



# *Keystone at Meadow Woods*

## *August 2018 Newsletter*

### *DWD Professional Management Offices – Closed for the Labor Day Holiday*

Please be advised that the DWD Professional Management offices will be closed **Monday, September 3, 2018** in observance of the Labor Day holiday. Please contact our office when we reopen on Tuesday, September 4, 2018. We hope you have a happy and safe Labor Day weekend.

Also, please remember that we 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 pool access only. 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).

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

**Secretary/Treasurer:** Lena Soares

**Director:** Pedro Mendoza

### **Board of Directors' Meetings**

Held on the third Thursday of every month at 7:00 PM at DWD Professional Management's office. Please RSVP if you would like to attend by contacting DWD.

## *Use of Recycling Containers and Dumpster Use*

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Keystone at Meadow Woods currently has three locations for recycling within the community. There is a recycling container located at the very end of Corrine (the last dumpster), one located at the corner of Boca Key and Madeira Key, and one located on Boca Key near the bend at the back of the property.

**These recycling containers are smaller dumpsters and they are to be used for the following items only: Paper, newspapers, magazines, mail, flattened cardboard, glass bottles, plastic bottles, aluminum cans and metal cans.**

The following items **are prohibited** from this container: Bagged and loose garbage, construction waste, Styrofoam, batteries, light bulbs, yard waste, ceramics, window glass, and drinking glasses.

**If any of the prohibited items are placed inside the recycling containers, Waste Management will not be able to recycle the contents of the dumpster. Instead, they will send the garbage truck again for this container and charge the community \$175 for the emptying of the contents. This charge will be assessed to any homeowner or tenant seen putting these prohibited items in the recycling containers.**

In addition, please be aware that the dumpsters throughout the community are there for normal household waste (all other waste that may not be recycled as outlined above). **The dumpsters may NOT be used for the disposal of construction materials such as cabinets, tile, paint, etc.** It has come to the Board's attention, that contractors and/or 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.** If you have any questions regarding this issue, please contact the management office.

Finally, **the community allows the dumping of furniture items in the one dumpster at the end of Boca Key Drive** near the conservation area. Please do not place furniture in any other dumpster within the community. **In addition, this furniture dumpster is for residents only.** Therefore, if you notice people who are not residents within the community using this area, please contact the management company. Also, please understand that if this dumpster becomes full over the weekend, the management company will not be able to remove the furniture until the following week. The management company's field crew does not work over the weekends; therefore, the furniture will be moved as soon as possible the following week. Again, if you have any questions regarding the use of this dumpster, please contact the management office.

Thank you for your cooperation and your understanding with this matter.

## *Water Use*

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Please be aware that even though each individual unit does not get a water bill, someone does pay for the water. Many times, new people move into the community and they do not realize that the Association pays a large bill every month for the water used in every unit.

In order to keep this bill as low as possible, we need to reiterate to all current residents that the water is not free, and it is not an unlimited resource.

Please do not use more than your share. Please do not invite your friends over to wash their cars, or to do any other water intensive activities at Keystone. If the Board does find out that someone is wasting the community's water,

**(Water Use continued)**

they have asked that the violator be fined and that all legal means are used to collect the money from these residents. We greatly appreciate your cooperation in this matter. If you have any questions or concerns regarding water use, please contact the management office.

## ***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 resident 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 at all times of the day and they **MUST** place a visitor's pass on the rearview mirror when visiting from 12 AM – 6 AM. **Residents should park in resident spaces only**. We ask that you use the spaces that are numbered with your unit's address that are located directly in front of your unit, however, residents may park in ANY resident space. However, residents may NOT park in visitor's spaces. **Residents who park in visitor's spaces are subject to towing**.

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 pass temporarily until you can make arrangements with the management company to obtain a new parking permit. 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 to bring 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)
- Boats, or any other recreational vehicles
- Trailers
- Vehicles without license plates or with expired license plates

### ***(Parking Permits and Parking Regulations continued)***

- 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.

### ***Parties at the Pool***

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If you are planning to have a party at the pool, please call the management office first to schedule and arrange the date and time.

Please be aware that a \$100 deposit is required when scheduling the pool event. This will ensure that the area is cleaned properly. If the pool area is cleaned, the deposit will be returned. If the area is not properly cleaned, the deposit will not be returned and will be used to pay for the cleaning. Please be aware that the pool will still be open for all residents to use. The pool cannot be closed to other residents during a party. Thank you for your cooperation with this matter. If you have any additional concerns or questions regarding this issue, please contact the management office.

