



# *The Villas at Shadow Bay*

## ***FEBRUARY 2020 NEWSLETTER***

### ***New Owner Access Platform***

We are thrilled to announce our 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!

To ensure your privacy, only homeowners whose email address is on file will receive a registration email. **If you have not already provided your email, please email your information to [info@dwdpm.com](mailto: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.

Please check your SPAM folder as it may be filtered automatically. After you click the link in the confirmation email, 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 be on the lookout for your invitation via email. You should receive it within the next couple of weeks. If you have any questions, please contact the management office.

Please direct all concerns to the management company. For ARB requests, please go to the Association's website, [www.villasatshadowbay.com](http://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](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:** 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.

## *Use of Gas and Charcoal Portable Grills*

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Please be advised 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*

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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.

## *Procedure for Reporting Maintenance Issues*

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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*

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

## ***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 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.

### ***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.

### **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.

### **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.**

# Community Services

## Phone Numbers

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### Emergency:

Fire, Police, Medical Emergency:	<b>911</b>
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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](mailto: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:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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**Date Received** \_\_\_\_\_ **Mailed to Assoc.** \_\_\_\_\_ **Mailed to Owner** \_\_\_\_\_

## February and March 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>February</i>						1 Assessments Due Annual Meeting 12:30 PM – Osceola Public Library
2 Groundhog Day	3	4	5	6	7	8
9	10	11	12	13	14 Valentine's Day 	15 Grace Period Ends for Monthly Assess.
16	17 President's Day 	18 Board of Directors' Meeting 7 PM	19	20	21	22
23	24	25	26 Ash Wednesday	27	28	29
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>March</i>						
1 Assessments Due	2	3	4	5	6	7
8 Daylight Savings Begins at 2AM	9	10	11	12	13	14
15 Grace Period Ends for Monthly Assess.	16	17 St. Patrick's Day Board of Directors' Meeting 7 PM Primary Elections	18	19 Spring Begins	20 Earth Day	21
22	23	24	25	26	27	28
29	30	31				