La Ventana at Willow Pond

August 2022 Newsletter

Suggested Security Measure

The Board would like to remind residents to turn on front/back patio lights and garage lights as an added security measure each evening. Burglars do not like to be seen, therefore, leaving these lights on at night helps prevent these types of crimes.

Secure Your Valuables

Please ensure your cars are locked at night, and that all valuables that do not need to be in your car are removed on a nightly basis. **A resident recently reported seeing several young men in the community trying to get into vehicles.** Therefore, it is extremely important that you lock your vehicles and do not leave anything valuable inside.

If you notice anyone suspicious within the community, please call the **Orange County Sheriff's Department at 407-836-4357**. 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

Labor Day – DWD Offices Closed

Please be advised that the offices for DWD Professional Management will be closed on **Monday, September 5, 2022** in observance of the Labor Day holiday. We wish everyone a happy and safe holiday!

Please direct all concerns to the management company. For ARB requests, please go to the Association's website, 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

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DWD Professional Management, LLC
9419 Tradeport Drive
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Board of Directors

President: Sherman Markowitz
Treasurer: Teresa Valentine
Secretary: Daniel Martinez
Director: Magaly Quinones
Director: Dawn Walton

Garbage Cans / Curbside Collection

Please be aware that if your garbage cans are broken and you need a replacement, you need to contact the Orange County Solid Waste Department. You may reach them by email at Solid.Waste@ocfl.net or by phone at 407-836-6601.

Under the Orange County Curbside Collection program, garbage, recycling, yard waste, and bulk items are each picked up **only one time per week**. The schedule for your community is as follows:

Garbage collection – Tuesday

Yard Waste, Recycling, and Bulk Items – Wednesday

Per the documents of your community, we are asking that you please do not place your items outside your home in view from the street on days when you do not have a scheduled pick-up. Please keep them inside your garage, behind your fence, or behind your home.

The Board asks that all residents place their garbage containers out on the **road no earlier than 6 PM the night before collection, and they must be returned to their proper storage areas by 6 PM the day of collection**. Thank you for your understanding and cooperation with this matter.

Hurricane Season

Hurricane season began on Wednesday, June 1st and will continue through the end of November. The National Oceanic and Atmospheric Administration is predicting an above normal hurricane season this year with between 14 to 20 named storms (winds 39 mph or higher) of which 6-10 may become hurricanes (winds 74 mph or higher). Therefore, please take the time now to prepare your home and your family for hurricane season. Please see the pages below for additional information about hurricane preparedness provided by HIG Insurance. The Florida Attorney General also issued a hurricane guide for all Florida residents. Please use the link below to access this information:

Hurricane Preparedness Guide

We also ask you to take this time to trim your trees and remove all dead branches. Trimming and pruning your trees will help eliminate damage to your property in the event of a hurricane or tropical storm this season.

Tax Information

The accounting firm, Cole & Associates, recently completed the Association's taxes for 2021, and a copy is available for your review. The Statement of Cash Flow for 2021 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 to make your request.

Pool Keys

If you need to obtain a pool key for the community pool, please contact the management office at info@dwdpm.com or 407-251-2200. The management office will arrange a time for you to pick up your key at their office located at 9419 Tradeport Drive, Orlando, Florida 32827. Pool keys cost $20.00 each. *Accepted methods of payment are check or money order made payable to La Ventana at Willow Pond HOA*.

Please bring the following with you to the management office in order to receive your pool key fob:

Owners: You must bring a photo ID.

Renters: You must bring a photo ID and a copy of your current lease agreement.

2022 Budget Requests

If you are interested in obtaining the 2022 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.

Parking Study and Parking on the Street

Please be advised that the County reviewed the parking situation on the streets within the community by conducting a road study last year. The County determined that the installation of speed bumps and/or "No Parking" signs was not warranted based on the amount of traffic and parking within the neighborhood. 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. Please remember that the County owns the streets within the community, and only the County can enforce parking rules in this area.

In order to help with the parking situation on the streets within the community, the Board of Directors encourages everyone to park your vehicles in your garage and driveway. If you need to park in the street, please ensure that you are not parking across from another vehicle on the opposite of the street. When this occurs, other vehicles cannot easily pass through the roads within the community and emergency vehicles may be blocked. Please keep the roads open so that vehicles can easily pass on both sides of the street. We greatly appreciate your cooperation with this matter.

