

OMEGA VILLAS

Major Homeowner Concerns — Complaint Dates Register, 2025

WhatsApp communications | August 12–December 28, 2025 | Public edition — homeowner names replaced with Owner letters

Scope: This register lists dated homeowner concerns from the 2025 community discussion group, the five months before the 2026 register. Each entry reflects a participant’s statement, not an independently verified fact. Dates are message dates, not necessarily the onset of an issue. Quoted excerpts are verbatim; “...” marks omitted text. Personal, medical and unrelated messages are excluded. The original, unaltered export is preserved.

Message volume

Month (2025)	Messages	Other participants’ messages
August	291	188
September	1,103	646
October	1,155	634
November	1,214	683
December	522	318
Total	4,285	2,469

Counts are message counts, not independent witnesses or verified incidents. The export begins August 12, 2025. Together with the 2026 register (4,788 messages, January 4–October 20, 2026), the record covers 9,073 messages over fifteen months.

August 2025

Date / participant	Major concern	Reported statement (source excerpt)
8/13/25, 11:41:53 AM Owner C	Window estimates requested but not provided	“His assistant measured my windows 3 weeks ago, and I’m still waiting for the estimate.”
8/14/25, 11:53:16 AM Owner B	Insulation omitted from construction contract	“Here’s the bottom line, the contract was written without replacement of insulation.”
8/18/25, 10:40:53 AM Owner B	Financial statements not posted	“Also has anybody notified anyone that the June financials have not been posted”
8/25/25, 11:18:04 AM Owner B	Interior damage from earlier roof leaks unrepaired	“My first question to them is who is going to repair the interior damage from roof leaks prior to Astro. And when?”
8/25/25, 11:34:22 AM Owner B	Portal questions go unanswered	“we are supposed to send our questions to the portal but we don't get answers. What is the protocol for management to respond?”
8/25/25, 11:40:42 AM Owner B	Meeting minutes not posted	“I don't see meeting minutes posted past March where's the past 4 months minutes?”

Date / participant	Major concern	Reported statement (source excerpt)
8/25/25, 11:05:49 AM Owner C	Tree trimming, sidewalks and landscaping still pending	"I read the agenda for tomorrow's meeting, and is the same ... that they discussed the last time with the tree trimming, that haven't been done and the sidewalk repairs and landscaping on Phase 4. There are more issues that that."
8/26/25, 5:19:52 PM Owner B	Roofing nails left protruding	"And I don't see anything getting done about Nails coming through the roof"

September 2025

Date / participant	Major concern	Reported statement (source excerpt)
9/6/25, 9:54:31 AM Owner G	Unexplained charge on owner accounts	"Was this voted on by the board? How come i never got any notice of this?"
9/8/25, 11:07:27 AM Owner K	Accounting firm unreachable by phone	"I called the number, there's currently 33 people in the que on hold. ... After the beep, it hangs up every time."
9/13/25, 5:18:01 PM Owner C	Contractor-installed fencing failing after one year	"I noticed some of the fences some the planks came off. Another Austro's flaws, they used nail gun, probably the nails rusted, and is only been a year."
9/13/25, 8:13:56 PM Owner N	Structural work stalled	"Does anybody know why Austro did not continue fixing the structure of the houses?"
9/15/25, 1:23:40 PM Owner B	Owners asked to pay to relocate utilities without prior notice	"I'm curious why it is an owner's responsibility to pay to move the electric or the air conditioning ... We were not advised of this ahead of time however austro was aware of it ahead of time and so was the board"
9/18/25, 2:34:39 PM Owner B	City inspector: meter relocation may not be required	"We could get away with not pulling off the electric equipment as long as we leave a 1/8 Gap between the equipment and the board. It is not against code to do so."
9/19/25, 10:23:16 AM Owner B	Minutes and construction minutes not posted	"They have not posted meeting minutes since June's meeting which they just posted and they've not posted construction minutes since March."
9/19/25, 11:30:34 AM Owner B	Legal fees through June	"As of the end of June we have spent over 48,000 to Hollander, over 5,200 in June."
9/22/25, 4:03:09 PM Owner B	No owner approval recalled for the \$4.85 million project	"I have a question who exactly approved the 4.85 million renovation? Did the owners have any say in that at all?"
9/22/25, 4:06:57 PM Owner B	No owner approval recalled for the \$4.85 million project	"I don't recall receiving anything at any time, not that I ever received correspondence like the law requires, asking me to approve the renovations"
9/23/25, 9:04:06 AM Owner C	Exterior walls removed without notice	"he said no, they just showed up and started to take the structure walls out."
9/23/25, 9:11:14 AM Owner J	Exterior walls removed without notice	"That is my phase and they didn't send me any notification"

Date / participant	Major concern	Reported statement (source excerpt)
9/24/25, 11:37:23 AM Owner B	Utility bids not comparable	"There's a bid here for \$152,000 and one for \$300,000 and one for \$780,000. This is not considered competitive bids this is ridiculous."
9/25/25, 2:25:44 PM Owner B	Nine months for a portal response	"I just received my very first response to a question in the portal. It took 9 months to get my first response."
9/29/25, 9:55:56 AM Owner B	Clubhouse without air conditioning	"3 months without air conditioning in the clubhouse for our meetings. Unacceptable!"
9/30/25, 5:25:42 PM Owner H	Roofs reopened without notice	"They tore some roofs back up with no notice or warning to anyone. Took months to finally get a letter from the engineer."

