



# *La Ventana at Willow Pond*

## *April 2021 Newsletter*

### *2nd Quarter Assessment Reminder*

**Please remember that your 2<sup>nd</sup> quarter assessment of \$175.00 was due on April 1<sup>st</sup>.** Payments received after the 30<sup>th</sup> of April will be assessed a \$10.00 late fee. In addition, any account with a balance at the end of the month incurs interest (January through December). What this means is that the payment needs to be received and processed before the end of business day on the 30<sup>th</sup> of April in order to avoid the late fee. In order to avoid the application of interest each month, the account must be paid in full (the assessments as well as any late or other fees). All homeowners receive a 30-day grace period for your payments each quarter. However, all payments **are due on the 1<sup>st</sup> day** of the quarter. Therefore, please ensure that your assessment is

received by April 30<sup>th</sup> in order to avoid the application of the late fee and interest. If you have any questions about your account balance, please contact the management office or check your balance on the online portal. If you are experiencing financial difficulties, please review the article on page 2.

### *Tax Information*

The accounting firm, Cole & Associates, recently completed the Association's taxes for 2020, and a copy is available for your review. The Statement of Cash Flow for 2020 is also available at this time. If you would like to review these documents, please contact our management office by phone at 407-251-2200 or by email at [info@dwdpm.com](mailto:info@dwdpm.com) to make your request.

Please direct all concerns to the management company. For ARB requests, please go to the Association's website, [www.laventanaatwillowpond.com](http://www.laventanaatwillowpond.com). Click on "Resident Services" then "Online Forms." Fill out and submit the form prior to making any exterior modifications to your home.

### **COMMUNITY MANAGER**

William Carey Webb, LCAM

[info@dwdpm.com](mailto:info@dwdpm.com)

407.251.2200 phone

800.759.1820 fax

DWD Professional Management, LLC

9419 Tradeport Drive

Orlando, FL 32827

### **Board of Directors**

**President:** Sherman Markowitz

**Treasurer:** Teresa Valentine

**Secretary:** Daniel Martinez

**Director:** Magaly Quinones

**Director:** Dawn Walton

## *Pool Monitor Request*

---

The Board of Directors, with the advice of the attorney, is working on a plan to reopen the pool area this summer. With this in mind, the Board is asking if any residents may be interested in serving as a pool monitor. The pool monitor will be responsible for ensuring that the pool furniture and bathrooms are properly cleaned and that the number of residents in the pool area does not go above the recommended limits. If you are interested in serving in this position, please contact the management office.

**As soon as all of the preparations are in place, we will send a notice to all residents with the details and the date for reopening.** Please be on the lookout for this announcement and contact the management office if you have any questions.

## *School Lunches - Trash on Oakshire Blvd.*

---

The Board has recently noticed that students are disposing of their lunches on Oakshire Boulevard each day. In most cases, the students are throwing these lunches onto the ground. If you have a student in either Oakshire Elementary School or Meadow Woods Middle School, please remind your children to dispose of waste properly. The Board has also contacted the School Resource Officers and Principals to notify them of the issue with the school lunches. We are hoping that they will speak to all of the students and ask that they not litter on Oakshire Boulevard.

Thank you for your cooperation and assistance in this matter.

## *Payment Plan Options*

---

If you are experiencing financial difficulties or job loss due to COVID-19, please contact our office to set-up a payment plan. **It is very important that you contact us to discuss this matter. We cannot set-up a payment plan if we are not aware of your financial situation.**

If you have any other questions or concerns regarding your account balance, please feel free to contact the management office at 407-251-2200 or at [info@dwdpm.com](mailto:info@dwdpm.com).

## *Parking Issues*

---

The Board has reported that many people within the community are parking in violation of County ordinances (i.e., parking over sidewalks, parking in the wrong direction, or parking too close to stop signs). Please be aware that the off-duty Orange County Sheriff's Deputy who patrols the neighborhood has issued and will continue to issue traffic citations to anyone in violation of County ordinances. The Board also asks that residents do not park in any manner that will make it difficult for your neighbors to access their driveways, that impedes the collection of garbage/recycling containers, or that blocks traffic.

**Please be advised that the Association cannot enforce County parking laws.** The streets within the community belong to the County and only the County can issue citations or tow vehicles from the streets within the community.

