



The Villas at Shadow Bay

DECEMBER 2019 NEWSLETTER

2020 Assessments

You should have already received the new coupon booklet for your 2020 monthly assessments in the mail. If you have not received your coupon booklet, please contact the management office.

Please remember that your monthly assessment payment of **\$215.00** is due on January 1, 2020 and it will be considered late if received after the 15th. Finally, if you previously set up ACH/Auto Debit for your monthly assessments, you do not need to fill out and submit the enrollment form included with your coupons unless you have changed your bank account. If you have any questions about your assessment payments, please contact the management office for further assistance.

DWD Upcoming Holiday Hours

Please be advised that the offices for DWD Professional Management will be closed beginning on **Monday, December 23, 2019 through Wednesday, January 1, 2020** in observance of the Christmas and New Year's holidays. We will return on Thursday, January 2, 2020. We wish everyone a happy and safe holiday season.



Board Meeting Cancelled

The meeting for this evening, Tuesday, December 17, 2019 has been cancelled by the Board of Directors.

Please direct all concerns to the management company. For ARB requests, please go to the Association's website, www.villasatshadowbay.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: Fred Lewis
Treasurer/Secretary: Rebecca Kogele
Director: Rosie Furtado
Director: Patricia Sobotka

Board of Directors' Meetings

Held on the third Tuesday of every month at 7:00 PM at the DWD Professional Management satellite office located at 1101 Miranda Lane, Kissimmee 34741.

Christmas Lights and Other Attachments to the Roofs and Buildings

Please be aware that the roofs and the exterior walls of the buildings belong to the Association. You may not attach Christmas lights, cables, satellite dishes, or any other attachments to the walls or the roof of your unit. Doing so damages the structural integrity of the buildings and could cause issues with our master insurance coverage. You may only attach Christmas lights to your own doors and windows.

If you currently have Christmas lights attached to the fascia or any other part of the roof or building, **please remove them immediately.** Failure to comply with this request may result in the Association removing these items for you. In addition, any damages caused by these attachments to the building or roof will be at the owner's expense. Thank you for your cooperation in this matter.

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 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.

Procedure for Reporting Maintenance Issues

If you are renting your unit in the community, please be aware that **all maintenance issues should first be reported to your landlord or property management company.** Your landlord or property management representative should then contact the community management office to make arrangements for the repair.

If you are an owner in the community, please contact the community management office to report any maintenance concerns or issues. We will help you determine if the repair is your responsibility to correct or if it is the responsibility of the Association.

Finally, please remember that the community management office is not open over the weekend or during national holidays. If you have a maintenance emergency during a weekend or during the Thanksgiving or Christmas holidays, you may leave a message and the community management staff will contact you on the next business day.

By following these guidelines, you will greatly assist the staff in providing more efficient service. Thank you for your cooperation in this matter.

Porches and Patios

Porches and Patios for our residents are considered limited common areas, owned by the Association. Since these areas are Association property they are under the control of, and maintained by, the Association. However, even though it is a common area, a limited common area is limited to the use of the residents of the unit to which it is attached or next to.

The porches and patios are pressure washed annually. If your porch or patio becomes dirty due to heavy use by you or your tenant, it is up to you to clean it in between the annual washings. All upstairs porches and patios will be painted every 5-10 years or sooner if the Association deems it necessary to protect the wood.

Please be aware that the Association only allows one table, two chairs and up to four **small** potted plants in a porch or patio area. These restrictions apply to all porches and patios whether they are located upstairs or downstairs.

The Association has noticed that some of these areas have been decorated by the owners or tenants. Also, some of the owners or tenants have started to enclose their downstairs areas. This is not allowed. These areas are Association property and the Association will enforce their rights. We are asking that you remove all decorations, excess plants, furniture, gates, fence panels, or any other items not mentioned above from these areas. The Association will be inspecting these areas to ensure compliance. If these items are not

removed, the Association will remove and discard these items for you. Thank you for your cooperation and understanding with regards to this issue. If you have any questions or concerns, please contact the management office.

Repairing Cars in the Community is Prohibited

We have received reports that residents are repairing cars in the parking areas on the weekends. **We must inform all new owners and tenants that this activity is not permitted in the Villas at Shadow Bay.** Many new residents may not understand that the parking lots are Association property and are governed by the Declaration of Condominium. The Association asks that all new residents visit the website, www.villasatshadowbay.com and review the rules and regulations. Also, please be advised that the parking lots are for vehicle parking only and they are not to be used as barbecue areas, play areas or gathering areas. These activities are dangerous in this area as some drivers may not see a small child or a barbecue grill in the parking area until it is too late. Also, sitting in lawn chairs in the parking lot and listening to your car stereo is very disturbing for your neighbors. Thank you for your cooperation regarding these issues.

New Website Requirements - Log-ins Required

In accordance with Florida Statute, as of January 1, 2019, all Florida condominium associations with 150 or more units must post digital copies of certain official records of the Association on-line. In addition, the Association must provide its members with a secure member-only section on their website. This secure area requires a log-in. Therefore, please go to the community website at www.villasatshadowbay.com and click on "Log in|Register." Once we receive your registration request, we will provide you with access to this area of the website. If you have any questions regarding the registration process, please contact the management office.