October 2025

Date / participant	Major concern	Reported statement (source excerpt)
10/5/25, 1:22:14 PM Owner B	Additional project costs	"From this alone it looks like they're going to be spending another \$185,000 on the property."
10/9/25, 9:37:31 PM Owner B	Utility contract approved; pricing error found by an owner	"the board voted on accepting the proposal from live electric instead of austro for the additional work. Cost is going to be approximately 125,000. ... the engineer made a \$30,000 mistake ... I went up to the desk and had to point it out to them that the numbers were wrong."
10/10/25, 10:27:15 AM Owner B	No board meeting in three months	"But we've not had a board meeting in 3 months. Last night was only construction related"
10/12/25, 8:08:08 PM Owner C	Board meeting cancelled for lack of directors	"the Board meeting was cancelled due to not enough board members to vote."
10/13/25, 10:50:40 PM Owner B	Fascia repair quality	"I did see the lousy patch job that they're doing on the fascia boards and I think that's unacceptable"
10/14/25, 6:10:12 PM Owner H	Water intrusion and community condition	"We have dealt with the water intrusion from every angle in our unit, spent thousand of dollars and we do not see it getting any better! This community is run down, dirty, filthy and what's worse, people are losing homes."
10/14/25, 6:14:50 PM Owner H	Water damage inside unit	"my floors are buckling because of the water damage in our bedroom!"
10/16/25, 10:00:11 AM Owner H	Maintenance requests ignored	"there has been broken glass that bulk pick up left behind, sent a request through the portal, and the maintenance guy just drives right by it!"
10/16/25, 10:18:36 AM Owner H	Emails unanswered; engineer contact withheld	"No one has replied to my emails nor have i received the name of the engineer !"

Date / participant	Major concern	Reported statement (source excerpt)
10/21/25, 2:14:45 PM Owner H	Water damage closed up before engineer inspection	"I asked the guy why he is putting the board up with Dorian / engineer inspecting and he said, he was instructed to put the board up."
10/29/25, 9:29:55 AM Owner G	Repeated requests unanswered for months	"Have sent three requests about that and waiting for my "timely" response. It's been months now."
10/29/25, 4:19:28 PM Owner I	Window requirements keep expanding	"When does this stop ? First it was the top windows only , then do the bottom windows. I agree to replace that , but now they just realizing that we need replace the sliding door?"
10/29/25, 5:01:40 PM Owner H	Inconsistent repair responsibility between phases	"I do not understand how the board approves some units to be repaired as a result of HOA neglect and yet others units with damage are not being repaired and is owner responsibility?!? All the damages done to units in Phase 4 were fixed."
10/31/25, 2:52:34 PM Owner B	Legal-fee records requested, not provided	"I requested explanations of \$50,000 in legal fees in 6 months of this year and they have not provided it or made it available to me in two and a half months."

November 2025

Date / participant	Major concern	Reported statement (source excerpt)
11/6/25, 1:48:05 PM Owner G	Budgeted legal fees rise sharply	"Legal fees your phase #4. Last year 6000 next year 46000."
11/6/25, 1:58:55 PM Owner G	Meeting security costs	"Property security 1500 to 6000."
11/6/25, 5:39:46 PM Owner Q	Dues rising despite lower insurance	"This is crazy, we have a huge reduction in insurance cost and yet our monthly increases!"
11/6/25, 8:38:29 PM Owner H	Contractor damage to irrigation	"I know that when Austro put up the fences by me, they busted up sprinklers. Are we paying for Austro's negligence?"
11/13/25, 4:48:06 PM Owner B	Financial statements delayed; software blamed	"When I told her I wanted those she told me that they are having problems with the new computer program."
11/17/25, 5:02:49 PM Owner I	Sliding-door replacement now required	"I got the same letter stating now that I need to replace one of my sliding doors . Last quote they gave me it was about \$6,600 ."
11/18/25, 7:59:44 PM Owner G	Owner input at budget meeting	"The board doesn't like any dissent and gets nasty and sarcastic when homeowners make reasonable statements."
11/19/25, 6:27:44 PM Owner H	Sidewalk and street repair costs shifted to owners	"Diana told the magistrate that they just found out yesterday that WE (homeowners) will have to repair the streets /sidewalks!! And that the homeowners do not know about that yet!"
11/22/25, 2:16:14 PM Owner B	Accounting firm paid without producing statements	"I am in receipt of the financials that have not been posted since June and even though we had no financials given to us we still paid Juda \$8200 since June."