### ***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**.

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.

Next, there is a list of pool rules located in the pool area. During these summer months, 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.

***(Pool Rules continued)***

Finally, if you are going to have a party at the pool, please call management first. Please be aware that there will be a \$100 deposit required in order to ensure the area is cleaned up by the people throwing the party. If the area is cleaned, the deposit will be returned. If the area is not cleaned the deposit will be used to pay for the cleaning. Please be aware that the pool will still be open for all residents to use. The pool cannot be closed during a party. Thank you for your cooperation with this matter. If you have any additional concerns or questions regarding this issue, please contact the management office.

***Master Policy Insurance Information***

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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.

***Off-Duty Sheriff's Deputy Patrols and Suspicious Activity***

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Your community is patrolled several days per month by an off-duty Orange County Sheriff's Deputy. The deputy is on patrol to spot suspicious activity, to help enforce traffic laws, and to help the people in communities we manage in Meadow Woods. If you see the deputy on patrol, and if you have noticed any suspicious activity, please stop the deputy and talk with him regarding your concerns. You should also call the Orange County Sheriff's Department at (407) 836-4357 to report suspicious or criminal activities. **The Sheriff's 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.**

Please be aware that the deputy is only able to enforce state law and county ordinances. If you see a community violation (i.e., parking on the grass, people with water balloons in the pool area, etc.), please call DWD Professional Management to address these concerns. Thank you.

***Please Drive Safely***

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It has been observed that some of the residents and many visitors are driving way too fast in the community. The posted speed limit in the community is 10 miles per hour. Anyone caught speeding may be fined by the Board for their activities.

Also, please be aware that residents have expressed their concern for the speeding because many children walk in the parking lots. We are all concerned about the safety of the children. Thank you for your understanding concerning these issues.

***Please Secure Valuable Items***

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Please make sure your cars are locked at night, and that all valuables that do not have to be in your car are removed on a nightly basis. If you notice anyone suspicious within the community, please call the Orange County Sheriff's Department at (407) 836-4357. Thank you.

## ***Cables, Satellite Dishes, and Other Attachments to the Roofs or Buildings***

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**Please be aware that the roofs and the exterior walls of the buildings belong to the Association.** You may not attach cables, satellite dishes, or any other attachments to the walls or the roof of your unit.

**All satellite dishes must be placed on poles in the ground and may not be installed on the roofs.** The reason for this is simple. All dishes will need holes drilled into the roof or wall to be mounted. These holes will allow water into the buildings, causing damage that must be fixed.

Next, please do not have your cable or satellite installer run cables over the roofs of the building. Running these cables damages the roof shingles. This will once again allow water into the building causing damage.

Finally, do not install any other attachments to the building. Doing so damages the structural integrity of the buildings and could cause issues with our master insurance coverage.

If you currently have a satellite dish mounted on the roof or the side of a building or if you have any cables or other attachments, **please remove them or have them removed 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 and Bank Information***

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It has come to the attention of management that a few owners may have questions in regards to payments made directly to the Association's bank, Center State. If you have received your payment booklet, you have several options on how to pay your Association dues.

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 (012), 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 5<sup>th</sup> 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](mailto:info@dwdpm.com).

### *Use of Gas and Charcoal Grills*

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Please be advised that the use of gas and charcoal grills in multi-family housing such as Keystone is strictly regulated by the County and the Association. These grills may not under any circumstances be used in the units, in the parking areas, or on any of the porches or patios within 10 feet of the building. Their use is restricted to the open areas of the Association, at least 10 feet away from the buildings and any other flammable structure. Your cooperation regarding this matter and the safety of the community is greatly appreciated.



# Community Services Phone Numbers

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## Emergency:

Fire, Police, Medical Emergency:	911
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## Law Enforcement:

Orange County Sheriff's Dept. (Non-Emergency):	407-836-4357
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## Utilities:

Orange County Utilities:	407-836-5515
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## Chamber of Commerce:

Orlando Chamber of Commerce:	407-425-1234
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## Miscellaneous:

Orange County Public Schools:	407-317-3200
Orange County Office of Emergency Management:	407-836-9140
Orange County Health Department:	407-858-1400
Florida Poison Information Center:	800-222-1222
Orange County Public Library:	407-836-7390
Social Security Administration:	800-772-1213
Orange County Voters' Registration Office:	407-836-2070
Orange County Animal Services:	407-836-3111



**KEYSTONE AT MEADOW WOODS HOMEOWNERS 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** \_\_\_\_\_

## August and September 2018

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