



# ***La Ventana at Willow Pond***

## ***June 2018 Newsletter***

### ***DWD Professional Management Office - Changing Location***

Please be advised that the DWD Professional Management offices will have limited availability at our Kissimmee location (1101 Miranda Lane, Suite 112, Kissimmee 34741) from Monday, June 25<sup>th</sup> through Tuesday, July 3<sup>rd</sup> due to the movement of our main office to a new location – **9419 Tradeport Drive, Orlando 32827**. Our offices will also be completely closed on Wednesday, July 4<sup>th</sup> in observance of the 4<sup>th</sup> of July holiday. On Thursday, July 5<sup>th</sup> we will reopen at our new location in Orlando.

**From Monday, June 25<sup>th</sup> through Tuesday, July 3<sup>rd</sup>**, the administrative staff will only be able to process payments, create work orders for maintenance

issues, accept Architectural Review Board applications, and provide parking permits and pool keys. All other issues will be addressed after our reopening at our new Orlando location on Thursday, July 5<sup>th</sup>.

The Kissimmee office will remain open until the end of this year for processing payments and providing parking permits and pool keys only. Residents will need to visit the new office in Orlando for any other request.

**Please remember that if you would like to speak to a community manager at either location, you will need to call the office first to make an appointment.** The office hours for both locations will be as follows:

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

*(DWD Professional Management Office – Changing Location continued)*

**Kissimmee Office:**

Monday – Thursday: 9 AM – 1 PM (Walk-ins); 1 PM – 5 PM (By Appointment Only)

Friday: 9 AM – 12 PM (Walk-ins); 12 PM – 5 PM (By Appointment Only)

**Orlando Office:**

Monday – Friday: 9 AM – 5 PM

Our office and fax numbers will remain the same: **Phone** 407-251-2200; **Fax** 800-759-1820. You also may always reach us by email at [info@dwdpm.com](mailto:info@dwdpm.com).

We look forward to seeing everyone at our new office location next month. Please feel free to contact us if you have any questions or concerns.

### *3rd Quarter Assessment Reminder*

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Please remember that your third quarter assessment of \$165.00 is due on July 1<sup>st</sup>. Payments received after the 31<sup>st</sup> of July will be assessed a \$10.00 late fee. In addition, any account with a balance at the end of this month incurs interest (January through December). What this means is that the payment needs to be received and processed before July 31<sup>st</sup> 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 1<sup>st</sup> day** of the quarter. Please contact the management office if you have any questions or concerns regarding your assessment payment or the balance on your account.

### *No Littering - Pond Area*

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It has come to the Board's attention that residents are littering by disposing of their dog waste in the community pond. Our maintenance personnel have found several doggie bags in and around the pond as they make their weekly cleaning rounds. While at the very least, throwing these bags in the pond is inconsiderate, we need to inform you that this waste also poses a serious health and safety risk as the water from these ponds eventually makes its way into our groundwater. Dog waste carries many diseases, therefore, please do not dispose of dog waste by throwing the doggie bags into our pond. Please use the trash cans at the doggie stations or use your own trash can for proper disposal.

Thank you for your cooperation in this matter.

### *Architectural Changes*

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The Board of Directors is aware that several owners will need to repair and/or replace their roofs or make other architectural changes due to damages sustained during Hurricane Irma. However, all changes must still first be 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](http://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. If you have any questions or concerns regarding this process, please call or email the management office at 407-251-2200 or [info@dwdpm.com](mailto:info@dwdpm.com).

## *Pool Rules*

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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 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.

## *Parking Regulations*

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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. Thank you for your assistance in this important safety matter.

## *No Fishing in Ponds*

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It has been observed that some of the residents are 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.

### ***(No Fishing in Ponds continued)***

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. Thank you.

### ***Suspicious Activity***

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If you see people walking through the neighborhood looking into vehicles, looking into the windows of a home, trying to force open a door, or any other suspicious or illegal activities, please call the Orange County Sheriff’s Department at (407) 836-4357. **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.**

### ***Monthly Property Inspections***

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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 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

*(Monthly Property Inspections continued)*

very important so we can work together to maintain and improve our property values. Thank you for your cooperation regarding this matter.

***Tree Trimming Reminder - Hurricane Season***

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The Board would like to remind all residents to trim their trees and remove all dead branches before the onset of the 2018 hurricane season beginning on June 1<sup>st</sup>. Trimming and pruning your trees will help eliminate damage to your property in the event of a hurricane or tropical storm.



Happy July 4th

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 \_\_\_\_\_ Fax: \_\_\_\_\_

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 \_\_\_\_\_

## June and July 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>June</i>					1	2
3	4	5 Trash Pick-Up	6 Recyclables/ Yard Waste/Bulk Pick-Up	7	8	9
10	11	12 Trash Pick-Up	13 Recyclables/ Yard Waste/Bulk Pick-Up	14 Flag Day 	15	16
17 Father's Day	18	19 Trash Pick-Up	20 Recyclables/ Yard Waste/Bulk Pick-Up	21	22	23
24	25	26 Trash Pick-Up	27 Recyclables/ Yard Waste/Bulk Pick-Up	28	29	30
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
July 1 3 <sup>rd</sup> Quarter Assessment Due	2	3 Trash Pick-Up	4 4 <sup>th</sup> of July 	5	6	7
8	9	10 Trash Pick-Up	11 Recyclables/ Yard Waste/Bulk Pick-Up	12	13	14
15	16	17 Trash Pick-Up	18 Recyclables/ Yard Waste/Bulk Pick-Up	19	20	21
22	23	24 Trash Pick-Up	25 Recyclables/ Yard Waste/Bulk Pick-Up	26	27	28
29	30	31 Trash Pick-Up Grace Period Ends for 3 <sup>rd</sup> Quarter Assessment				