Date / participant	Major concern	Reported statement (source excerpt)
11/22/25, 3:14:58 PM Owner B	Attorney billing rate above contract	"they're billing us at a rate of \$375 an hour which does not match up with the contract that we have on file"
11/22/25, 4:44:31 PM Owner B	Legal fees after June	"now that I have attorneys fees after June and we're up to \$90,000 for attorney's fees."
11/22/25, 5:01:12 PM Owner E	2026 budget fails board vote	"Maritza, Elizabeth and Kareem voted no, it didn't pass. Over the cost of the sidewalks."

December 2025

Date / participant	Major concern	Reported statement (source excerpt)
12/3/25, 11:39:25 AM Owner B	Assessment-meeting notice disputed	"I DID NOT GET ONE. THE ONE THEY POSTED IS NOT DATED AND I DON'T BELIEVE IT MEETS THE 14 DAY LEGAL REQUIREMENT."
12/3/25, 12:55:48 PM Owner I	Assessment-meeting notice received by another owner	"They did send me an email and a letter last week ."
12/4/25, 10:28:34 AM Owner B	Window installation delayed after deposit	"It's been over 3 months since I paid him a deposit and he said I should contact the HOA about it"
12/5/25, 4:51:34 PM Owner H	Contractor damage to pavers; no notice	"they will be digging up my front pavers due to all the damage austro's fence people did. No notice from management or anyone!!"
12/5/25, 6:00:03 PM Owner B	Financials and minutes still not posted	"our financials and minutes have still not been posted since June despite promises from our accountant in the last meeting who said that the financials would be posted the following week."
12/9/25, 9:49:35 PM Owner B	Minutes approved nine months late	"They voted on the minutes that have been sitting and waiting for approval since March"
12/12/25, 10:35:40 AM Owner E	Window assessment approved for listed owners	"They passed the assessment in those homeowners last night"
12/12/25, 11:07:20 AM Owner C	Community condition versus fees paid	"This place still looks like a dump and we pay a lot to maintain it."
12/15/25, 3:29:01 PM Owner C	Installer experience questioned	"the workers that are putting the Hardy Board on, are the same workers that put the fence up, told a neighbor that they were learning how to put it up."
12/16/25, 9:20:05 AM Owner H	Scheduled maintenance postponed	"They were supposed to start cleaning the gutters in Phase 4 yesterday. ... today i get an email saying it will be postponed to Jan! ... Pressure washing was started but never completed."
12/17/25, 12:37:09 PM Owner B	2025 legal fees reach \$130,000	"From January 1 to October 30th we paid the attorneys \$130,000. I checked the contract and we are paying the attorneys a lot more per hour than what the contract says."

Date / participant	Major concern	Reported statement (source excerpt)
12/17/25, 10:33:20 AM Owner B	Window installation five months after order	"Finally after 5 months my windows are starting to go in today"
12/19/25, 6:40:20 PM Owner H	Walkway hazards from construction debris	"I have an issue with the big, concrete rocks everywhere. I stepped on a few and could sprain and ankle!! And i have complained about this. And it was austro who dug these out!"

Concerns that continue into 2026

Each row pairs the earliest 2025 report in this register with the most recent related report in the 2026 register. Both are homeowner statements.

Concern	First reported in 2025	Still reported in 2026
Financial statements not provided	Aug 18, 2025 — June financials not posted	Oct 15, 2026 — "financials are not updated since April"; no treasurer
Minutes and progress reports not posted	Aug 25, 2025 — no minutes posted after March	Oct 15, 2026 — "progress reports haven't been done"
Interior damage from roof leaks unrepaired	Aug 25, 2025 — who will repair pre-construction leak damage	Oct 2, 2026 — approved interior repairs "not even started or scheduled"
Questions and emails unanswered	Aug 25, 2025 — portal questions get no answers	Oct 20, 2026 — "They ignore emails, certified letters"
Legal fees	Sep 19, 2025 — over \$48,000 through June	Jan 4 & Apr 23, 2026 — \$130,000+ for 2025; about \$50,000 above contract
Construction stalled	Sep 13, 2025 — structural work not resumed	Oct 8, 2026 — Phase 3 start announced over a month earlier, not begun
Roof work after completion	Sep 30, 2025 — roofs reopened without notice	Oct 2, 2026 — new roof leak "hasn't even been 2 years"
Contractor damage to owner property	Sep 13, 2025 — fence planks failing	Jun 4, 2026 — door broken by contractor four months earlier
Window and door requirements expanding	Oct 29, 2025 — sliding doors added	Mar 6, 2026 — half paid for windows since October, not installed
Sidewalk costs	Nov 19, 2025 — repairs shifted to owners	Feb 4, 2026 — \$48,000 per phase vs. \$31,000 proposal
Grounds and landscaping	Aug 25, 2025 — tree trimming not done	Oct 15, 2026 — new landscaper promised for August not started

Recurring concern categories, 2025

- Financial statements, minutes and records: August, September, October, November and December.
- Legal fees and attorney billing: September, October, November and December.
- Construction progress, workmanship and contractor damage: August through December.
- Windows, sliding doors and utility-relocation costs: August through December.

- Owner notice, approvals and voting: September, October and December.
- Responsiveness of management, accounting firm and board: August, September, October and November.
- Budget, assessments and sidewalk costs: November and December.
- Grounds, maintenance and common areas: August, October and December.