



# *The Villas at Shadow Bay*

## ***JULY 2018 NEWSLETTER***

### ***DWD Professional Management Offices – New Location***

Please be advised that the DWD Professional Management main offices have moved to a new location – **9419 Tradeport Drive, Orlando, FL 32827.**

The Kissimmee office will remain open until the end of this year for processing payments and providing parking passes and pool keys. 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, you will need to call the office first to make an appointment.** The office hours for both locations will be as follows:

#### **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. Please feel free to contact us if you have any questions or concerns.

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 DWD Professional Management's office. Please RSVP if you would like to attend by contacting DWD.

## *Master Policy Insurance Information*

If your mortgage lender requires information regarding the Association's master insurance policy, please refer them to our insurance company, Academy Insurance Agency. Your lender may reach Academy by phone at 941-758-4600, by fax at 941-751-9232, or by email at [w.mahler@academyins.net](mailto:w.mahler@academyins.net).

Please be advised that the master insurance policy **does not cover** the inside of your unit. You should carry insurance to cover all items not covered by the master insurance policy. Please contact Academy Insurance Agency if you have any questions about what the master insurance policy covers for the community.

## *Suspicious Activity*

If your neighbor is a seasonal resident, or the unit next to your home is empty due to foreclosure, please be on the lookout for any suspicious activity. Also, 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 Kissimmee Police Department at (407) 846-3333. **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**

**and stop these people and their activities.** 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 holiday, 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 is 1101 Miranda Lane, Suite 112, Kissimmee, FL 34741. 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.

## *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.

## *Use of Gas and Charcoal Portable Grills*

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.



## *Air Conditioning Units*

Please note that per your community 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. One thing that must be done at least monthly is a filter replacement. 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 periodic basis. This is especially true in the upstairs units. Unfortunately, many of the rented units are not doing these preventative measures and this is causing damage. The damage from the overflowing air conditioner usually does not stay confined to one unit. All damage done is the responsibility of the unit owner with the malfunctioning air conditioner. In order to avoid all of these costly repairs, please remember to have your air conditioner inspected regularly.

Finally, please remember window AC units are not allowed in Villas. All window AC units must be removed. 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.



### *Feral Animals*

It has been brought to the attention of the Board that some of the residents are feeding the stray animals in the community. According to Osceola County Animal Control anyone who feeds these stray/feral animals is considered the owners of these animals and is responsible for them. Please be aware there are many issues associated with this.

First, the Association will consider these animals, including cats, to be the pets of whoever is feeding the animals. If these animals are on the common areas without a leash the owners of these animals will receive a \$100 per animal, per day fine to a maximum of \$1,000 per animal.

Next, all damage caused by these animals including cleaning costs to remove the urine smell and other pet wastes will be charged to the homeowner responsible for the animals. We thank you for

your cooperation and understanding regarding this issue.

### *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: | <b>911</b> |
|----------------------------------|------------|

### 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 |

# Be Red Cross Ready

## Hurricane Safety Checklist

Hurricanes are strong storms that cause life- and property-threatening hazards such as flooding, storm surge, high winds and tornadoes.

Preparation is the best protection against the dangers of a hurricane.

### Know the Difference

**Hurricane Watch**—Hurricane conditions are a threat within 48 hours. Review your hurricane plans, keep informed and be ready to act if a warning is issued.

**Hurricane Warning**—Hurricane conditions are expected within 36 hours. Complete your storm preparations and leave the area if directed to do so by authorities.

### What should I do?



- Listen to a NOAA Weather Radio for critical information from the National Weather Service (NWS).
- Check your disaster supplies and replace or restock as needed.
- Bring in anything that can be picked up by the wind (bicycles, lawn furniture).
- Close windows, doors and hurricane shutters. If you do not have hurricane shutters, close and board up all windows and doors with plywood.
- Turn the refrigerator and freezer to the coldest setting and keep them closed as much as possible so that food will last longer if the power goes out.
- Turn off propane tanks and unplug small appliances.
- Fill your car's gas tank.
- Talk with members of your household and create an evacuation plan. Planning and practicing your evacuation plan minimizes confusion and fear during the event.
- Learn about your community's hurricane response plan. Plan routes to local shelters, register family members with special medical needs as required and make plans for your pets to be cared for.
- Evacuate if advised by authorities. Be careful to avoid flooded roads and washed out bridges.
- Because standard homeowners insurance doesn't cover flooding, it's important to have protection from the floods associated with hurricanes, tropical storms, heavy rains and other conditions that impact the U.S. For more information on flood insurance, please visit the National Flood Insurance Program Web site at [www.FloodSmart.gov](http://www.FloodSmart.gov).