Monthly Property Inspections and Notifications

The community management company is tasked by the Board of Directors each month to complete an inspection of all properties within the community. Below is a partial list of some of the violations that they will be on the look-out for during these inspections:

1) Lawns that need maintenance or full replacement (weeds, dead spots, irrigation issues, etc.)
2) Houses that may need pressure washing or painting. Please be aware if the paint looks faded over 50% of the visible structure, if the concrete blocks are showing through the paint over 10% of the visible structure, or if there are settling cracks throughout the home that require caulking, then we will ask for the homeowner to re-paint the house
3) Roofs that need pressure washing
4) Fences in need of cleaning and/or repair
5) Driveways that may need repairs or pressure washing
6) Weeds and grass in flower beds and missing mulch or stones in flower bed area
7) Garbage cans visible from the streets
8) Roofs with mold or broken/missing shingles
9) Parking on the grass
10) Commercial vehicles, recreational vehicles, or trailers in driveways

The community management company's staff members will inspect each property from the road in a vehicle, and they will take pictures of any violations. They will not go onto your property to complete their inspection. Please be kind to the inspectors when they are completing their monthly inspections. The staff members will always identify themselves when approached if you have questions. However, please do not approach them in a hostile or negative manner. They are there to complete a job as directed by the Board of Directors and to help the community.
If the inspectors find any problems with the exterior of your home, the management company will send you a letter notifying you of the violation. If you receive a violation letter, please feel free to contact the management company via email or by phone if you have any questions or if you need more time to correct the area of concern. The management company will work with you to make the needed improvements. Communication is very important so we can work together to maintain and improve our property values. Thank you for your cooperation regarding these matters.

Payment Plan Options

If you are experiencing financial difficulties or job loss, 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**.

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.

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.

Off-Duty Sheriff's Deputy Patrols and Suspicious Activity

Your community is patrolled each week 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 our community and the surrounding areas. 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. **Please be advised that 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**. Finally, 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.

Pool Rules

Please be advised that the pool closes at sundown every day. No unauthorized people may enter the pool after this time. This is considered trespassing even if you are a resident of the community. This is the law for the State of Florida, and it will be enforced for the protection of our community assets and the safety of our residents. In addition, the Association will pursue recuperating any costs associated with damage to the pool caused by the inappropriate use of the facilities.

Many people ask why the Association has chosen to close the pool at sundown. The answer is simple. **We did NOT choose this time**. The State of Florida decided this for us! ***Since there is not enough light per State guidelines, we must close the pool when the sun goes down***.

Next, there is a list of pool rules located in the pool area. Please take a minute and review these rules. One of the most important rules is the age limit for use. If you are under the age limit, ***you may NOT use the pool without a parent or guardian being present.*** This rule will be strictly enforced when maintenance personnel are present in order to ensure the safety of the children in our community. Accidental drowning in a swimming pool is a leading cause of death in Florida for children. Please be advised there are no lifeguards at the pool, and the maintenance personnel are ***not*** trained in CPR or pool safety. Failure to comply with the Pool Rules may also result in you being asked to leave the area. Thank you for your cooperation in this matter. If you have any additional concerns or questions regarding this issue, please contact the management office.

Common Area Guidelines & DWD Professional Management Office Procedures (COVID-19)

The following rules will be in effect for the common areas of the Association:

1. Anyone using this common area does so understanding the risk for being infected with COVID-19 and assumes that risk.

2. While present in this common area, unvaccinated individuals must maintain a distance of at least 6 feet from other individuals at all times, except for those individuals residing in the same household.

3. Anyone violating these rules will be subject to removal and/or subject to suspension of future rights to use this common area.

We appreciate everyone following these guidelines for the safety of all residents within our community.

In addition to the common areas, we have Covid-19 safety procedures in place when visiting our office. **The lobby is open from 9 AM – 5 PM Monday through Friday for walk-ins**. However, we encourage all visitors to contact our office in advance to make an appointment in order to limit social contact as much as possible. We also require that all visitors and staff wear face masks while inside the office and that proper social distancing is followed. **Finally, we encourage residents to conduct business online using the resident portal or on the phone as much as possible.**

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. Take care, and stay safe.

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 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.

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** and

include your community's 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** 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.topssoft.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.

