



La Ventana at Willow Pond

December 2018 Newsletter

DWD Holiday Hours

Please be advised that the DWD Professional Management offices will be closed beginning on **Friday, December 21, 2018 at 12 PM** through **Tuesday, January 1, 2019** in observance of the Christmas and New Year's holidays. The office will re-open at 9 AM on **Wednesday, January 2, 2019**. We wish everyone a happy and safe holiday season!



Assessment Information 2019 - La Ventana and Oakshire at Meadow Woods

On Thursday, October 25, 2018, the Board of Directors for both La Ventana at Willow Pond and Oakshire at Meadow Woods held their Annual and Budget meetings for 2019. After much consideration, both Boards voted to increase the Assessments next year. **This means your assessment will increase to \$175.00 per quarter for 2019 for La Ventana and your assessment will increase to \$100.00 per year for Oakshire at Meadow Woods.** You should have already received both coupon booklets from the Associations' bank. **If you have not received both coupon booklets, please contact the management office.**

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

William Carey Webb, LCAM
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

(Assessment Information 2019 – La Ventana and Oakshire at Meadow Woods continued)

Your first quarter assessment of \$175.00 for La Ventana and your annual assessment of \$100.00 for Oakshire will be due on January 1, 2019. Please remember that both payments must be received by the 31st of January so you do not incur a \$10.00 late fee or interest.

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.

Please Secure Valuable Items

Please make sure your cars are locked at night, and that all valuables that do not have to be in your car are removed on a nightly basis. If you notice anyone suspicious within the community, please call the Orange County Sheriff's Department at (407) 836-4357. Thank you.

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.

(Architectural Changes (Exterior Modifications) continued)

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.

Please Pick-Up After Your Pets

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.

Dog waste is a hazardous substance and causes damage to grass and may spread illnesses to others. Thank you for your understanding and cooperation in this matter.

Parking Regulations

The Board would like to remind all residents regarding the parking regulations for our community. According to the Association's documents in Article VI, Section 8, "No motor vehicle shall be parked in the Subject Property except on a paved or concrete driveway or in a garage. **Parking on lawns or landscaped areas is prohibited.** Parking of any motor vehicle of any kind on streets overnight is prohibited." The Board requests that all residents follow these regulations for the safety and well being of our neighborhood. When several cars park in the street, it is difficult for emergency vehicles and waste removal trucks to get through.

The Board requests your cooperation by parking in your garage or driveway. In addition, please remember that **you may not block the sidewalk with your vehicle.** Residents must have the ability to use the sidewalks without any impediment from parked cars. Finally, please remember that the roads in our community belong to Orange County, and any violations to the County's parking rules must be referred to the County for enforcement. Thank you for your assistance in this important safety matter. If you have any questions or concerns, please feel free to contact the management office.

Pool Rules

Please be advised that the pool closes at sundown every day. No unauthorized people may enter the pool after this time. 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

(Pool Rules continued)

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.

The HOA will pursue recuperating any costs associated with damage to the pool caused by the inappropriate use of the facilities. The police will also be called if you are found at the pool after the posted hours. 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. Thank you for your cooperation with this matter. If you have any additional concerns or questions regarding this issue, please contact the 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, people with water balloons in the pool area, etc.), please call DWD Professional Management to address these concerns. Thank you.

Monthly Property Inspections

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 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) Roofs with mold or broken/missing shingles
- 8) Parking in the grass
- 9) 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.

(Monthly Property Inspections continued)

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 this matter.

2019 Budget Requests

If you are interested in obtaining the 2019 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.

**Merry
Christmas**

The text "Merry Christmas" is rendered in a large, bold, sans-serif font. The letters are filled with a gradient of red and green. The letter 'i' in "Christmas" is replaced by a white Santa Claus figure wearing a red hat and a red and white striped scarf. The letter 's' is replaced by a red and white striped candy cane. A green Christmas ornament is positioned above the letter 's'. A holly leaf with red berries is positioned above the letter 't'.

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 _____

December 2018 and January 2019

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|-----------------------|---|--|---|--|--------------------------------------|----------|
| <i>December</i> | | | | | | 1 |
| 2 | 3 Hanukkah Begins  | 4 Trash and Bulk Items Pick-Up | 5 Recyclables/ Yard Waste/Bulk Pick-Up | 6 | 7 Pearl Harbor Remembrance Day | 8 |
| 9 | 10 | 11 Trash and Bulk Items Pick-Up | 12 Recyclables/ Yard Waste/Bulk Pick-Up | 13 | 14 | 15 |
| 16 | 17 | 18 Trash and Bulk Items Pick-Up | 19 Recyclables/ Yard Waste/Bulk Pick-Up | 20 | 21 DWD Offices Closed at 12:00 PM | 22 |
| 23 | 24 Christmas Eve DWD Offices Closed | 25 Christmas Day  DWD Offices Closed | 26 Trash and Bulk Items Pick-Up Recyclables/ Yard Waste/Bulk Pick-Up DWD Offices Closed | 27 DWD Offices Closed | 28 DWD Offices Closed | 29 |
| 30 | 31 New Year's Eve DWD Offices Closed | | | | | |
| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
| <i>January</i> | | 1 1 st Quarter Assessment Due New Year's Day Trash and Bulk Items Pick-Up DWD Offices Closed | 2 Recyclables/ Yard Waste Pick-Up | 3 | 4 | 5 |
| 6 Three Kings' Day | 7 | 8 Trash and Bulk Items Pick-Up | 9 Recyclables/ Yard Waste Pick-Up | 10 | 11 | 12 |
| 13 | 14 | 15 Trash and Bulk Items Pick-Up | 16 Recyclables/ Yard Waste Pick-Up | 17 | 18 | 19 |
| 20 | 21 Martin Luther King Jr. Day | 22 Trash and Bulk Items Pick-Up | 23 Recyclables/ Yard Waste Pick-Up | 24 | 25 | 26 |
| 27 | 28 | 29 Trash and Bulk Items Pick-Up | 30 Recyclables/ Yard Waste Pick-Up | 31 Grace Period for Quarterly Assessment Ends | | |