We have asked the County to look into the parking situation on the streets within the community and to conduct a Road Study. If the County determines that parking on the street does not meet their guidelines, they will move forward with the installation of "No Parking" signs. We will keep you updated on the progress of this study. If you have any questions or concerns regarding this issue, please contact the management company. We also encourage you to contact Orange County to voice your concerns regarding this matter.

## *Speeding in the Community/Off Road Vehicles*

---

It has been noticed by the Board Members and many residents that some drivers are not observing the posted speed limit in the community. In addition, residents have reported that individuals are using off-road vehicles in the community. Please be aware of the speed limit, and reduce your speed accordingly. Also, do not utilize off-road vehicles on the community's streets.

Speeding endangers the safety of yourself, your passengers, and others within your community (especially children who may be playing or riding their bikes in the neighborhood). Therefore, the Association recently installed "Children at Play" signs to help remind residents to watch their speed and to keep an eye out for children playing within the community.

We ask all residents to help keep children and all pedestrians safe by not speeding. Thank you for your cooperation with this safety concern.

## *2021 Budget Requests*

---

If you are interested in obtaining the 2021 Budget for your community, please feel free to review the document on the community website using the following link: <http://www.laventanaatwillowpond.com/budget.html>. You may also contact the management office to obtain a copy via email or regular mail.

## *Corona Virus (COVID-19) Update*

---

The state of Florida is now in the third phase of reopening. Per the advice of the Association's attorney, the Association is still required to follow CDC guidelines and Orange County ordinances in Phase 3. Based on the attorney's advice and the need to follow these guidelines and ordinances, the Board has decided to continue with the following safety procedures as outlined below:

- 1) Office Visits – By Appointment Only:** **If you must stop by the management office in person, you will be required to make an appointment first so the staff can ensure proper social distancing.** We will also require that you wear a mask or covering over your nose and mouth while visiting the office. Please contact the office at 407-251-2200 to make an appointment if needed. We encourage all residents to use the online portal or to conduct business via phone or email when possible.
- 2) Board Meetings:** The Board will continue to conduct all business via telephone or video-conference.
- 3) Common Areas:** The pool and playground area will remain closed for the health and safety of the community.

We appreciate your cooperation and understanding in this matter.

We will continue to monitor the situation at the local, state, and federal level and will provide updates to you as needed. We

encourage all of our residents to follow the recommendations from the Center for Disease Control

(CDC) and the Florida Department of Health regarding COVID-19 in order to limit the spread of the disease and to keep your family and neighbors safe.

Please use the following links to the websites for the CDC and the Florida Department of Health.

**Center for Disease Control:**

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

**Florida Department of Health:**

<http://www.floridahealth.gov/> or call the COVID-19 Hotline if you have questions at 866-779-6121.

If you have any questions or concerns, please contact our office by phone at 407-251-2200 or by email at [info@dwdpm.com](mailto:info@dwdpm.com).

Finally, due to the current availability of the COVID-19 vaccine for all Florida residents ages 16 and older, the Board is hopeful that the common areas can be re-opened beginning this summer (as mentioned in the Pool Monitor Request article). As soon as the Board makes this decision, we will notify you so that you may use the facilities again. Thank you for your cooperation and understanding during this difficult time.

## *Owner Access Platform*

---

Please be advised that you may utilize an online owner access portal where you may login to manage your account and access community documents. With your Internet-enabled device, you are able to view your current account balance, check your payment history, view your open records and more!

To ensure your privacy, only homeowners whose email address is on file have already received a registration email. **If you have not already provided your email, please email your information to [info@dwdpm.com](mailto:info@dwdpm.com)** and include your community name, address within the community, and the email address you want on file. This extra step is designed for the safety of your personal information because it allows us to verify each homeowner. Once your email address has been opted into the system, you will receive an email to register. For security purposes, a return email will be sent to confirm you are the owner of that email account.

If you received the registration email but the time has expired and you are in need of a new registration email, please contact our office by email at [info@dwdpm.com](mailto:info@dwdpm.com) with your request. Please make sure to include the email address you want us to use and we process a new registration email for you.

Please check your SPAM folder as it may be filtered automatically. After you click the link in the confirmation email you can create your password and your account will be registered. You will then be able to log into your account using your email address and the password you created when you registered. Please make sure to use Google Chrome which is the preferred web browser for the platform.