Association Payments Via the Payment Portal with Center State (now South State Bank) and Payment Reminders

If you have set-up automatic payments through the on-line payment system with Center State Bank (now South 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 Tops One on-line portal system). 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 or please review your account on the on-line portal with Tops One.

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 with South State Bank. 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

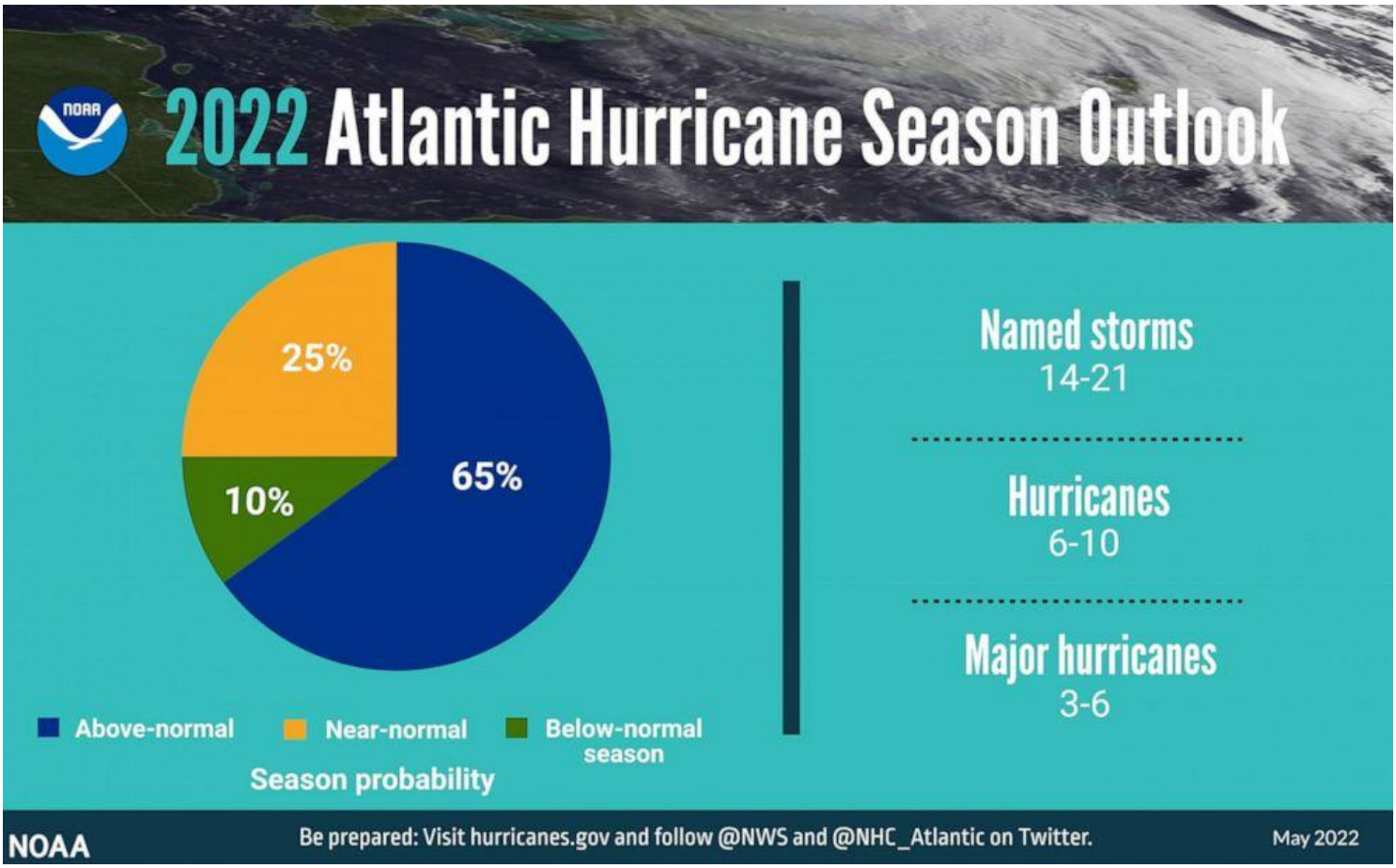
We understand that many of the residents in our community are pet owners. Owning a pet is a wonderful experience for the "parent" and it brings many joys to you as well. However, having a 4-legged addition to your family also brings many responsibilities.

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.