Noise Complaints

Please remember that the rules and regulations of the community require residents to keep noises and music to a minimum between 10:00 PM – 9:00 AM each day. Noise and vibration disturbances of any type are expressly prohibited by Article 10.1 and 10.4(c) of the Declaration of Condominium. We ask all residents to be considerate of their neighbors during this time period.

If the noises made by neighbors can only be heard by the residents within the building, then the Association considers this a civil matter, and the residents of the

building must work out these issues without involving the Association. However, if the noises disturb residents outside of the building as well as the residents within the building, please contact the management office to report the problem. Thank you for your cooperation in this matter.

Dumpster Information

Please be advised that the dumpsters are only for the use of owners and their tenants. The dumpsters throughout the community are there for normal household waste. The dumpsters may not be used for the disposal of construction materials such as cabinets, tile, or paint. They are also not for the dumping of furniture of any kind. It has come to the Board's attention that residents are using the dumpsters for these types of materials and this is strictly prohibited. If you see anyone dumping these types of materials, please contact the management office immediately.

Anyone found using the dumpsters for prohibited material will be charged for the cost of removing and transporting the material to the County dump. Your cooperation with regard to this matter is greatly appreciated. Thank you.

Towing Company

Please be advised that our towing company, **Universal Towing and Recovery**, has moved from their previous location. The towing company's contact information is as follows: **Universal Towing and**

Recovery, 407-816-0102, 206 6th Street, Lot 300 Orlando, Florida 32824.

Parking Permits and Parking Regulations

If your vehicle does not have a proper parking permit for our community, you run the risk of your car being towed. Since November 1, 2011, all vehicles without a proper parking permit or a visitor's pass are to be towed **without warning** from the parking lots **at the owner's expense**.

Per the rules of your community, there are only two (2) parking spots per unit. Visitors are to use the designated spaces provided and they **MUST** place a visitor's pass on the rearview mirror. Visitors may park without a permit from 6 AM until 11 PM. Overnight visitors or any visitors staying after 11 PM must have the visitor's permit on their rearview mirror or they will be subject to towing. Visitor's permits may only be used by someone staying overnight, and not for more than a week. This means 7 days total, whether or not they are 7 consecutive days. Residents may **NOT** use a visitor's permit as a third, permanent parking permit.

If you have more than two cars, you may find additional parking by asking one of your neighbors if they have another parking spot available. Some owners only have one car and they may "donate" a spot to you. These owners are under no obligation to do so. If an owner would like to donate one of their parking

spaces to you, we must have their permission in writing. Please contact our office if you need more information. Please be aware that if you do not find another owner to donate a parking spot to you, you must remove the vehicle from the community's parking lot or be subject to towing.

All owners who rent their units must inform their tenants of the requirement to have these parking permits **BEFORE** the tenants move into the unit. Also, if you purchase a new vehicle, please use your visitor's permit temporarily until you can make arrangements with the management company to obtain a new parking permit. Parking permits are assigned to specific vehicles. **Therefore, do not transfer parking stickers to other vehicles.** You must obtain a new parking sticker for a new vehicle.

Permits must be affixed to the driver's side front or rear window using the adhesive on the sticker. They may not be taped or altered in any way.

Please remember that it is your responsibility to obtain the proper permits for your vehicles. This provides a protection for all homeowners and tenants. We want to keep our parking lots available for only those vehicles that are authorized.

If you need a parking permit, you may obtain the parking permits from our management office. The address is 9419 Tradeport Drive, Orlando, FL 32827. You will need your driver's license (for

each vehicle), your vehicle registration (for each vehicle), and a copy of your lease if you are renting. Parking permits are always free.

In addition, please be aware that your car may also be towed if you do not follow the parking regulations. **The towing company will be patrolling the parking lots looking for the following types of vehicles in violation of the parking regulations:**

- All commercial vehicles (this includes cars/trucks with ladder racks, pipe racks, magnetic signs or lettering in the windows)
- Vehicles that do not have the proper parking permits. This includes cars using **inactive parking permits** (permits that have been designated as inactive since they belong to a previous resident or a car that was sold by a current resident) and **permits that are not affixed to the vehicle correctly** (permits that appear copied, taped, or altered in any way or permits that are covered in any way so that the permit number is not visible).
- Boats, or any other recreational vehicles
- Trailers
- Vehicles without license plates or with expired license plates
- Vehicles that are parked on the grass

- Vehicles that are double parked (parked behind cars which are parked in parking spaces or cars parked in more than one parking space)
- Vehicles parked in front of and/or blocking fire hydrants
- Clearly disabled and inoperable vehicles that have not moved for 72 hours or more

Finally, if your vehicle or a vehicle of a guest is towed due to a violation of the parking rules and regulations, you should **contact the towing company to resolve the situation**. The Board has not authorized the management company to make ANY exceptions to the parking rules and regulations. If you do not have a parking permit or visitor's pass or if you violate any other parking rules, you will be towed **at your own expense and will not be reimbursed for any reason**. The towing company's contact information is as follows: Universal Towing and Recovery, 407-816-0102.

