up the park to make it a decent place to live.

 **Initial Complaint**

**Date:** 02/27/2026

**Type:**  Facilities Issues

**Status:**  Resolved

Boarded up windows in a vacant mobile home. Cars with expired tags parked in yards. Utility trailer's parked in yards. All of these are in the contract as not allowed. Rent goes up every year but we get no benefit's from it. They do nothing to spruce up the park to make it a decent place to live.



**Business Response**

**Date:** 03/05/2026

I have reviewed the complaint with our Community and District Managers. We are working to correct the issues referenced by Ms. [REDACTED] as soon as possible. I invite Ms. [REDACTED] to provide any concerns she has in the future directly to our Management personnel in the office to make sure they can be address as quickly as possible. We appreciate Ms. [REDACTED] dedication to [REDACTED] and are working to make improvements that will make her proud to continue living in [REDACTED].

 **Customer Answer**

**Date:** 03/06/2026

Better Business Bureau:


I have reviewed the response made by the business in reference to complaint ID [REDACTED], and find that this resolution is satisfactory to me.

Regards,

[REDACTED]

 **Initial Complaint**

**Date:** 12/26/2025

**Type:**  Facilities Issues

**Status:**  Resolved


Management not so good. We purchased a New home here on 7-11-24. This was a brand new home. We have had nothing but flooding problems when it rains here when it rains heavy. This has been going on till present. E [redacted] the manager had assured that she would take care of the problem. The management has given us a run around with not fixing the problem. We contacted the new manager (T [redacted]) and she assured us that she would take care of the problem since we were good tenants and put a lot of landscaping work in their lot. We put \$450.00 of our money in their lot to try and solve the flooding problem per E [redacted] she okayed that since they weren't using their money and labor. Well the problem is still not fixed. They know about this problem since last year. We have video and pictures of the flooding. Management received these videos and pictures they still won't fix it. We are seeking legal action.



**Business Response**

**Date:** 12/31/2025

[redacted]'s complaint has been reviewed by our Regional and District Managers. They are in the process of contacting [redacted] and engaging contractors to address the flooding problem.

 **Customer Answer**

**Date:** 12/31/2025

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me. B [redacted] W [redacted] the regional manger assured me that the problem would be addressed. I am hoping I can go on this word.

Regards,

[redacted]

 **Initial Complaint**

**Date:** 10/05/2025

**Type:**  Facilities Issues

**Status:**  Resolved

10/3/2025

10/4/2025

On the 14th of September the district mgr knocked on my door. Told me I had to tear down my shed and clean up the wood I had behind the shed. To be done by the 30th or else she isn't renewing my lease. I met her deadline. Went online to pay on the above dates and the system won't let me pay. ANYONE THINKING OF MOVING INTO, BUYING FROM, OR ANY DEALINGS WITH FLAGSHIP COMMUNITIES (FORMERLY SSK BUT CHANGED THE NAME DUE TO IT'S UNETHICAL AND HORRID REPUTATION) THE "F" RATING GIVEN BY THE BBB IS BEING KIND. TRUST ME STAY CLEAR!!!! THESE PEOPLE COULD AND SOME PROBABLY DO WORK FOR TRUMP'S ICE.

I've emailed Judy G [redacted], their general council, twice. No response yet. I own my trailer outright and my total rent bill was \$1114 for September. Teli me their isn't something fishy about that. Had the same \$200 fine on this bill. Contacted management and asked if removing the fine since it was done before the deadline? Response "not until all repairs are done" The manager mentioned gutter system and back steps, and deck. I was told the deck had to be cleared off which it has, and that's the first I've heard about a problem with the other things on their list. EVERYONE is complaining about the fines and maintenance not meeting the requests submitted. I laughed when someone told me that. Ive had a request in for 5 years and have resent it a number of times and still no one has bothered to fix the huge hole on the back corner of my trailer. I'm having to put up baracades and try to fill in the hole to keep critters out. Can I fine them about this matter,? Or maybe the other one I submitted shortly after moving in regarding the root system destroying the shed that was here when I bought the trailer. We aren't allowed to trim trees but we get fined if they overgrow. Flagship Communities can shove this trailer straight up there asses. I'M DONE!! MOVING IN THIS COMMUNITY WAS THE WORST DECISION I'VE EVER MADE THIS SIDE OF 40 YEARS.



