



# La Ventana

## At Willow Pond



## December 2023 Newsletter

### *DWD Upcoming Holiday Hours*

Please be advised that the offices for DWD Professional Management will be partially closed during the last two weeks of December and the first week in January in observance of the Christmas and New Year's holidays. The week of December 18th, we will be closed on **Thursday, December 21, 2023 and Friday, December 22, 2023.** During the week of December 25th, we will be closed on **Monday, December 25th and Tuesday, December 26th.** Finally, during the first week of January, we will be closed on Monday, January 1, 2024. We wish everyone a happy and safe holiday season!



### *2024 Budget Information: Assessment Increase*

During the meeting conducted on November 1 at 6 PM, the Board of Directors carefully considered the financial needs of the community, including the raise in insurance costs and labor. After much discussion and thoughtful consideration, the Board has voted to adjust the assessment amount for the year 2024.

**Starting in January 2024, the quarterly assessment amount will be increased to \$210.** This decision was not made lightly, and we understand that any increase in assessments can have an impact on our homeowners. However, it is essential to maintain the quality of the community and cover necessary maintenance costs. If you have any questions, please contact the management company.

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

### **COMMUNITY MANAGER**

William Carey Webb, LCAM  
[info@dwdpm.com](mailto:info@dwdpm.com)  
 407.251.2200 phone  
 800.759.1820 fax  
 DWD Professional Management, LLC  
 9419 Tradeport Drive  
 Orlando, FL 32827

### **Board of Directors**

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

## ***Parking Study - PLEASE REVIEW***

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We're excited to announce that the Orange County Traffic Engineering Division, in collaboration with the Orange County Fire Rescue Department, has successfully installed signs implementing the anticipated parking plan in La Ventana.

Effective immediately, Orange County will enforce the new regulations, restricting parking to one side of the street throughout the subdivision. Residents and visitors are urged to comply with these guidelines for a safer and more organized parking environment.

For reference, detailed parking plans are available, outlining the specific areas affected by the restrictions. Any questions or concerns can be addressed by contacting the Orange County Traffic Engineering Division at (407) 836-7890.



## ***1st Quarter Assessment Reminder***

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Please remember your 1<sup>st</sup> quarter assessment of \$210.00 will be due on Monday, January 1st.

Payments that were received after January 31<sup>st</sup> 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). All homeowners receive a 30-day grace period for payments each quarter. However, all payments are due on the 1<sup>st</sup> day of the quarter.



## ***Community Alligator Awareness: Know How to Stay Safe***

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We have received reports of alligator sightings within our community, and we want to ensure that everyone is aware of how to stay safe when encountering these reptiles.

Alligators are a common sight in many parts of Florida, including our community. They are a natural part of our environment and play a crucial role in maintaining the balance of our ecosystem. However, to ensure the safety of our residents, it is important to know a few basic facts about these impressive creatures: Alligators can vary in size, but adult alligators can reach lengths of up to 13-15 feet. The size of the alligator can influence their behavior and potential threat. Alligators inhabit freshwater bodies like ponds, lakes, and canals.

### **Safety Tips:**

Here are some safety tips to keep in mind when encountering alligators within our community:

**Maintain a Safe Distance:** Never approach or attempt to feed an alligator. Keep a safe distance of at least 30 feet to avoid provoking them.

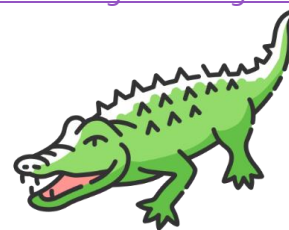
**Leash Your Pets:** Keep your pets on a leash when walking them near water bodies. Alligators may see pets as potential prey.

**Secure Trash:** Ensure that trash cans are tightly sealed to avoid attracting alligators with potential food sources.

**Be Cautious at Dusk and Dawn:** Alligators are more active during these times, so exercise extra caution during early morning and evening walks.

**Reporting Alligator Sightings:** If you come across an alligator in our community that poses a potential threat, please report it immediately to Florida Fish and Wildlife at 866-392-4286. They will handle the situation and take appropriate actions to ensure everyone's safety.

For more information on alligator safety and the local wildlife, please visit [Florida Fish and Wildlife – Alligator Program](#).



