



KEYSTONE AT MEADOW WOODS

December 2020 Newsletter

Corona Virus (COVID-19) Update

The state of Florida recently moved to the third phase of reopening. Per the advice of the Association's attorney, the Association would still be required to follow CDC guidelines and Orange County ordinances even in Phase 3. Based on the attorney's advice and the need to follow these guidelines and ordinances, the Board has decided to continue with the following safety procedures as outlined below:

1) Office Visits – By Appointment Only: **If you must stop by the management office in person, you will be required to make an appointment first so the staff can ensure proper social distancing.** We will also require that you wear a mask or covering over your nose and mouth while visiting the office.

Please contact the office at 407-251-2200 to make an appointment if needed. We encourage all residents to use the online portal or to conduct business via phone or email when possible.

2) Board Meetings: The Board will continue to conduct all business via telephone or video-conference.

3) Common Areas: The pool and playground area will remain closed for the health and safety of the community.

We appreciate your cooperation and understanding in this matter. We will continue to monitor the situation at the local, state, and federal level and will provide updates to you as needed. We encourage all of our residents to follow the recommendations from the Center for Disease Control

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.
The December meeting will be held via Zoom videoconference.

(CDC) and the Florida Department of Health regarding COVID-19 in order to limit the spread of the disease and to keep your family and neighbors safe.

Please use the following links to the websites for the CDC and the Florida Department of Health.

Center for Disease Control:

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

Florida Department of Health:

<http://www.floridahealth.gov/> or call the COVID-19 Hotline if you have questions at 866-779-6121.

If you have any questions or concerns, please contact our office by phone at 407-251-2200 or by email at info@dwdpm.com.

We wish all of our residents well during this difficult time. Take care, and stay safe.

2021 Assessments

On October 15, 2020, the Board of Directors met to discuss the Budget for next year. The Board voted to maintain the Assessment at the current level for next year. **This means your assessment will remain \$270.00 per month for 2021.** You should receive your new coupon booklet by late November/early December. If you do not receive your coupon booklet by mid-December, please contact the management office.

Please remember that your monthly assessments are due on the 1st of each month. Payments are considered late if received after the 15th and will incur a \$10.00 late fee.

If you have any questions about your assessment payments, please contact the management office for further assistance.

DWD Upcoming Holiday Hours

Please be advised that the offices for DWD Professional Management will be closed on **Monday, December 21, 2020 through Friday, January 1, 2021** in observance of the Christmas and New Year's holidays. We wish everyone a happy holiday season.



Tax Information

The accounting firm, Cole & Associates, recently completed the Association's taxes for 2019, and a copy is available for your review. The Statement of Cash Flow for 2019 is also available at this time. If you would like to review these documents, please contact our management office by phone at 407-251-2200 or by email at info@dwdpm.com to make your request.

Also, please be aware that the approved 2021 budget for the Association is available on the website, www.keystoneatmeadowwoodshoa.com.

Board of Directors Meeting – Thursday, December 17, 2020

The Board meeting scheduled for **Thursday, December 17, 2020 at 7:00 PM** will be held via teleconference using FreeConferenceCall.com. Please use the following phone number and access code to join the meeting if you would like to attend.

Telephone Number: (605) 475-4825

Access Code: 296294

Teleconferencing will enable the Board to continue conducting the business of the Association while practicing safe social distancing practices.

Assessment Information and Payment Plan Options

Keystone at Meadow Woods HOA currently has a monthly assessment of \$270.00. Payments are due on the 1st of each month. Payments received after the 15th of each month will be assessed a \$10.00 late fee. Also, if there is a balance on the last day of the month, the account will accrue interest (January-December).

If you are experiencing financial difficulties or job loss due to COVID-19, please contact our office to set-up a payment plan. It is very important that you contact us to discuss this matter. We cannot set-up a payment plan if we are not aware of your financial situation.

