



Professional Management

Dear Villas at Shadow Bay Community Member:

We are pleased to inform you that the Board of Directors of the Villas at Shadow Bay has contracted with DWD Professional Management, LLC, to manage your neighborhood.

As the Community Manager for the Villas at Shadow Bay, I wanted to review a few questions that you may have about your new Community. This letter is designed to answer most of the common questions and is presented in easy-to-read language, unlike the Declaration of CC&R's, By-Laws and Rules & Regulations. By all means, ***these documents are important and should be reviewed prior to purchasing or leasing a home in the Villas at Shadow Bay.***

ASSESSMENTS are currently **\$215.00 per month** for 2021. Payments may be mailed to the pre-printed address on your coupons. If it is more convenient, you may drop off these payments at our offices located at 9419 Tradeport Drive, Orlando, FL 32827. You may also use the following payment options:

You may pay online through the Association's bank using a credit card, debit card, or e-check. The website is as follows: <https://epay.centerstatebank.com/find>. You will need the following identification numbers in order to make these payments:

Management ID:

Association ID:

Homeowner ID:

If you would like to use on-line bill pay with your bank, you will need the following information:

Payee Account Number:

Check Payable to: The Villas at Shadow Bay COA

Mailing Address: The Villas at Shadow Bay COA, C/O DWD Professional Management, PO Box 22184, Tampa, FL 33622

Finally, if you would like to set up auto debit, please email or mail a voided check to info@dwdpm.com. The payments will be automatically withdrawn from your account on the 5th of each month.

If you have any questions concerning your assessment, please email us at info@dwdpm.com.

ARCHITECTURAL CHANGES to your home, such as painting, window film, hurricane shutters and other such appearance changing alterations, require prior written approval of the Villas at Shadow Bay Architectural Review Board. The ARB application form and the ARB guidelines are available at the Villas at Shadow Bay Website, www.villasatshadowbay.com.

EMERGENCY after-hours situations: just call (407) 251-2200 and follow the recorded instructions. Emergencies are defined as issues pertaining to safety, flooding, and other catastrophic situations. In other words, emergencies are things that cannot wait until regular office hours which are Monday through Thursday, 9:00 a.m. to 1:00 p.m. and Friday, 9:00 a.m. to 12:00 p.m. If you need medical, police, or fire department attention, please dial **911**.

NUISANCES, which become an annoyance to residents, require following the procedures outlined in the Villas at Shadow Bay Rules and Regulations stipulating three (3) written complaints from three (3) separate households. Refer to your Villas at Shadow Bay Documents for further details.

THE OFFICE FOR THE VILLAS AT SHADOW BAY is located at 9419 Tradeport Drive, Orlando, FL 32827. Our office staff is available from 9 AM – 5 PM. You may reach us by phone at 407-251-2200, by fax at 800-759-1820, and by email at info@dwdpm.com. If you would like to meet with one of our community managers, please contact our office to set-up an appointment.

PETS are permitted on and about the Villas at Shadow Bay property. However, please keep them on a leash and under the control of an adult when outside. It is part of the Association Rules and Regulations that all residents **must pick up after their pets**. Unruly, noisy and offensive pets will not be permitted on the Villas at Shadow Bay property.

PARKING in the community is by permit only. **Per the rules of your community, there are only two (2) parking spots per unit**. 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 not be used for more than one 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**. In order to obtain your two parking permits and visitor's permit, please contact our office at 407-251-2200. Any vehicles parked without a permit will be towed at the owner's expense. In addition, if you plan to lease out your unit, please inform tenants of these parking rules before signing a lease.

RULES & REGULATIONS for the Villas at Shadow Bay have been established by the Board of Directors to protect property values and desirability of this neighborhood. Failure to follow the Rules & Regulations, as well as the Declaration of CC&R's and By-Laws, are enforceable and can lead to monetary penalties and denial of use of the facilities. A complete copy of the Villas at Shadow Bay Rules & Regulations is available on the Villas at Shadow Bay Website at www.villasatshadowbay.com.

A COMMUNITY PORTAL is available for all members of the Association through TOPS [ONE]. The community portal will provide you with access to your community's governing documents and your account balance and history. You may also submit maintenance requests and Architectural Review Change applications as well as perform several other convenient functions to keep you in touch with our office and your community. We will send a notification to you via email to join the TOPS [ONE] portal so you may gain access to this service. If you do not believe the Association has an email address on file for your account or if you do not receive an email to join the portal within the next couple of weeks, please contact our office to provide us with your email address and we will add this information to your account so we may provide you with access to the on-line portal. You may also use the attached new owner contact form to provide us with your email address and phone number.

THE SWIMMING POOL is for the use of owners, residents and their accompanied guests. Please observe the posted rules at the Recreational Facility. If you need to obtain a pool key, please contact our office. Pool keys may be purchased at a cost of \$20.00 per key with a check or money order made payable to the Villas at Shadow Bay COA.

TRASH RECEPTACLES are located throughout the property. These containers are for the use of the Villas at Shadow Bay owners and residents. ALL trash MUST be placed in the container. Any trash not placed in the container is a violation of the bylaws and may result in a fine for the homeowner or resident.

If this leaves you with any unanswered questions, just e-mail us at info@dwdpm.com and we will be delighted to find an answer for you or you can visit the Villas at Shadow Bay Website at www.villasatshadowbay.com. I hope this information helps and I look forward to working with the residents and Board of Directors of your neighborhood.

Sincerely,

William C. Webb, LCAM

Community Manager
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Note: This Welcome letter is intended to be an overview of the Villas at Shadow Bay Condominium Association, Inc., and not a substitution for the Declaration of CC&R's, By-Laws or Rules & Regulations of the Association. In all cases, the Governing Documents of the Association shall prevail.