## ***Access Platform - Enumerate Portal***

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We are pleased to announce that the owner online platform has been upgraded and we will be sending you a new registration email to the email address on file with our office by the end of next week. This new platform will replace the previous online portal and will provide you with additional features and information. With your Internet-enabled device, you will be able to view your current account balance, check your payment history, view your open records (violations, work orders, and service requests), view announcements and alerts for the community, link multiple properties under the same login, and more!

To ensure your privacy, only homeowners whose email address is on file have received a registration email. If you have not received the registration email, please send your information to [info@dwdpm.com](mailto:info@dwdpm.com) and include your community's name and property address within the community. 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. The link to the new portal is as follows:

[Portal - Login  
\(\[goenumerate.com\]\(http://goenumerate.com\)\)](#)

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 in order to review your property account and obtain community information.



## ***Pool Guidelines - Parties & Pets***

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Our shared facilities, such as the cabana and pool area, are essential amenities that add to the appeal of our community. To ensure everyone's safety and comfort, we kindly request your cooperation in adhering to the following rules regarding pool parties and pets.

### **Pool Parties:**

While we encourage you to enjoy the cabana and pool area with your family and friends, we must emphasize that large gatherings or pool parties are not permitted. The cabana area is a shared space, and its primary purpose is to provide a relaxing retreat for all residents to enjoy. Excessive noise and overcrowding can disrupt the tranquility of the area and inconvenience others. To

maintain a pleasant atmosphere, we kindly request that you limit group gatherings to a reasonable number of guests, ensuring that everyone can enjoy the facilities comfortably.

### **Pets Policy:**

As pet lovers ourselves, we understand the joy and companionship our furry friends bring to our lives. However, to ensure the safety and cleanliness of our community, we must enforce a strict pets policy. Pets are not allowed within the cabana and pool area, even if they are leashed or contained in carriers.

We kindly ask all homeowners to respect this policy and refrain from bringing pets into the restricted areas. This rule not only ensures the comfort and safety of all residents, including those with allergies or fear of animals, but it also helps maintain the cleanliness of our facilities.

Please remember that dogs should always be leashed and accompanied by their owners when walking within the community. Additionally, we encourage you to clean up after your pets promptly. Responsible pet ownership is essential to fostering a considerate and caring community for all.

## ***Property Maintenance***

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One of the essential aspects of preserving the charm and attractiveness of our community is ensuring that each home is well-maintained. Proper maintenance not only enhances

the visual appeal of your home but also plays a crucial role in safeguarding its structure and longevity.

#### Exterior Painting:

A fresh coat of paint can breathe new life into your home's appearance. Regularly inspect your home's exterior for any signs of peeling or fading paint. If you're planning on giving your home a new skin, please review the approved colors for your community at [Architectural Change Request](#), and don't forget to submit your ARB Application!

#### Roof Inspection:

Your roof protects your home from the weather, so it is crucial to keep it in good condition. Inspect your roof for any damaged or missing shingles and address any issues promptly. Regular inspections can prevent costly repairs in the future.

#### Landscaping and Lawn Care:

A well-manicured lawn and maintained landscaping add to the overall appeal of our community. Please keep your front yards tidy, mow the lawn regularly, and trim any overgrown vegetation. Be mindful of maintaining trees and shrubs, which can enhance privacy and the overall aesthetics of your property.

#### Gutters and Drains:

Ensure that gutters and drains are clear of debris and leaves. Clogged gutters can lead to water damage and may compromise the integrity of your home's foundation.

#### Regular Inspections:

Perform regular inspections of your property to identify and address maintenance needs promptly. Early detection and timely repairs can save you from costly issues down the road.

Remember that the La Ventana at Willow Pond HOA has established guidelines to maintain a harmonious living experience for all residents. We kindly ask that you adhere to these guidelines and local regulations when undertaking any home maintenance projects.

If you have any questions or need further guidance on home maintenance, please do not hesitate to reach out to us.

#### *Parking on the Street*

**Please note that the roads in the community belong to Orange County. If you have any concerns, please do not hesitate to call the Orange County non-emergency number (407-836-4357) to voice your concerns. 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.