We encourage everyone to utilize the new on-line access platform at <https://owner.topsoft.com/DWDProfessionalManagement/Account/Login> in order to review your account

balance and obtain information. Please let us know if have not received your invitation to join the platform, and we will help you set-up your account.

## *Architectural Guidelines*

---

Please be aware that the Board has established the following architectural guidelines for your community:

### **Approved Paint Color Schemes and Shingle Colors:**

The La Ventana at Willow Pond community has several approved color schemes for painting your homes and several approved shingle colors for replacing your roofs available for your review on the community website. Please use the following link to view these options: <http://www.laventanaatwillowpond.com/architectural-change-request.html>.

### **Approved Driveway Color:**

The community has one approved color for driveways – Mindful Gray (Sherwin Williams SW 7016).

### **Approved Fencing:**

The community has three approved types of fencing – white vinyl fencing, wooden fencing (painted white or dewdrop), and black aluminum fencing.

If you have any questions or concerns regarding the process for making exterior modifications to your home, please feel free to contact the management office for further instructions and assistance.

## *Association Payments Via the Payment Portal with Center State and Payment Reminders*

---

If you have set-up automatic payments through the on-line payment system with Center State Bank, please be aware that DWD Professional Management does not have access to that system and any updates needed must be made directly by you. If you have made any errors in terms of the amount of your payment or the frequency of your payment, please login into the portal to make any necessary revisions. Go to schedule payments, cancel the current request, and start a new request with the correct payment amount and/or frequency.

Please keep in mind that the system is automatically selected for monthly payments, so please indicate the correct frequency for your association payments and change as needed. The assessment payments for La Ventana at Willow Pond are quarterly and are due on January 1, April 1, July 1, and October 1. Please also be aware that all on-line payments take 2 to 3 business days for processing before they are applied to your account.

In addition, the on-line payment system is a payment portal only. This system is not connected to the account system with the management company. The payment portal does not have any information regarding your current account balance. If you need your account balance or a full detailed payment history report, you must contact the management company directly.

Finally, please be aware that DWD Professional Management does not send payment reminders by text or email. If you are receiving payment reminders through text or email, this is because you have signed up for it

through the online payment portal. If you have signed up for the reminders in error, please login into the portal. Go to notifications and cancel/edit the request and make any changes needed or set-up a new request.

If you have any questions or concerns about the on-line payment portal, please contact the management office for assistance.

### *Please Do Not Fish in the Ponds*

---

It has been observed that there are individuals fishing in the ponds surrounding the community. This is strictly prohibited. Eating the fish from these ponds is not healthy for several reasons. First, most of the fish in the drainage ponds around Central Florida are genetically modified carp. They have been bred so that they are sterile and cannot breed if they escape the pond and enter other waterways around the area. Another reason you should never eat the fish from these ponds is that these ponds are designed for the drainage of water off of the roads in the area. These waters are polluted with motor oil, radiator fluid, transmission fluid, brake fluid and any other fluid that may leak from a vehicle.

Finally, even if you plan to "catch and release" the fish, you are on private property and do not have the Association's or the County's permission to fish on the property. The insurance policy for our community does not cover any accidents that may occur from these types of activities.

Finally, these ponds may contain dangerous wildlife such as poisonous snakes or alligators. Therefore, for your safety, please obey the "No Fishing" signs and refrain from fishing in the community's or the County's ponds. If you see anyone fishing in the pond, please contact the Orange County Sheriff's Department on their non-emergency line at 407-836-4357.

### *Please Pick-Up After Your Pets and Dispose of Waste Properly*

---

We understand that many of the residents in our community are pet owners. Owning a pet is a wonderful experience for the "parent" and it brings many joys to you as well. However, having a 4-legged addition to your family also brings many responsibilities.

If your new bundle of joy happens to be a dog, then one of the responsibilities is picking up after your pet. When you live in a community you cannot just let your dog out and then close the door. **Your pet must be on a leash at all times, and any pet waste MUST be picked up and disposed in a waste receptacle.** This is not only a community rule; it is an Orange County ordinance as well.

