



La Ventana at Willow Pond

September 2018 Newsletter

4th Quarter Assessment Reminder

Please remember that your fourth quarter assessment of \$165.00 is due on October 1, 2018. Payments received after the 31st of October 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 31st of October 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 1st day** of the quarter.

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.

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

Annual and Budget Meetings

Date: Thursday, October 25, 2018

Time: 7:00 PM

Location: Offices of DWD

Professional Management, 9419 Tradeport Drive, Orlando, FL 32827

Architectural Changes

If you need to repair and/or replace your roof or make other architectural changes to the exterior of your home, you must first have these changes approved by the La Ventana at Willow Pond Architectural Review Committee (ARC).

The ARC application form is included with this newsletter and may also be found on the La Ventana website, www.laventanaatwillowpond.com. Please fill out and return the form to the management office at your earliest convenience. Please include the survey of your property and/or samples of the proposed change as requested on the application (i.e., a fence installation requires a property survey and replacing the roof requires shingle samples). The Architectural Review Committee will expedite these applications if the exterior changes required are due to hurricane damage. However, please be aware that the Board has 30 days to review the application per Florida Statute. If you have any questions or concerns regarding this process, please call or email the management office at 407-251-2200 or info@dwppdm.com.

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.**

Several homeowners have contacted us to complain about the pool's hours of operation. They feel that they should be able to use the pool at hours that are more flexible. However, the La Ventana at Willow Pond HOA owns the pool, not the individual homeowners at La Ventana. Since the pool is not owned by individual homeowners, it is considered a commercial pool and the HOA must abide by the State guidelines.

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.

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

(Pool Rules continued)

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. 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

(Monthly Property Inspections continued)

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.

Association Payments and Banking Information

It has come to the attention of management that some owners have questions in regards to payments made directly to the Association's bank, Center State.

First, you may mail your payment to the address listed in your payment booklet (P.O. Box 22184, Tampa, FL 33622-2184). If you do, your payment will go directly to Center State Bank. The date the bank indicates that your payment was processed or "received" is the date that is electronically forwarded to the management company and that is recorded in your account history. Management does not control when the payment is processed by the bank. Therefore, management cannot change the date when the payment was received. Please allow several business days for these payments to be processed in order to avoid the application of late fees.

Second, you may make your payment on-line at <https://epay.centerstatebank.com/find>. You will need your payment booklet which includes your Management Company ID (DWDP), Association ID (008 for La Ventana at Willow Pond and 005 for Oakshire at Meadow Woods), and Homeowner Number (this is your account number). Please be advised that Center State will charge a fee for processing credit and debit card payments on-line. However, the fee is the bank's processing fee, and does not go to the management company or to the Association.

Finally, you may set up direct debit with Center State by either following the instructions in your payment booklet. You will send the application form and a voided check directly to our office for processing (**9419 Tradeport Drive, Orlando, FL 32827**). Once we process your application, the bank will automatically withdraw your La Ventana at Willow Pond quarterly assessment on the 5th of January, April, July, and October. The bank will automatically withdraw your Oakshire at Meadow Woods annual assessment on January 5th. If you have previously set-up automatic draft with Center State Bank, you do not need to send in a new application to continue this service.

However, if you would prefer not to make your payments through Center State Bank, you may either mail in or drop off your payments directly to **our offices which are located at 9419 Tradeport Drive, Orlando, FL 32827**. We will take your payments with or without the coupon, and you will receive a receipt with the date the payment was received upon request. The management company's hours of operation are Monday through Friday, 9:00 AM to 5:00 PM. If you have any questions regarding these payment procedures, please feel free to contact us by phone at 407-251-2200 or by email at info@dwdpm.com.



Community Services Phone Numbers

Emergency:

Fire, Police, Medical Emergency:	911
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Law Enforcement:

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

Orange County Utilities:	407-836-5515
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Chamber of Commerce:

Orlando Chamber of Commerce:	407-425-1234
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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 _____

September and October 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>September</i>						1
2	3 Labor Day DWD Professional Management Office Closed	4 Trash Pick-Up	5 Recyclables/ Yard Waste/Bulk Pick-Up	6	7	8
9	10	11 Trash Pick-Up	12 Recyclables/ Yard Waste/Bulk Pick-Up	13	14	15
16	17	18 Trash Pick-Up	19 Recyclables/ Yard Waste/Bulk Pick-Up	20	21	22 First Day of Fall
23	24	25 Trash Pick-Up	26 Recyclables/ Yard Waste/Bulk Pick-Up	27	28	29
30						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>October</i>	1 4th Quarter Assessment Due	2 Trash Pick-Up	3 Recyclables/ Yard Waste/Bulk Pick-Up	4	5	6
7	8 Columbus Day	9 Trash Pick-Up	10 Recyclables/ Yard Waste/Bulk Pick-Up	11	12	13
14	15	16 Trash Pick-Up	17 Recyclables/ Yard Waste/Bulk Pick-Up	18	19	20
21	22	23 Trash Pick-Up	24 Recyclables/ Yard Waste/Bulk Pick-Up	25 Annual and Budget Meetings 7:00 PM	26	27
28	29	30 Trash Pick-Up	31 Recyclables/ Yard Waste/Bulk Pick-Up Halloween 🎃 Grace Period Ends for Assess.			