We have had a few owners request that the assessment is waived completely. Please be aware that this is not possible. The Association is a not-for-profit organization and is not eligible to receive funds from government assistance programs. Therefore, the Association must still pay all insurance, maintenance, and common area expenses. While the assessments cannot be waived, the Board of Directors and management company will work with owners who have experienced job loss due to COVID-19. We will make payment arrangements with these owners in order to ease the financial impact as much as possible.

If you have any other questions or concerns regarding your account balance, please feel free to contact the management office at 407-251-2200 or at info@dwdpm.com.

Use of Bouncy Houses

Please be advised that the use of bouncy houses in multi-family housing such as Keystone is **NOT** permitted. All of the outside areas belong to the Association and are considered common area property. If someone were to get hurt, the Association could be held liable and the Association's insurance does not cover this activity. In addition, common area property could be destroyed or damaged. Therefore, bouncy houses are not permitted and should not be installed in any area within the community. Thank you for your cooperation and understanding.

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.

New Owner Access Platform

We are thrilled to announce the 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 have already received a registration email. **If you have not already provided your email, please email your information to 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.

If you received the registration email but the time has expired and you are in need of a new registration email, please contact our office by email at info@dwdpm.com with your request. Please make sure to include the email address you want us to use and we will process a new registration email for you.

Please check your SPAM folder as it may be filtered automatically. After you click the link in the confirmation email you can create your password and 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 make sure to use Google Chrome which is the preferred web browser for the platform.

Once you have created your account, you may access the platform using the following link:
<https://owner.topssoft.com/DWDProfessionalManagement/Account/Login>.

Water Usage – Please Conserve

Please be aware that due to the stay-at-home orders related to COVID-19, water usage has dramatically increased over the last month within the community. We ask that all residents conserve water as much as possible and repair leaking sinks or toilets.

We also ask that you do not participate in water intensive activities that are against community rules and guidelines. For example, you may not use outdoor pools, water the grass outside your unit, or wash your vehicles. Outdoor pools not only use large amounts of water, they also pose a liability threat to the community

since they are located on Association property and they are a danger to children due to possible drowning. Therefore, the use of these pools is strictly prohibited.

Please be aware that the grass is already watered using the Association's irrigation wells. The use of the wells for irrigation does not cost the Association money through Orange County Utilities. However, when you use a spigot and a hose to water the grass outside of your unit, you are costing the Association hundreds if not thousands of dollars in utility bills. If you are concerned about an area that may need water, please contact our office so we can have Keystone's handyman repair the irrigation near your unit.

Finally, washing your car in the community parking lot is also prohibited. Cleaning a car uses an extensive amount of water. Therefore, it is not permitted under any circumstances. If you are found engaging in any of these activities, the Board may fine your unit or take legal action against the owner if needed. Please conserve water to the best of your ability during these difficult times in order to limit the economic impact of the water bill on the Association. Remember that if the water bill increases too high, this will lead to assessment increases in 2021 to cover these rising costs. We appreciate everyone's cooperation in this important matter. Thank you.

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 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 9419 Tradeport Drive, Orlando, FL 32827. We will need a copy of 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. During the COVID-19 crisis, we are mailing these permits to you. Please contact our office for further instructions.

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.

Please Pick-up After Your Pets and Keep Pets on a Leash at All Times

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 of 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.

In addition, we were recently informed of a tragic incident in a nearby community in which a dog was killed by another dog that was not on a leash. Therefore, it is extremely important that your dog is on a leash for the protection of other animals and for the protection of people (especially children) who may encounter your pet within the community. Keeping your dog on a leash is also a protection for your pet since it safeguards them from dangerous situations.

If you see a dog unattended within the community, please notify Orange County Animal Control at the following number: 407-836-3111. Thank you for your understanding and cooperation in this matter.