2022 Atlantic Hurricane Season Outlook
25%
10%
65%
Above-normal
Near-normal
Below-normal season
Season probability
Named storms
14-21
Hurricanes
6-10
Major hurricanes
3-6
NOAA
Be prepared: Visit hurricanes.gov and follow @NWS and @NHC_Atlantic on Twitter.
May 2022

HURRICANE PREPAREDNESS PLAN

HIG INSURANCE

Supply Kit Checklist

Water

- ☐ One gallon of drinking water per person per day for at least three to seven days
- ☐ One gallon of water for each person per day for cooking and personal hygiene
- ☐ Don't forget water for your pets!

Ice

- ☐ Freeze water in zip-type freezer bags and two-liter soda jugs
- ☐ Fill coolers with ice. Ice can be used to preserve food once the power goes out

Food

- ☐ Non-perishable packaged or canned food to last at least three to seven days
- ☐ Ready-to-eat canned meats, fruits and vegetables:
  - Canned or boxed juice
  - Canned or boxed milk
  - Cereal
  - Soup
  - Peanut butter and jelly, granola bars, trail mix
  - Instant coffee or tea
  - Dried fruits and nuts
  - Bread, crackers and cookies
  - Raw Vegetables
  - Fresh fruit
  - Special food for babies and the elderly

For The Home

- ☐ Cooler for ice and food storage
- ☐ Flashlights with extra batteries or hand-crank flashlights
- ☐ Battery or solar powered lanterns
- ☐ Battery powered NOAA
- ☐ Weather radio with extra batteries or hand-crank radio
- ☐ Car charger for mobile phone
- ☐ Battery operated digital TV with car charger adapter
- ☐ Grill with extra propane, charcoal, or sterno (Outdoor Use Only)
- ☐ Matches in waterproof container or butane starter for grill
- ☐ Paper plates/bowls/cups, plastic eating utensils, napkins, paper towels, moist towelettes
- ☐ Manual can opener and bottle opener
- ☐ Cleaning supplies
- ☐ Non-scented liquid household chlorine bleach or water purification tablets
- ☐ Work gloves
- ☐ Duct tape
- ☐ Heavy-duty outdoor extension cords
- ☐ Waterproof tarps
- ☐ Plastic sheeting
- ☐ Rope
- ☐ Basic tool kit
- ☐ Corded phone
- ☐ Smoke detectors
- ☐ Carbon-monoxide detectors
- ☐ Two-way radio if power, terrestrial telephone and cell towers fail
- ☐ Fire extinguisher
- ☐ Waterproof container or resealable plastic bag to store important papers like insurance, medical, bank, or Social Security documents/ numbers
- ☐ Cash (without power, credit cards are unusable)
- ☐ First Aid Kit
- ☐ Two weeks supply of prescription drugs
- ☐ Two weeks supply of vitamins
- ☐ Over the counter pain reliever
- ☐ Antibacterial hand soap
- ☐ Toilet paper
- ☐ Plastic garbage bags
- ☐ Mosquito repellent
- ☐ Sunscreen
- ☐ Toiletries/Hygiene items

Health Essentials

- ☐ Documentation, license
- ☐ Non-perishable food
- ☐ Medications
- ☐ Water

HURRICANE PREPAREDNESS PLAN

HIG INSURANCE

Your First Aid Kit

A first aid kit should be kept in the home and each automobile and should include:

- ☐ Sterile adhesive bandages
- ☐ Sterile gauze pads
- ☐ Hypoallergenic adhesive tape
- ☐ Triangular bandages (3)
- ☐ Sterile roller bandages, antibiotic ointment, scissors, tweezers, needle, moistened towelettes, antiseptic, thermometer, tongue blades (2)
- ☐ Tube of petroleum jelly or other lubricant
- ☐ Assorted sizes of safety pins
- ☐ Cleansing agent/soap
- ☐ Latex gloves (2 pairs)
- ☐ Sunscreen
- ☐ Bug repellent
- ☐ Aspirin or non-aspirin pain reliever, anti-diarrhea medication, antacid
- ☐ Bottled water and other fluids