The Board recently found that residents are disposing of dog waste bags in the storm drains of the community instead of using the doggie stations placed in the community. Dog waste is a hazardous substance and spreads illnesses to others. Placing dog waste in the storm drain is unsanitary and is not permitted. Please refrain from this practice and dispose of waste properly. Thank you for your understanding and cooperation in this matter.

### *Reporting Street Light Outages*

---

If you notice a street light out on your street, please call Duke Energy at 407-629-1010 to report the street name or section where the light is located. You may also visit the following website to report the outage: <https://www.duke-energy.com/customer-service/request-light-repair>.

Please contact the management office if you need assistance or if you have any questions.



## *Architectural Changes (Exterior Modifications)*

---

It has come to our attention that some homeowners are not familiar with the steps of the Architectural Review process. That is quite understandable. We would like to take this opportunity to help anyone in our community better understand this process. If you are going to make any changes to the front of your property, including landscaping changes, or if you intend to make any structural changes to your property (i.e., room additions, pools, screen enclosures), then you will need to fill out the Architectural Review Committee (ARC) application.

These applications will always be available on your community's website and they are included in the monthly newsletter (please see the form below). Please follow the instructions on the form and submit all of the required documents for your requested change. When you are submitting an application to the ARC, remember to include the following:

1. Two (2) copies of the property survey that show the location of the proposed changed, alteration, renovation or addition.
2. Two (2) drawings of your plan(s).
3. Two (2) copies of color samples, if applicable.

Please note that applications submitted by fax or without two (2) copies of the survey, drawing, or color sample will be considered incomplete. If an application is incomplete, it will not be processed and will be returned to you.

If you have any questions, please call us at 407-251-2200, and we will be happy to assist you. Also note that management does NOT approve or deny any of these requests. We collect the applications and then submit them to the community's Architectural Review Committee (ARC). The ARC is a group of volunteer homeowners who review the applications and approve or deny the applications based on your community's written criteria (the architectural guidelines). Per Florida Statutes, this process may take up to 30 days.

As soon as the Committee makes a decision, we will mail you the letter of approval or denial. Please make sure you do not proceed with any improvements until you have heard from the Committee. I hope this helps everyone understand the Architectural Review process a little better. If this still leaves you with any questions, please feel free to contact our management office.

## *Off-Duty Sheriff's Deputy Patrols and Suspicious Activity*

---

Your community is patrolled several days per month by an off-duty Orange County Sheriff's Deputy. The deputy is on patrol to spot suspicious activity, to help enforce traffic laws, and to help the people in communities we manage in Meadow Woods. If you see the deputy on patrol, and if you have noticed any suspicious activity, please stop the deputy and talk with him regarding your concerns. You should also call the Orange County Sheriff's Department at (407) 836-4357 to report suspicious or criminal activities. **The Sheriff's Department is the only organization charged with the protection of your property, and they are the only organization with the authority to approach and stop these people and their activities.** Please be aware that the deputy is only able to enforce state law and county ordinances. If you see a community violation (i.e., parking on the grass), please call DWD Professional Management to address these concerns. Thank you.



# SYMPTOMS OF CORONAVIRUS DISEASE 2019

Patients with COVID-19 have experienced mild to severe respiratory illness.

Symptoms\* can include

FEVER



COUGH



\*Symptoms may appear 2-14 days after exposure.

SHORTNESS OF BREATH



Seek medical advice if you develop symptoms, and have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.



CS 311521-A March 20, 2020, 12:55PM

[cdc.gov/COVID19-symptoms](https://cdc.gov/COVID19-symptoms)



## Community Services Phone Numbers

---

### Emergency:

Fire, Police, Medical Emergency:	911
----------------------------------	-----

### Law Enforcement:

Orange County Sheriff's Dept. (Non-Emergency):	407-836-4357
--	--------------

### Utilities:

Orange County Utilities:	407-836-5515
--------------------------	--------------

### Chamber of Commerce:

Orlando Chamber of Commerce:	407-425-1234
------------------------------	--------------

### Miscellaneous:

Orange County Public Schools:	407-317-3200
Orange County Office of Emergency Management:	407-836-9140
Orange County Health Department:	407-858-1400
Florida Poison Information Center:	800-222-1222
Orange County Public Library:	407-836-7390
Social Security Administration:	800-772-1213
Orange County Voters' Registration Office:	407-836-2070
Orange County Animal Services:	407-836-3111

LA VENTANA AT WILLOW POND HOMEOWNERS' ASSOCIATION, INC.