**Business Response**

**Date:** 10/17/2025

I have confirmed that the \$200.00 charge was removed from [redacted] account on 10/6/25. I was advised that the Community Manager also talked to [redacted] on that date to advise the charge removal was being completed. I apolgoize to [redacted] for failing to reply to his email. I understood the request was addressed and direct contact had occurred to advise of the action being taken.

 **Customer Answer**

**Date:** 10/18/2025

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [REDACTED], and find that this resolution is satisfactory to me. Just to note the hole at the trailers rear foundation u have filled in. I requested this 5 years ago when i moved in. Several times since then and gave up. Any maintenance of grounds, trees, bushes have been done by me. I request it to the manager and it never gets done. I suppose because we seem to have a different manager every month. Thank you for getting the ridiculous fine taken off. There was a letter left on my car regarding underpinning(i expect they were talking about the hole I filled in. Also improper storage of gas. I have no gas here. There was an empty gas container that if they would have bothered to pick up would have seen its empty. I find it curious tho that none of the items they wanted to fine me for were on the list from city or state inspectors.

Regards,

[REDACTED]

 **Initial Complaint**

**Date:** 05/07/2025

**Type:**  Service or Repair Issues

**Status:**  [Answered](#)

Flagship Communities, is fraudulently evicting me based on my neighbor needing one of my parking spaces that was promised me at the signing of my house.



### Business Response

Date: 05/19/2025

This matter is now in litigation. [REDACTED] has been represented by counsel during the process. No response will be provided at this point due to the pending litigation.

### Initial Complaint

Date: 03/26/2025

Type: Service or Repair Issues

Status: Answered

Attempted to purchase new mobile home at [REDACTED] in Morgantown WV. Was pre approved with bank. Gave Flagship Communities a \$5,100 down payment and then nothing was getting completed. Bank was slow to close, Bluegrass was slow to move mobile home on lot and get decks and porch roof started to complete. I gave them a final date in which I would still complete the closing - bank never met deadlines and I backed out of deal and ask for my \$5,100 down payment back and they finally sent me a contract to sign before they would return my money. I declined and advised I would seek other remedies to get my money returned to me and if I incurred expenses, I would be expecting them to cover additional expenses. They now are not answering my calls.



### Business Response

Date: 03/27/2025

Mr. [REDACTED] cancelled the purchase of a home at [REDACTED]. [REDACTED] is ready, willing, and able to provide the requested refund. Mr. [REDACTED] refused to sign a documentation required for release of the funds. Should Mr. [REDACTED] change his position, the refund will occur immediately.

### Customer Answer

Date: 03/27/2025

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID: [REDACTED], and have determined that this does not resolve my complaint. For your reference, reasons for rejection are included below.

(PLEASE TYPE YOUR REASONS HERE)

The release of funds is a legal document that requires me to accept detail that are not associated with the transaction. I only did business with this company in West Virginia and will not accept anything more than an immediate refund of \$5,300. I will have no part of with me signing anything more than a letter that I received the full amount.

Regards,

[REDACTED]



### Business Response

Date: 04/22/2025

I spoke with Mr. [REDACTED] after his rejection of the prior response. We have resolved this matter. Mr. [REDACTED] has received his deposit check and signed a release. We are pleased that this matter has been resolved.

