



The Villas at Shadow Bay

DECEMBER 2020 NEWSLETTER

Corona Virus (COVID-19) Update

The state of Florida moved to the third phase of reopening. Per the advice of the Association's attorney, the Association would still be required to follow CDC guidelines and Osceola County ordinances even in Phase 3. Based on the attorney's advice and the need to follow these guidelines and ordinances, the Board has decided to continue with the following safety procedures as outlined below:

1) **Office Visits – By Appointment Only:** **If you must stop by the management office in person, you will be required to make an appointment first so the staff can ensure proper social distancing.** We will also require that you wear a mask or covering over your nose and

mouth while visiting the office. Please contact the office at 407-251-2200 to make an appointment if needed. We encourage all residents to use the online portal or to conduct business via phone or email when possible.

2) **Board Meetings:** The Board will continue to conduct all business via telephone or video-conference.

3) **Common Areas:** The pool area will be open one day per week on Tuesdays by reservation from 9 AM – 5 PM. Please see the article below for more details.

We appreciate your cooperation and understanding in this matter. We will continue to monitor the situation at the local, state, and federal level and will provide updates to you as needed. We

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
Director: Patricia Sobotka
Director: Paul Jankowski

Board of Directors' Meetings

Held on the third Tuesday of every month at 7:00 PM. **The December meeting will be held via teleconference. See page 2 for details.**

encourage all of our residents to follow the recommendations from the Center for Disease Control (CDC) and the Florida Department of Health regarding COVID-19 in order to limit the spread of the disease and to keep your family and neighbors safe.

Please use the following links to the websites for the CDC and the Florida Department of Health.

Center for Disease Control:

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

Florida Department of Health:

<http://www.floridahealth.gov/> or call the COVID-19 Hotline if you have questions at 866-779-6121.

If you have any questions or concerns, please contact our office by phone at 407-251-2200 or by email at info@dwdpm.com.

We wish all of our residents well during this difficult time. Take care, and stay safe.

2021 Assessments

On October 20, 2020, the Board of Directors met to discuss the Budget for next year. The Board voted to maintain the Assessment at the current level for next year. **This means your assessment will remain \$215.00 per month for 2021.** You should receive your new coupon booklet by late November/early December. If you do not receive your coupon booklet by mid-December, please contact the management office.

Please remember that your monthly assessments are due on the 1st of each month. Payments are considered late if received after the 15th and will incur a \$10.00 late fee.

If you have any questions about your assessment payments, please contact the management office for further assistance.

Pool Reopening - Tuesdays from 9 AM - 5 PM

The Board of Directors, with the advice of the Association's attorney, developed a plan to reopen the community pool on **Tuesdays from 9 AM - 5 PM.** The pool is open to residents of the community (no guests) and reservations must be scheduled to ensure social distancing and proper cleaning procedures. Reservations will be for one hour with a maximum of 6 residents from the same household. A pool monitor will also be on-site to ensure that the rules are followed. The rules are as follows:

1. Anyone using the pool area or the pool does so understanding the risk of being infected with COVID-19 and assumes that risk.
2. Anyone using the pool area or the pool must maintain a distance of six feet at all times, unless the persons are currently residing in the same household.

3. Anyone using the pool area, who is not in the pool, must wear a mask at all times.
4. Anyone using the pool area must bring their own chair(s) to the pool area and must remove the chair(s) upon vacating the pool area.
5. Anyone violating these rules will be subject to removal and/or criminal prosecution.
6. Anyone using the pool area or the pool must also comply with the provisions of Osceola County Emergency Ordinance 2020-60.

In order to make a reservation, please use the following link on the community's website to schedule your time for using the pool:
<http://www.villasatshadowbay.com/pool-schedulereservation.html>.

Board of Directors' and Budget Meeting - Tuesday, December 15, 2020

The Board and Budget meeting scheduled for **Tuesday, December 15, 2020 at 7:00 PM** will be held via teleconference using [FreeConferenceCall.com](https://www.freeconferencecall.com). Please use the following phone number and access code to join the meeting if you would like to attend.

Telephone Number:
(605) 475-4825

Access Code:
296294

Teleconferencing will enable the Board to continue conducting the business of the Association while practicing safe social distancing practices.

Assessment Information and Payment Plans

If you are experiencing financial difficulties or job loss due to COVID-19, 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.

We have had a few owners request that the assessment is waived completely. Please be aware that this is not possible. The Association is a not-for-profit organization and is not eligible to receive funds from government assistance programs. Therefore, the Association must still pay all insurance, water/sewer, garbage, maintenance, and common area expenses. While the assessments cannot be waived, the Board of Directors and management company will work with owners who have experienced job loss due to COVID-19. We will make payment arrangements with these owners in order to ease the

financial impact as much as possible.

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.

DWD Upcoming Holiday Hours

Please be advised that the offices for DWD Professional Management will be closed on **Monday, December 21, 2020 through Friday, January 1, 2021** in observance of the Christmas and New Year's holidays. We wish everyone a happy holiday season.



Tax Information 2019

The accounting firm, Cole & Associates, recently completed the Association's taxes and financial review for 2019, and a copy is available for your review. The Statement of Cash Flow for 2019 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 2021 budget for the Association is available on the website, www.villasatshadowbay.com.