Suspicious Activity

Reporting suspicious activity will also help the community receive additional patrols by the Sheriff's Department. We want our community to be a safe and peaceful place, and it will take a group effort to make this happen. We urge everyone to be alert and to report any suspicious activity to the Orange County Sheriff's Department at 407-836-4357. **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.**

Association Payments Via the Payment Portal with Center State and Payment Reminders

If you have set-up automatic payments through the on-line payment system with Center State Bank, please be aware that DWD Professional Management does not have access to that system and any updates needed must be made directly by you. If you have made any errors in terms of the amount of your payment or the frequency of your payment, please login into the portal to make any necessary revisions. Go to schedule payments, cancel the current request, and start a new request with the correct payment amount and/or frequency.

Please also be aware that all on-line payments take 2 to 3 business days for processing before they are applied to your account.

In addition, the on-line payment system is a payment portal only. This system is not connected to the account system with the management company. The payment portal does not have any information regarding your current account balance. If you need your account balance or a full detailed payment history report, you must contact the management company directly.

Finally, please be aware that DWD Professional Management does not send payment reminders by text or email. If you are receiving payment reminders through text or email, this is because you have signed up for it through the online payment portal. If you have signed up for the reminders in error, please login into the portal. Go to notifications and cancel/edit the request and make any changes needed or set-up a new request. If you have any questions or concerns about the on-line payment portal, please contact the management office for assistance.

No Trash or Storage of Items on Patios or at Front Entrances

It has come to the Board's attention that many people are storing items on their rear patios or at their front door areas. This is not allowed per the Community rules.

The front door areas are to remain free of any furniture, trash, garbage bags or children's toys. Please be aware that these areas are under the Architectural Control of the Association. Any items placed in the front door area without an approved Architectural Review can be removed by the Association and a removal fee may be added to your account.

The back-patio area, even if is covered with a screen enclosure may **not** be used for storage. The only thing that may be placed in a screen enclosure room is patio furniture items.

These areas are not meant for the storage of boxes, trash, used car parts, old tires, broken electronics, or anything else other than the items mentioned above. We will be conducting an inspection of the property next month. If your front door area or back patio is currently being used for storage, you will receive a violation notice to remove these items. Thank you for your understanding concerning this issue. If you have any questions or concerns, please contact the management office.

Towing Company Location and Contact Number

Please be advised that the Association's towing company, **Universal Towing and Recovery**, is located at 206 6th Street, Lot 300 Orlando, Florida 32824. Their phone number is 407-816-0102. **Please remember that the management company is not responsible for towing.** Therefore, if you have any questions regarding the towing of your vehicle, please contact Universal Towing and Recovery directly. Do not contact the management company.

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.

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.



SYMPTOMS OF CORONAVIRUS DISEASE 2019

Patients with COVID-19 have experienced mild to severe respiratory illness.

Symptoms* can include

FEVER



COUGH



*Symptoms may appear 2-14 days after exposure.

SHORTNESS OF BREATH



Seek medical advice if you develop symptoms, and have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.



CS 311521-A March 20, 2020, 12:53PM

cdc.gov/COVID19-symptoms

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 _____

November and December 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>November</i> 1 Monthly Assess. Due	2	3 Election Day DWD Offices Closed for Election Day	4	5	6	7
8	9	10	11 Veterans Day	12	13	14
15 Grace Period Ends for Monthly Assessment	16	17	18	19 Board Meeting @ 7:00 pm (Cancelled)	20	21
22	23	24	25	26 Happy Thanksgiving DWD Offices Closed	27 DWD Offices Closed	28
29	30				Alzheimer Awareness Month 	Diabetes Awareness Month 
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>December</i>		1 Monthly Assess. Due	2	3 National Disability Day	4	5
6	7	8	9	10 Happy Hanukkah 	11	12
13	14	15 Grace Period Ends for Monthly Assessment	16	17 Board Meeting @ 7:00 pm	18	19
20 DWD Offices Closed 21 st Dec. – 1 st Jan.	21 Winter Solstice 	22	23	24 Christmas EVE 	25 Merry Christmas 	26 KWANZAA 
27	28	29	30	+31 Happy New Year 		