### Initial Complaint

Date: 02/28/2025

Type: Facilities Issues

Status: Answered

Water pipe froze 01/22/25 I paid \$400.00 to have fixed. Disposition is Water pipe from the water meter to mobile home had froze. [REDACTED] water service came out to me. Quote "Were only responsible for water from the street to the meter, Mobile home park is responsible with pipes from water meter to your home." I rent the lot. All I ask is for flagship properties is to deduct \$400.00 off my lot rent with no



### Business Response

Date: 03/03/2025

I will need more information regarding the community and address where the complainant resides to research the complaint. An alias was used as the name as well. I will be pleased to review and respond if additional information is provided so I am able to look at the account involved.

### Customer Answer

Date: 03/03/2025

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [REDACTED], and have determined that this does not resolve my complaint. For your reference, reasons for rejection are included below.

Alias name is not being sent. All I'm asking is for the \$400.00 be deducted from my lot rent. [REDACTED]. If not resolved my Attorney will be notified. I want to keep this from my attorney, Thank you [REDACTED].

Regards,

[REDACTED]



### Business Response

Date: 04/21/2025

owns his home and rents a lot in . Pursuant to page 8 of the lease agreement between and . In the section titled "Utilities," each resident is responsible for all connections between the home and the termination point of the utilities provided to the homesite. Further, it is the resident's responsibility to maintain these lines in the future. The situation described falls within area of responsibility for repair and maintenance.



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Date: 04/21/2025

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I have reviewed the response made by the business in reference to complaint ID , and have determined that this does not resolve my complaint. For your reference, reasons for rejection are included below.

(PLEASE TYPE YOUR REASONS HERE)

Regards,

 **Initial Complaint**

**Date:** 02/06/2025

**Type:**  Billing Issues

**Status:**  [Answered](#)

I am the owner of a camper at one of the campgrounds this company owns called [REDACTED] campground and RV resort in [REDACTED]. Since moving in in 2023 the rent has been raised several times to an amount that is almost not payable but the price for electric is outrageous for a camper. If I call to speak with the manager she informs me it needs to be paid or we have to move the camper out without discussion, we are also told that we are not allowed to call the electric company to make sure the meters are running correctly.

I turned the electricity off and unplugged everything on 01/03/2025 and was told that the electricity owed for January is over \$160.

With the way that everything has increased and in odd amounts, not being able to utilize public services to make sure meters are running correctly and the outrageous prices being charged I'm not sure if someone is pocketing extra money or if there is a scheme of some sort going on but this place needs to be investigated.

This is a campground wide issue with complaints from multiple residents.



**Business Response**

**Date:** 02/07/2025

[REDACTED] contacted our office at [REDACTED] RV Resort yesterday to advise of the issue with the electric charges on his account. Our representative confirmed his RV was unplugged from electric service. [REDACTED] account has been credited for the incorrect usage charge as requested. We extend our apology for the error on [REDACTED] account.

 **Initial Complaint**

**Date:** 12/20/2024

**Type:**  Billing Issues

**Status:**  [Answered](#)

The lot rent was late, but I was able to pay it before the point of eviction came up. Now that the payment has returned, they're giving me zero time to find help from local churches or a trustee's office. I was out of work for two and a half weeks in October for surgery it's thrown me off since then, so I've been falling behind on a lot. It's currently Friday, December 20th, 2024 and the manager of the park has told me that Monday, December 23rd, they will be filing for eviction. I've been living in this trailer park since 2017 and I've put up with every single lot rent increase that they've tacked on year after year. I just don't feel that it's right to not even give someone the time to find the help to get it paid. I just keep getting told it's policy to file for eviction that quick. This is one of the worst companies to own Heritage Hills in [redacted].



**Business Response**

**Date:** 12/23/2024

I just confirmed that the rent payment has been received, and the account is current. There will be no action required. We are pleased that the matter has been resolved.

 **Initial Complaint**

**Date:** 10/28/2024

**Type:**  Service or Repair Issues

**Status:**  [Unanswered](#)

Large tree limb fell on home that's in a mobile home park that they had been given notice to fix violations

1

2

3

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