HURRICANE PREPAREDNESS PLAN

HIG INSURANCE

Hurricane Family Preparedness

- ☐ Hold a family meeting
- ☐ Discuss the hazards of hurricanes. Encourage children to talk about their fears and explain some of the things you'll be doing to keep everyone safe. Start a written list of things you'll need to take care of and encourage everyone in the family to contribute their ideas.
- ☐ Discuss whether you'll need to evacuate
- ☐ Determine whether you live in an evacuation zone and, if so, where you will go if an evacuation order is given. Going to a family or friend's house or hotel outside the evacuation area is your best choice. If you choose to go out of town, do so well in advance of the storm. Since shelters provide for only basic needs, this should be your choice of last resort.
- ☐ Ensure your assets are protected
- ☐ Inventory your home possessions and videotape or photograph items of value. Review your insurance policies to ensure you have adequate coverage.
- ☐ Assess your home for vulnerable areas
- ☐ Do a walk-through of your home and property to evaluate your roof, windows, garage door, landscaping, etc. and determine what actions you will take.
- ☐ Make a plan to protect your vehicles
- ☐ Decide where you will store or park your vehicle, boat or RV. Check your vehicle insurance policy and keep it in the same safe place as your homeowner's policy.
- ☐ Secure your home
- ☐ Decide what actions you will need to take to protect your home and your property (shutters, generator, trim trees), and to keep as comfortable as possible during recovery.
- ☐ Discuss whether anyone in your home is elderly or has special needs and, if so, make arrangements in advance to accommodate those needs.