MAIL OR EMAIL FORM TO: 9419 Tradeport Drive, Orlando, FL 32827

PHONE: 407-251-2200 FAX: 800-759-1820 EMAIL: [info@dwdpm.com](mailto:info@dwdpm.com)

ARCHITECTURAL REVIEW BOARD (ARB) APPLICATION

Owner Name: \_\_\_\_\_ Tenant Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone(s) Home: \_\_\_\_\_ Work \_\_\_\_\_ Email: \_\_\_\_\_

In Accordance with the Declaration of Covenants, Conditions and Restrictions and the Association's Rule and Regulations, installation must conform to this approval and the Association's guidelines.

I hereby request consent to make the following changes, alteration, renovations and /or additions to my property.

( ) Fence ( ) Swimming Pool ( ) Lawn Ornament ( ) Screen Enclosure ( ) Landscaping

( ) Patio ( ) Exterior Color ( ) Lawn Replacement ( ) Other \_\_\_\_\_

Description: \_\_\_\_\_

Attach two (2) copies of the property survey that shows the locations of the proposed change, alteration, renovation or addition.

Attach two (2) drawings of your plan(s). Attach two (2) color samples, if applicable.

NOTE: Applications submitted by fax or without two (2) copies of the survey, drawing, or color sample will be considered incomplete. If an application is incomplete, it will not be processed and will be returned to you. I hereby understand and agree to the following conditions.

- 1. No work will begin until written approval is received from the Association. You have 60 days from the approval date to complete the work. If not, then you must reapply for ARB approval.
2. All work will be done expeditiously once commenced and will be done in a professional manner by a licensed contractor or myself.
3. All work will be performed timely and in a manner that will minimize interference and inconvenience to other residents.
4. I assume all liability and will be responsible for any and all damages to other lots and/or common area, which may result from performance of this work.
5. I will be responsible for the conduct of all persons, agents, contractors, subcontractors and employees who are connected with this work.
6. I am responsible for complying with all applicable federal, state and local laws, codes, regulations and requirements in connection with this work. I will obtain any necessary governmental permits and approval for the work.
7. Upon receipt DWD Professional Management, LLC will forward the ARB Application to the Association. A decision by the Association may take up to 30 days. I will be notified in writing when the application is either approved or denied.

ALL HOMEOWNERS ARE RESPONSIBLE FOR FOLLOWING THE RULES AND GUIDELINES OF THE ASSOCIATION WHEN MAKING ANY EXTERIOR MODIFICATIONS.

Signature of Owner(s): \_\_\_\_\_ Date: \_\_\_\_\_

DO Not Write Below This Line

This Application is hereby: ( ) Approved ( ) Denied

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Comments: \_\_\_\_\_

Date Received \_\_\_\_\_ Mailed to Assoc. \_\_\_\_\_ Mailed to Owner \_\_\_\_\_

## April and May 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>April</i>				1 2 <sup>nd</sup> Quarterly Assessment Due April Fool's Day	2 Good Friday	3
4 Easter 	5	6 Trash Pick-Up	7 Recyclables/ Yard Waste/Bulk Items Pick-Up	8	9	10
11	12	13 Trash Pick-Up	14 Recyclables/ Yard Waste/Bulk Items Pick-Up	15 Tax Day	16	17
18	19	20 Trash Pick-Up	21 Recyclables/ Yard Waste/Bulk Items Pick-Up	22 	23	24
25	26	27 Trash Pick-Up	28 Recyclables/ Yard Waste/Bulk Items Pick-Up	29	30 Grace Period ends for Quarterly Assessment	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>May</i>						1
2	3	4 Trash Pick-Up	5 Cinco de Mayo Recyclables/ Yard Waste/Bulk Items Pick-Up	6	7	8
9 	10	11 Trash Pick-Up	12 Recyclables/ Yard Waste/Bulk Items Pick-Up	13	14	15
16	17	18 Trash Pick-Up	19 Recyclables/ Yard Waste/Bulk Items Pick-Up	20	21	22
23	24	25 Trash Pick-Up	26 Recyclables/ Yard Waste/Bulk Items Pick-Up	27	28	29
30	 31					