#### *Pool Rules*

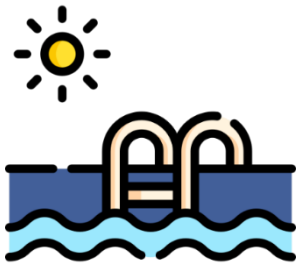
**Please be advised that the pool closes at sundown every day.**

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.



## Tax Information

The accounting firm, Cole & Associates, recently completed the Association's taxes for 2022, and a copy is available for your review. The Statement of Cash Flow for 2022 is also available at this time. If you would like to review these documents, please contact our management office by phone at 407-251-2200 or by email at [info@dwdpm.com](mailto:info@dwdpm.com) to make your request.

## 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](mailto: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.



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

We have received reports of suspicious activity in the community around the pool area. 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.



## *Reporting Street Light Outages*

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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>.



## *Pool Keys*

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If you need to obtain a pool key for the community pool, please contact the management office at [info@dwdpm.com](mailto: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.

## *Monthly Property Inspections and Notifications*

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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 repaint 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*

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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](mailto:info@dwdpm.com).



## *Architectural Changes (Exterior Modifications)*

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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 change, 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*

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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://laventanaatwillowpondhoa.weebly.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.



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

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Please be aware of the speed limit, and reduce your speed accordingly. Also, do not utilize off-road vehicles on the community's streets.

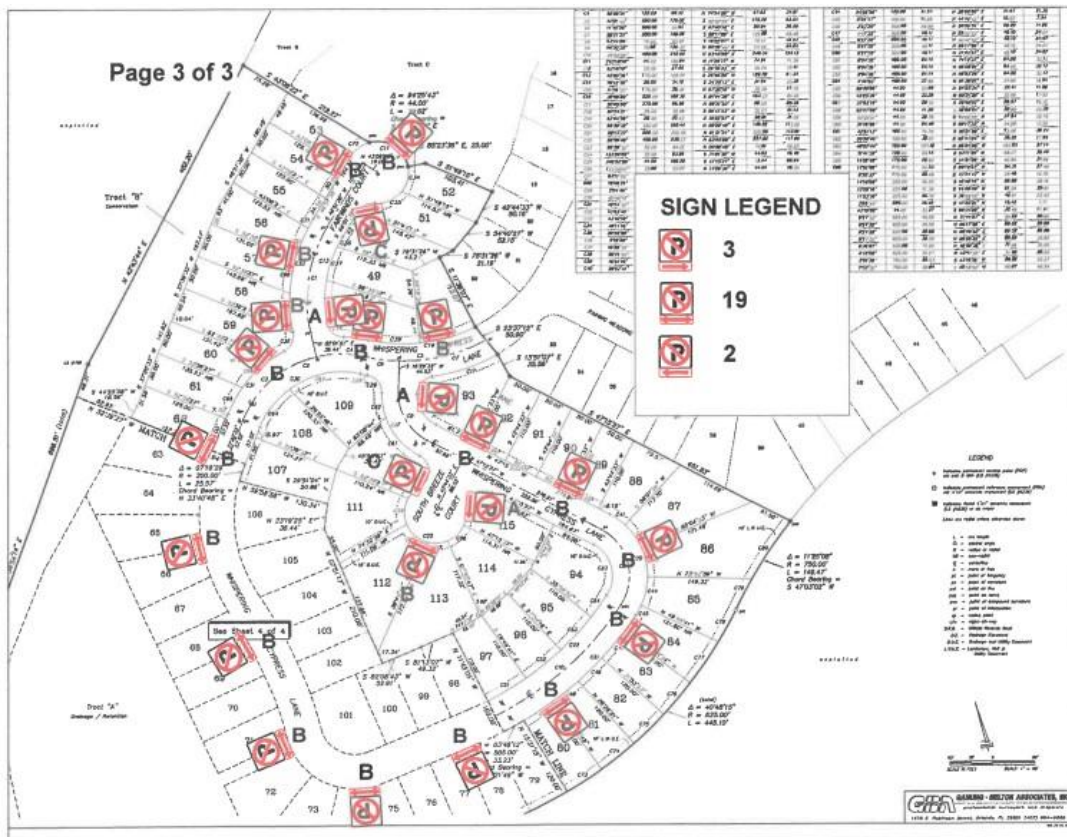
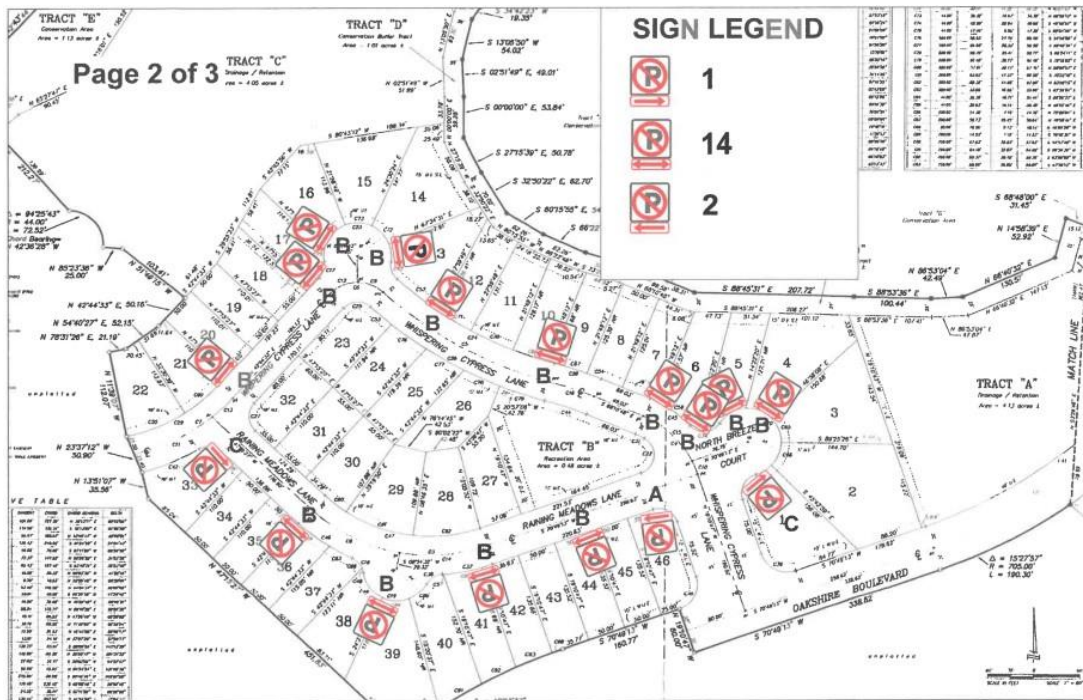
Speeding endangers the safety of yourself, your passengers, and others within your community (especially children who may be playing or riding their bikes in the neighborhood). Therefore, the Association installed "Children at Play" signs to help remind residents to watch their speed and to keep an eye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