### What supplies do I need?



- Water—at least a 3-day supply; one gallon per person per day
- Food—at least a 3-day supply of non-perishable, easy-to-prepare food
- Flashlight
- Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- Extra batteries
- First aid kit
- Medications (7-day supply) and medical items (hearing aids with extra batteries, glasses, contact lenses, syringes, cane)
- Multi-purpose tool
- Sanitation and personal hygiene items
- Copies of personal documents (medication list and pertinent medical information, proof of address, deed/lease to home, passports, birth certificates, insurance policies)
- Cell phone with chargers
- Family and emergency contact information
- Extra cash
- Emergency blanket
- Map(s) of the area
- Baby supplies (bottles, formula, baby food, diapers)
- Pet supplies (collar, leash, ID, food, carrier, bowl)
- Tools/supplies for securing your home
- Extra set of car keys and house keys
- Extra clothing, hat and sturdy shoes
- Rain gear
- Insect repellent and sunscreen
- Camera for photos of damage

### What do I do after a hurricane?



- Continue listening to a NOAA Weather Radio or the local news for the latest updates.
- Stay alert for extended rainfall and subsequent flooding even after the hurricane or tropical storm has ended.
- If you evacuated, return home only when officials say it is safe.
- Drive only if necessary and avoid flooded roads and washed-out bridges.
- Keep away from loose or dangling power lines and report them immediately to the power company.
- Stay out of any building that has water around it.
- Inspect your home for damage. Take pictures of damage, both of the building and its contents, for insurance purposes.
- Use flashlights in the dark. Do NOT use candles.
- Avoid drinking or preparing food with tap water until you are sure it's not contaminated.
- Check refrigerated food for spoilage. If in doubt, throw it out.
- Wear protective clothing and be cautious when cleaning up to avoid injury.
- Watch animals closely and keep them under your direct control.
- Use the telephone only for emergency calls.

### Let Your Family Know You're Safe

If your community has experienced a hurricane, or any disaster, register on the American Red Cross Safe and Well Web site available through [RedCross.org/SafeandWell](http://RedCross.org/SafeandWell) to let your family and friends know about your welfare. If you don't have Internet access, call **1-866-GET-INFO** to register yourself and your family.



For more information on disaster and emergency preparedness, visit [RedCross.org](http://RedCross.org).

**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:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

## July and August 2018

| Sunday   | Monday                       | Tuesday   | Wednesday   | Thursday | Friday | Saturday |
|--|------------------------------|---|---|----------|--------|----------|
| <i>July</i><br>1<br>Assessments<br>Due           | 2                            | 3   | 4<br>4 <sup>th</sup> of July<br> | 5        | 6      | 7        |
| 8  | 9                            | 10  | 11  | 12       | 13     | 14       |
| 15<br>Grace Period<br>for<br>Assessments<br>Ends | 16                           | 17<br>Board of<br>Directors'<br>Meeting<br>7 PM | 18  | 19       | 20     | 21       |
| 22   | 23                           | 24  | 25  | 26       | 27     | 28       |
| 29   | 30                           | 31  |   |          |        |          |
| Sunday   | Monday                       | Tuesday   | Wednesday   | Thursday | Friday | Saturday |
| <i>August</i>                                    |                              |   | 1<br>Assessments<br>Due   | 2        | 3      | 4        |
| 5  | 6                            | 7   | 8   | 9        | 10     | 11       |
| 12   | 13<br>First Day of<br>School | 14  | 15<br>Grace Period<br>Ends for<br>Monthly<br>Assess.  | 16       | 17     | 18       |
| 19   | 20                           | 21<br>Board of<br>Directors'<br>Meeting<br>7 PM | 22  | 23       | 24     | 25       |
| 26   | 27                           | 28  | 29  | 30       | 31     |          |