HURRICANE PREPAREDNESS PLAN

HIG INSURANCE

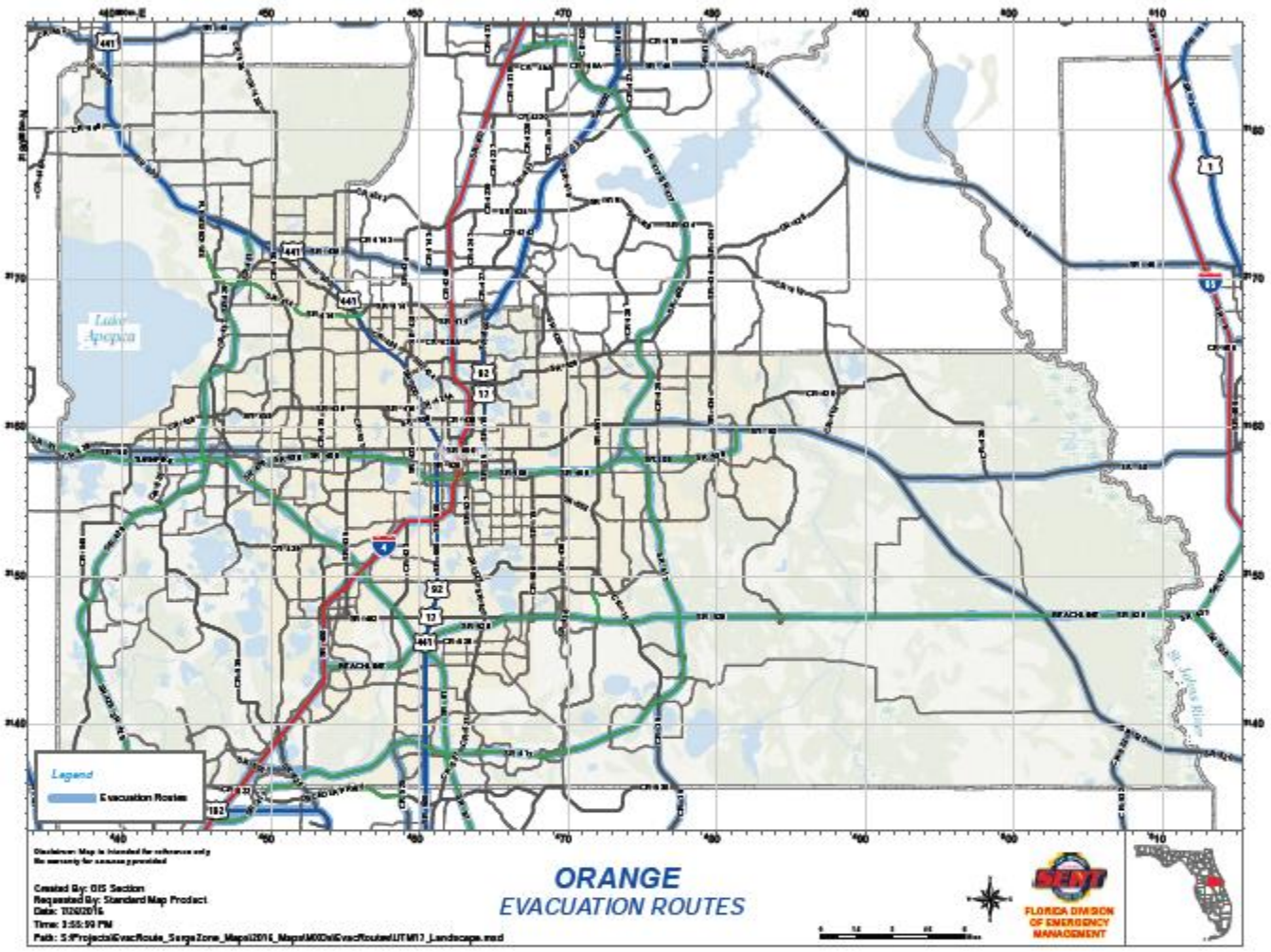
Hurricane Family Preparedness

- ☐ Determine how you will address your pet's needs and make a plan for your pet in case you have to evacuate. If appropriate, plan for large animals such as horses
- ☐ Gather your supplies
- ☐ Determine your family's food, water and medical needs and assemble your hurricane kit according to those needs (see sidebar for essential items to include)
- ☐ Notify others of your plan
- ☐ Let family or friends know what your hurricane plan is so they can check on you in the aftermath of the storm. Establish an out-of-town contact
- ☐ Plan ahead for the possibility of becoming separated from your family and friends, whether it is a personal emergency or a larger-scale disaster
- ☐ Start by designating a single, out-of-town contact that your family or household members can call, e-mail or text message should a disaster occur. If local phone service is overwhelmed, it may be easier to call outside the area. Your contact should be aware that they are your family's designated contact
- ☐ All of your loved ones should agree to call the out-of town contact to report their whereabouts and welfare
- ☐ Regular contact with your designated person will help to keep everyone informed. After initial contact and depending on the circumstances, you might set a specific check-in time
- ☐ When telephone lines are busy, e-mails or text messages may go through when calls cannot
- ☐ Create an emergency contact list; include phone numbers and e-mail addresses for your designated out-of-town contact, loved ones, neighbors and other emergency numbers such as police, fire and your physician
- ☐ Make copies of the list for every family member and print a copy to keep by the phone and with your emergency supplies
- ☐ Make sure to secure outside structures and get all outside items and bring everything inside including patio chairs, grills potted plants and balcony items

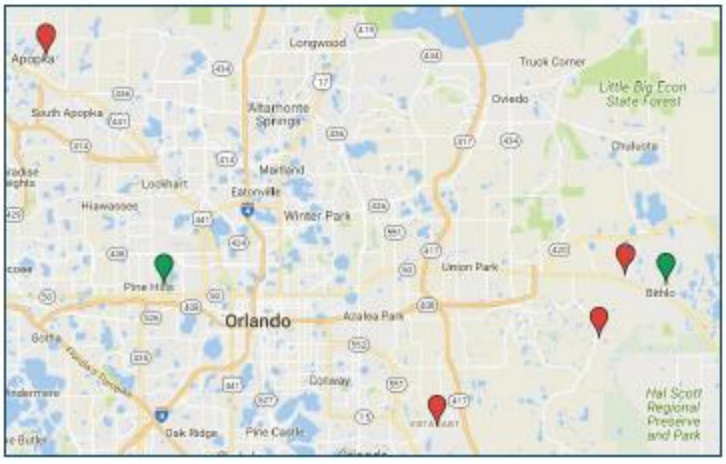
HURRICANE PREPAREDNESS PLAN

HIG INSURANCE

Orange County Evacuation Zones



Emergency Shelter Locations



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.

CDC

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

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 _____

August and September 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
August	1	2 Trash Pick-Up	3 Recyclables/ Yard Waste/Bulk Items Pick-Up	4	5	6
7	8	9 Trash Pick-Up	10 Recyclables/ Yard Waste/Bulk Items Pick-Up	11	12	13
14	15	16 Trash Pick-Up	17 Recyclables/ Yard Waste/Bulk Items Pick-Up	18	19	20
21	22	23 Trash Pick-Up	24 Recyclables/ Yard Waste/Bulk Items Pick-Up	25	26	27
28	29	30 Trash Pick-Up	31 Recyclables/ Yard Waste/Bulk Items Pick-Up			

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
September				1	2	3
4	5 DWD Offices Closed	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	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	