



La Ventana at Willow Pond

September 2019 Newsletter

4th Quarter Assessment Reminder

Please remember that your 4th quarter assessment of \$175.00 is due on October 1st. 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.

Trick-or-Treating Guidelines

As we all begin preparing for the Halloween holiday, we would like to provide you with some guidelines for trick-or-treating within the community:

1. Please turn on your front porch light if you would like trick-or-treaters to visit your home. Keep your front porch light off if you are not participating.
2. Please be aware of trick-or-treaters as you drive through the neighborhood.
3. Please stay in groups while trick-or-treating and make sure you are visible to drivers. Flashlights are a good idea for this purpose or reflective clothing.
4. Parents please supervise your children and ensure

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: Tuesday, October 22, 2019

Time: 6:30 PM – Oakshire

7:00 PM – La Ventana

Place: DWD Professional

Management Offices

9419 Tradeport Drive

Orlando, FL 32827

1. that they stay safe. Always check your children's candy at the end of the evening to ensure that it is safe for them to enjoy.
2. Please try to limit your trick-or-treating between the hours of 6-9 PM. Since this is a school/work night, we all need to get up as usual on Friday morning.
3. Have fun and happy trick-or-treating!



Pool Resurfacing Project

Please be advised that the pool area is currently closed during the pool resurfacing project. The pool area will be reopened as soon as the project is completed. We appreciate your patience in this matter. If you have any questions or concerns, please contact the management office.

DWD Upcoming Holiday Hours

Please be advised that the offices for DWD Professional Management will be closed on **Thursday, November 28 and Friday, November 29, 2019** in observance of the Thanksgiving holiday. Our offices will also be closed on **Monday, December 23, 2019 through Wednesday, January 1, 2020** in observance of the Christmas and New Year's holidays. We wish everyone a happy holiday season.

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.

Tax Information

The accounting firm, Cole & Associates, recently completed the Association's taxes for 2018, and a copy is available for your review. The Statement of Cash Flow for 2018 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.

Also, please be aware that the approved 2019 budget for the Association is available on the website, www.laventanaatwillowpond.com.

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.



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.

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 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.

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.

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 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.

The Orange County Recycling Quality Improvement Program is coming to your neighborhood.

Orange County Utilities has contracted with a specialized recycling team to visually check the **BLUE LID** recycling carts. They will leave behind tags to provide you with feedback.

Thank you in advance for placing the right recyclables curbside by 6 a.m. on collection day!

Remember to **THINK 5**

Plastic bottles



Metal cans



Glass bottles



Cardboard



Paper



Have Questions?

Call the Solid Waste Hotline
at 407-836-6601 or email
Solid.Waste@ocfl.net.



www.ocfl.net/recycles

Para más información, por favor llame al Departamento de Servicios Públicos del Condado de Orange y pida hablar con un representante en español. El número de teléfono es 407-836-6601.



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** _____

August and September 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>September</i> 1	2 	3 Trash Pick-Up	4 Recyclables/ Yard Waste/Bulk Items Pick-Up	5	6	7
8	9	10 Trash Pick-Up	11 Recyclables/ Yard Waste/Bulk Items Pick-Up Patriot Day	12	13	14
15	16	17 Trash Pick-Up	18 Recyclables/ Yard Waste/Bulk Items Pick-Up	19	20	21
22	23 First Day of Fall 	24 Trash Pick-Up	25 Recyclables/ Yard Waste/Bulk Items Pick-Up	26	27	28
29	30					
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>October</i>		1 Trash Pick-Up 4th Quarter Assessment Due	2 Recyclables/ Yard Waste/Bulk Items Pick-Up	3	4	5
6	7	8 Trash Pick-Up	9 Recyclables/ Yard Waste/Bulk Items Pick-Up	10	11	12
13	14	15 Trash Pick-Up	16 Recyclables/ Yard Waste/Bulk Items Pick-Up	17	18	19
20	21	22 Trash Pick-Up 2019 Annual and Budget Meetings – Oakshire and La Ventana 6:30 PM and 7:00 PM	23 Recyclables/ Yard Waste/Bulk Items Pick-Up	24	25	26
27	28	29 Trash Pick-Up	30 Recyclables/ Yard Waste/Bulk Items Pick-Up	31  Grace Period Ends for Assessment		