



KEYSTONE AT MEADOW WOODS

December 2018 Newsletter

DWD Holiday Hours

Please be advised that the DWD Professional Management offices will be closed beginning on **Friday, December 21, 2018 at 12 PM** through **Tuesday, January 1, 2019** in observance of the Christmas and New Year's holidays. The office will re-open at 9 AM on **Wednesday, January 2, 2019**. We wish everyone a happy and safe holiday season!



Cables, Satellite Dishes, and Holiday Lights/Decorations on the Roofs or Buildings

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. **This includes the placement of holiday lights and decorations on the fascia or any other section of the roof or the buildings. Holiday lights and decorations may only be attached to your windows and doors. Do not place holiday lights on the roof or the building.**

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

Please direct all concerns to the management company. For ARB requests, please go to the Association's website, 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
 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.

(Cables, Satellite Dishes, Holiday Lights/Decorations on the Roofs or Buildings continued)

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 holiday lights attached to these areas, 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.

2019 Assessment Information and Projects Scheduled

On Thursday, October 18, 2018, the Board of Directors held their Annual and Budget meetings for 2019. After much consideration, the Board voted to increase the monthly Assessment by \$20.00 next year. **This means your assessment will increase to \$270.00 per month for 2019.** Please remember that your assessment payments are due on the 1st of each month and are considered late after the 15th of the month. These payments must be received and processed before the end of the business day on the 15th in order to avoid the \$10.00 late fee. In other words, all homeowners receive a 15-day grace period for your payments. However, all payments **are due on the 1st day** of the month.

You should receive your new coupon booklet from the Association's bank within the next week or two. **If you have not received your coupon booklet by December 28th, please contact the management office.**

This increase in assessments will help pay for many projects during the 2019 Budget year. As discussed at the Budget meeting, these projects will include:

- 1) Painting the buildings
- 2) Resurfacing the pool
- 3) Resealing the pool deck
- 4) Refurbishing the cabana bathrooms
- 5) Resurfacing the roads and parking areas
- 6) Mulching the community

We will provide information as it becomes available on the timelines for each project. Thank you for your cooperation as we work to make these improvements. Please contact the management office if you have any questions.

New Pool Security System and Pool Keys

This month Envera Security Systems is installing a new security system at the pool. This will also involve the installation of new gate access and the use of magnetic pool key fobs for gate entry. Envera Security Systems sent a representative to our community earlier this month to issue residents their new key fob for amenity access. If you were unable to attend one of the meetings, please contact the management office at info@dwdpm.com or 407-251-2200. The management office will arrange a time for you to pick up your key fob at their office located at 9419 Tradeport Drive, Orlando, Florida 32827.

Each household is eligible to receive 1 key fob at no charge if you currently have a pool key. If you do not already have a pool key, a pool key fob may be purchased for \$20.00.

Accepted methods of payment are exact cash, check, or money order made payable to Keystone at Meadow Woods HOA. Please bring the following with you to the management office in order to receive your pool key fob:

Owners: You must bring a photo ID.

Renters: You must bring a photo ID and a copy of your current lease agreement.

Also, to receive a key fob free of charge, please bring your current pool key to exchange for a new one.

Towing Company Address Change

Please be advised that our towing company, **Universal Towing and Recovery**, has moved from their previous location. The towing company's contact information is as follows: **Universal Towing and Recovery, 407-816-0102, 206 6th Street, Lot 300 Orlando, Florida 32824.**

Please Drive Safely

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.

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 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

(Parking Permits and Parking Regulations continued)

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
- 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.**

Finally, once the installation of the Envera Security system is complete, the pool area will be monitored by Envera Security from dusk until dawn. Therefore, anyone found at the pool from dusk to dawn will be asked to leave by Envera Security. Envera will call the Orange County Sheriff's Department if necessary for anyone in violation of the dusk to dawn requirement. Using the pool during these hours 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. If you have any additional concerns or questions regarding this issue, please contact the management office.

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.

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.

Off-Duty Sheriff's Deputy Patrols and Suspicious Activity

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 Secure Valuable Items

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.

Association Payments and Bank Information

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 5th 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.

Use of Gas and Charcoal Grills

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.

Please Pick-up After Your Pets

We understand that many of the residents in our community are pet owners. Owning a pet is a wonderful experience for the "parent" and it brings many joys to you as well. However, having a 4-legged addition to your family also brings many responsibilities.

If your new bundle of joy happens to be a dog, then one of the responsibilities is picking up after your pet. When you live in a community you cannot just let your dog out and then close the door. Your pet must be on a leash at all times, and any pet waste MUST be picked up and disposed in a waste receptacle. This is not only a community rule; it is an Orange County ordinance as well. The Association has installed several doggy stations throughout the community for your convenience. Please use these receptacles to dispose of any dog waste. Dog waste is a hazardous substance and causes damage to grass and may spread illnesses to others. Thank you for your understanding and cooperation in this matter.

Noise Issues - Please be Respectful to Your Neighbors

Please be aware that Orange County Sheriff's Office does not have any set time for enforcing noise complaints. The Disturbance of the Peace Statute is enforceable any time of the night or day. If a resident feels that his or her peace is being disturbed, all he or she has to do is call the Sheriff's Department to file a complaint. Once that is done, the Orange County Sheriff's Department will send an officer to request that the responsible party tone down their gathering. If a second request is made concerning the same disturbance, the responding officer may arrest the responsible party. Please be considerate and respectful of your neighbors so that the Sheriff's Department is not needed to handle these types of situations. **The Board is requesting all residents to move parties inside after 11 PM to help with these noise issues.** We greatly appreciate your cooperation in this matter.

Merry
Christmas



Community Services Phone Numbers

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

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** _____

December 2018 and January 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>December</i>						1 Monthly Assess. Due
2	3 Hanukkah Begins 	4	5	6	7 Pearl Harbor Remembrance Day	8
9	10	11	12	13	14	15 Grace Period Ends for Monthly Assessments
16	17	18	19	20 Board of Directors' Meeting 7 PM	21 DWD Offices Closed at 12:00 PM	22
23	24 Christmas Eve DWD Offices Closed	25 Christmas Day  DWD Offices Closed	26 DWD Offices Closed	27 DWD Offices Closed	28 DWD Offices Closed	29
30	31 New Year's Eve DWD Offices Closed					
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>January</i>		1 Monthly Assess. Due New Year's Day DWD Offices Closed	2	3	4	5
6 Three Kings' Day	7	8	9	10	11	12
13	14	15 Grace Period Ends for Monthly Assessments	16	17 Board of Directors' Meeting 7 PM	18	19
20	21 Martin Luther King Jr. Day	22	23	24	25	26
27	28	29	30	31		