# Parking Study



## 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

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 2023 and January 2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>December</b>					1	2
3	4	5 Trash Pick-up	6 Trash Pick-Up/Bulk Items Pick-Up	7 Pearl Harbor Day Hanukkah Begins	8	9
10	11	12 Trash Pick-up	13 Trash Pick-Up/Bulk Items Pick-Up	14	15	16
17	18	19 Trash Pick-up	20 Trash Pick-Up/Bulk Items Pick-Up	21 First Day of Winter DWD OFFICE CLOSED	22 DWD OFFICE CLOSED	23
24 	25 DWD OFFICE CLOSED 	26 Trash Pick-up DWD OFFICE CLOSED	27 Trash Pick-Up/Bulk Items Pick-Up	28	29	30
31 						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>January</b>	1 Assessment Due DWD OFFICE CLOSED	2 Trash Pick-up	3 Trash Pick-Up/Bulk Items Pick-Up	4	5	6
7	8	9 Trash Pick-up	10 Trash Pick-Up/Bulk Items Pick-Up	11	12	13
14	15 Martin Luther King Jr. Day	16 Trash Pick-up	17 Trash Pick-Up/Bulk Items Pick-Up	18	19	20
21	22	23 Trash Pick-up	24 Trash Pick-Up/Bulk Items Pick-Up	25	26	27
28	29	30 Trash Pick-up	31 Trash Pick-Up/Bulk Items Pick-Up Grace Period Ends			