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 talk 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 Villas at Shadow Bay Condominium Association owns the pool, not the individual homeowners at Villas. Since the pool is not owned by individual homeowners, it is considered a commercial pool and the Association 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 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.

Also, please be advised that there are cameras located at the pool. Management monitors these cameras daily and also performs inspections at night. The Association 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.

Association Payments and Banking Information

The Villas at Shadow Bay Condominium Association currently has a monthly assessment of \$210.00 for the 2019 Budget year. Payments are due on the 1st of each month. Any payments received after the 15th of the month will incur a \$10.00 late fee. If there is a balance at the end of the month, the account will also accrue interest. There are several ways to make payments: by mail, online credit card/debit card/e-check, bill pay, or auto debit.

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 (004), 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 monthly assessment on the 5th of each month. 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 office which is 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 e-mail at info@dwdpm.com.

Monthly AC Filter Check Reminder

Please note that per your community’s governing documents, the air conditioning units are the property of the unit owner. This means the maintenance of these units is the responsibility of the owner, not the Association. Please remember to change the AC filter monthly. If the filter is not replaced, this may cause the unit to freeze.

Also, the drain pan and drain line must be inspected on a monthly basis as well. This is especially true in the upstairs units. Mold and algae will grow in the drain lines, eventually clogging these lines. This will cause the condensation water to overflow the drain pan and spill onto the floor of your unit. If you are in a second-floor unit, this water will

drain into the downstairs unit damaging your neighbor's home and property.

In order to prevent this problem, it is recommended that you pour 2 (two) ounces of household bleach or 2-4 (two to four) ounces of white vinegar down the drain line every month as you change the filter. This will ensure uninterrupted usage of your AC unit, and help prevent costly damages to your home or your neighbor's home. Thank you.

Dogs Must Be Leashed

Per the Community's governing documents, animals are not allowed to roam free at any time. There are several dogs and cats that have been observed running freely throughout the community. Please be aware that this is also not allowed per Osceola County Ordinances. Please keep your pets on a leash while walking them through the neighborhood. If you see a pet in the community without a leash, please contact Animal Control at 407-892-5292. Thank you.



Windows, Window Screens and Doors

Please remember that windows and window screens are the property of the unit owner and must be maintained. It has come

to our attention that many of the windows are missing their screens or the screens are in very poor condition. These screens need to be replaced or repaired as soon as possible.

Next, when a window is busted it must be replaced within a few days of the glass breaking. Windows not repaired within one week of the damage occurring may be repaired by the Association, with the cost being charged to the owner's account. These costs are considered a unit assessment and have the same effect as any other unpaid assessment. All windows are to be repaired with a piece of glass, not plastic, Plexiglas or wood.

Finally, all doors are to be maintained by the owners. This means the doors are to be painted by the owner. The owner must still obtain permission to paint, and they must use the approved color. If a door really needs to be painted, rest assured the Association will send a notice informing you of the situation. Thank you.



Community Services

Phone Numbers

Emergency:

Fire, Police, Medical Emergency:	911
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Law Enforcement:

Kissimmee Police (Non- Emergency):	407-847-0176
St. Cloud Police (Non- Emergency):	407-891-6700
Osceola County Sheriff's Dept. (Non- Emergency):	407-348-2222

Utilities:

Kissimmee:	407-933-7777
St. Cloud:	407-957-7373

Chamber of Commerce:

Kissimmee:	407-847-3174
St. Cloud:	407-892-3671

Miscellaneous:

Disaster Services Agency:	407-742-9000
Osceola County Health Department:	407-343-2000
Florida Poison Information Center:	800-222-1222
Osceola County Library:	407-742-8888
Social Security Administration:	800-772-1213
Voters' Registration:	407-742-6000

THE VILLAS AT SHADOW BAY CONDOMINIUM 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 _____ E-mail: _____

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 THEIR 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 2019 and January 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>December</i> 1 Assessments Due	2	3	4	5	6	7
8	9	10	11	12	13	14
15 Grace Period Ends for Monthly Assess.	16	17 Board of Directors' Meeting 7 PM - CANCELLED	18	19	20	21
22 Hanukkah Begins	23 DWD Offices Closed	24 Christmas Eve DWD Offices Closed	25 Christmas Day DWD Offices Closed 	26 Kwanzaa Begins DWD Offices Closed	27 DWD Offices Closed	28
29	30 DWD Offices Closed	31 New Year's Eve DWD Offices Closed				
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>January</i>			1 Assessments Due New Year's Day DWD Offices Closed	2	3	4
5	6 Three King's Day	7	8	9	10	11
12	13	14	15 Grace Period Ends for Monthly Assess.	16	17	18
19	20 Martin Luther King Jr. Day	21 Board of Directors' Meeting 7 PM	22	23	24	25
26	27	28	29	30	31	