Owner Access Platform

We are thrilled to announce the new online owner access feature where you can login to manage your account and access community documents. With your Internet-enabled device, you will now be able to view your current account balance, check your payment history, view your open records and more! We encourage everyone to utilize the new on-line access platform at <https://owner.topssoft.com/DWDProfessionalManagement/Account/Login>.

To ensure your privacy, only homeowners whose email address is on file have already received a registration email. **If you have not already provided your email, please email your information to info@dwdpm.com** and include your community name, address within the community, and the email address you want on file. This extra step is designed for the safety of your personal information because it allows us to verify each homeowner. 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. If you received the registration email but the time has expired and you are in need of a new registration email, please contact our office by email at info@dwdpm.com with your request. Please make sure to

include the email address you want us to use and we process a new registration email for you.

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.

Villas at Shadow Bay – Phase VI

Please be advised that there are two separate Condo Associations located on Rio Grande Trail. The Villas at Shadow Bay Condominium Association, Phases I-V includes all units on Fox Squirrel Drive and most of the units on Rio Grande Trail. At the end of Rio Grande Trail, beginning with units in the 2700s, is Villas at Shadow Bay VI. This is a completely separate Association that is not a part of the Villas at Shadow Bay COA, I-V. Therefore, residents within our community may not use their parking lots or swimming pool, and the same is true for their residents in regards to our parking lots and swimming pool. If you have any questions or concerns regarding this issue, please feel free to contact the management office.

Use of Gas and Charcoal Portable Grills

We would like to remind all resident that the use of gas and charcoal grills in multi-family housing such as Villas is strictly regulated by the County and the Association. **These grills may not be used in the units, in the courtyards of the buildings, in the parking areas, in the pool area, or on any of the porches or patios under any circumstances.**

Their use is restricted to the open areas of the Association, **at least 10 feet away** from the buildings or from any other flammable structure.

Finally, gas grills may not be stored within 10 feet of any building. Your cooperation regarding this matter for the safety of the community is greatly appreciated.

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.

Also, if you find that the dumpster in your parking lot is full, please place your garbage in a different dumpster within the community. Below is an example of one of the dumpsters in the community that is overflowing. When residents overflow the dumpster in this manner, the garbage trucks cannot dispose of the waste and it costs the Association additional dumping fees. We are asking for everyone's assistance in keeping the community clean and dumping of garbage appropriately.



Your cooperation with regard to this matter is greatly appreciated. Thank you.

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.

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 9419 Tradeport Drive, Orlando, FL 32827. We will need a copy of 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. During the COVID-19 crisis, we are mailing these permits to you. Please contact our office for further instructions.

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, 206 6th Street, Lot 300 Orlando, Florida 32824.**

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.

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.

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.

Use of Bouncy Houses

Please be advised that the use of bouncy houses in multi-family housing such as Villas is **NOT** permitted. All of the outside areas belong to the Association and are considered common area property. If someone were to get hurt, the Association could be held liable and the Association's insurance does not cover this activity. In addition, common

area property could be destroyed or damaged. Therefore, bouncy houses are not permitted and should not be installed in any area within the community. Thank you for your cooperation and understanding.

Secure Your Valuables

Please ensure your cars are locked at night, and that all valuables that do not need to be in your car are removed on a nightly basis. If you notice anyone suspicious within the community, please call the Kissimmee Police Department at (407) 847-0176. **The Kissimmee Police Department is the only organization charged with the protection of your property, and they are the only organization with the authority to approach.**

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.



ORDINANCE #87-9
FINE \$500
 407-742-8000 OPT. 2

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 _____

SYMPTOMS OF CORONAVIRUS DISEASE 2019

Patients with COVID-19 have experienced mild to severe respiratory illness.

Symptoms* can include

FEVER



COUGH



*Symptoms may appear 2-14 days after exposure.

SHORTNESS OF BREATH



Seek medical advice if you develop symptoms, and have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.



CS 311521-A March 20, 2020, 12:55PM

cdc.gov/COVID19-symptoms

November and December 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>November</i> 1 Monthly Assess. Due	2	3 Election Day DWD Offices Closed for Election Day	4	5	6	7
8	9	10	11 Veterans Day	12	13	14
15 Grace Period Ends for Monthly Assessment	16	17 Board of Directors' Meeting 7 PM via Teleconference	18	19	20	21
22	23	24	25	26 DWD Offices Closed <i>Happy Thanksgiving</i>	27 DWD Offices Closed	28
29	30				Alzheimer Awareness Month 	Diabetes Awareness Month 
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>December</i>		1 Monthly Assess. Due	2	3 National Disability Day	4	5
6	7	8	9	10 <i>Happy Hanukkah</i> 	11	12
13	14	15 Grace Period Ends for Monthly Assessment Board of Directors' Meeting 7 PM via Teleconference	16	17	18	19
20 DWD Offices Closed 21 st Dec. – 1 st Jan.	21 Winter Solstice 	22	23	24 <i>Christmas EVE</i> 	25 <i>Merry Christmas</i> 	26  KWANZAA
27	28	29	30	31 <i>Happy New Year</i> 		