



Professional Management

Dear La Ventana at Willow Pond Community Member:

Welcome to your new home! We are pleased to inform you that the Board of Directors of La Ventana at Willow Pond has contracted with DWD Professional Management, LLC, to manage your neighborhood.

As the Community Manager for La Ventana at Willow Pond, I wanted to review a few questions that you may have about your new Community. This letter is designed to answer most of the common questions and is presented in easy-to-read language, unlike the Declaration of CC&R's, By-Laws and Rules & Regulations. By all means, ***these documents are important and should be reviewed prior to purchasing or leasing a home in La Ventana at Willow Pond.***

ASSESSMENTS are currently **\$185.00 per quarter**. Payments may be mailed to the pre-printed address on your statement. You may drop off these payments at our offices located at 9419 Tradeport Drive, Orlando, FL 32827. You may also use the following payment options:

You may pay online through the Association's bank using a credit card, debit card, or e-check. The website is as follows: <https://epay.centerstatebank.com/find>. You will need the following identification numbers in order to make these payments:

Management ID: DWDP

Association ID: 008

Homeowner ID:

If you would like to use on-line bill pay with your bank, you will need the following information:

Payee Account Number:

Check Payable to: La Ventana at Willow Pond HOA

Mailing Address: La Ventana at Willow Pond HOA, C/O DWD Professional Management, PO Box 22184, Tampa, FL 33622

Finally, if you would like to set up auto debit, please email or mail a voided check to info@dwdpm.com. The payments will be automatically withdrawn from your account on the 5th of each quarter.

If you have any questions concerning your assessment, please e-mail us at info@dwdpm.com.

ARCHITECTURAL CHANGES to your home, such as painting, fencing, roofing, window film, hurricane shutters and other such appearance changing alterations require prior written approval of the La Ventana at Willow Pond Architectural Review Board. The ARB application form and the ARB guidelines are available at the La Ventana at Willow Pond Website, www.laventanaatwillowpond.com.

EMERGENCY after-hours situations: Please call (407) 251-2200 and follow the recorded instructions. Emergencies are defined as issues pertaining to safety, flooding, and other catastrophic situations. In other words, please leave a message for things that cannot wait until our regular office hours, which are Monday through Friday, 9:00 AM to 5 PM. For medical, police, or fire department attention, please call **911**.

NUISANCES, which become an annoyance to residents, require following the procedures outlined in the La Ventana at Willow Pond Rules and Regulations stipulating three (3) written complaints from three (3) separate households. Refer to your La Ventana at Willow Pond Documents for further details.

THE OFFICE FOR LA VENTANA AT WILLOW POND is located at 9419 Tradeport Drive, Orlando, FL 32827. Our office staff is available from 9 AM – 5 PM. You may reach us by phone at 407-251-2200, by fax at 800-759-1820, and by email at info@dwdpm.com. If you would like to meet with one of our community managers, please contact our office to set-up an appointment.

PETS are permitted on and about the La Ventana at Willow Pond property. However, please keep them on a leash and under the control of an adult when outside. It is a part of the Association Rules and Regulations that all residents **must pick up after their pets**. Unruly, noisy and offensive pets will not be permitted on La Ventana at Willow Pond property.

RULES & REGULATIONS for La Ventana at Willow Pond have been established by the Board of Directors to protect property values and desirability of this neighborhood. Failure to follow the Rules & Regulations, as well as the Declaration of CC&R's and By-Laws, are enforceable and can lead to monetary penalties and denial of use of the facilities. A complete copy of the La Ventana at Willow Pond Rules & Regulations is available on the La Ventana at Willow Pond Website at www.laventanaatwillowpond.com.

A COMMUNITY PORTAL is available for all members of the Association through TOPS [ONE]. The community portal will provide you with access to your community's governing documents and your account balance and history. You may also submit maintenance requests and Architectural Review Change applications as well as perform several other convenient functions to keep you in touch with our office and your community. We will send a notification to you via email to join the TOPS [ONE] portal so you may gain access to this service. If you do not believe the Association has an email address on file for your account or if you do not receive an email to join the portal within the next couple of weeks, please contact our office to provide us with your email address and we will add this information to your account so we may provide you with access to the on-line portal. You may also use the attached new owner contact form to provide us with your email address and phone number.

SWIMMING POOL AND RECREATIONAL CENTER are for the use of owners, residents and their accompanied guests. Please observe the posted rules at the Recreational Facility. If you need a pool key, they are available for purchase at our office located at 9419 Tradeport Drive, Orlando, FL 32827. The cost is \$20.00 per key. We will accept a check or money order made payable to **La Ventana at Willow Pond HOA**.

TRASH PICK UP: Tuesday

YARD WASTE/BULK PICK-UP: Wednesday

RECYCLABLES: Wednesday

If you have questions about the schedule for your neighborhood, contact Orange County Solid Waste at 407-836-6601.

Please remember that trash, recyclables, and yard waste containers may be placed curbside at sunset on the evening before collection, and must be stored out-of-sight by dawn the day following pickup.

If this leaves you with any unanswered questions, just e-mail us at info@dwdpm.com and we will be delighted to find an answer for you or you can visit the La Ventana at Willow Pond Website at www.laventanaatwillowpond.com. I hope this information is helpful and I look forward to working with the residents and Board of Directors of your neighborhood.

Sincerely,

William C. Webb, LCAM

Community Manager
DWD Professional Management, LLC
9419 Tradeport Drive
Orlando, FL 32827
info@dwdpm.com
www.dwdpm.com

Note: This Welcome letter is intended to be an overview of La Ventana at Willow Pond Homeowners' Association, Inc., and not a substitution for the Declaration of CC&R's, By-Laws or Rules & Regulations of the Association. In all cases, the Governing Documents of the Association shall prevail.