



# *Keystone at Meadow Woods*

## *January 2024 Newsletter*

### *Monthly Assessment Reminder*

**Keystone at Meadow Woods HOA new monthly assessment is \$354.46 for the 2024 Budget Year.** Payments are due on the 1<sup>st</sup> of each month. Payments received after the 15<sup>th</sup> 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 need to check your account balance, you may do so on the owner's online portal or you may contact the management company.



### *Online Payment Portal Information*

If you have set-up automatic payments through the on-line payment system with South 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.

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**

**Marjorie C. 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

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.

## ***Reminder to Remove Holiday Lights/Decorations***

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Happy New Year! Sadly, the holiday season is now over, and it is time to remove all holiday lights and decorations.

We ask that you please remove your holiday lights and decorations by this weekend if you have not done so already.

Thank you for your cooperation in this matter.

## ***Recent Criminal Activity in the Community***

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We want to bring to your attention recent incidents that occurred in the community involving car break-ins. It is crucial for all of us to prioritize the security of our vehicles and take necessary steps to protect our belongings.

**Lock Your Vehicle:** Always remember to lock your car doors, even for short periods. This can discourage potential thieves.

**Remove Valuables:** Do not leave valuable items in your car.

**Report Incidents:** If your vehicle is broken into or tampered with, report the incident immediately to the Orange County Sheriff's Department Non-Emergency Number (407) 836-4357. Prompt reporting helps with investigations and increases the chances of catching those responsible.

**Stay Vigilant:** Be observant of your surroundings and report any suspicious activities or individuals to the authorities promptly. Your watchfulness can make a significant difference in preventing further incidents.



## ***Suspicious Activity***

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We want our community to be a safe and peaceful place, and it will take a group effort to make this happen. Reporting suspicious activity help the Sheriff's Department know which areas are in need of additional patrols. 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.**



## ***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 especially now that school is back in session.

## *New Upgraded Owner Access Platform - Enumerate*

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We are pleased to announce that the owner online platform has been upgraded and we will be sending you a new registration email to the email address on file with our office by the end of next week. This new platform will replace the previous online portal and will provide you with additional features and information. With your Internet-enabled device, you will be able to view your current account balance, check your payment history, view your open records (violations, work orders, and service requests), view announcements and alerts for the community, link multiple properties under the same login, and more!

To ensure your privacy, only homeowners whose email address is on file have received a registration email. If you have not provided your email, please send your information to [info@dwdpm.com](mailto:info@dwdpm.com) and include your community's name and property address within the community. 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. The link to the new portal is as follows:

[Portal - Login \(goenumerate.com\)](#)

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.

We encourage everyone to utilize the new on-line access platform in order to review your property account and obtain community information.

## *Use of Bouncy Houses*

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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.

## *2024 Assessment Information*

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On Thursday, September 21st, the Board of Directors held their Budget meeting to discuss the

proposed budget for 2024. After much consideration, the Board voted to increase the monthly assessment next year. Due to the current and expected rise in the costs for insurance, this increase was needed in order to balance your budget for 2024. **Therefore, your assessment will increase to \$354.56 per month for 2024.**

If you are interested in obtaining copies of the Approved Budgets for your community, please feel free to review the document on the community website using the following link:

<http://www.keystoneatmeadowwoodshoa.com/budgets.html>

We have added an informational video to the community website, regarding the current insurance crisis in the Sunshine State. The video is a complementary Becker webinar with insurance experts to offer their legal, legislative and insurance industry insider. The link to view and access the video is as follows:

<http://keystoneatmeadowwoods.hoa.weebly.com/community-association-informational-videos.html>.



## *Water Usage - Please Conserve*

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Please be aware that due to many more people working from home, water usage has dramatically increased over the last couple of

years 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 since the increase in water usage has already required that the Association increase monthly assessments to cover these rising costs.** We appreciate everyone's cooperation in this important matter. Thank you.

### *Procedure for Reporting Maintenance Issues*

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**If you are renting** a unit, all maintenance issues should first be reported to your landlord or property management company, who will then contact the management office to arrange for the repair.

**If you are an owner**, please report any maintenance concerns or issues through the owners' access portal. We will assist you in determining whether the repair is your responsibility or the Association's. As homeowners, it is crucial that you use the portal for reporting any issues. This not only expedites the service but also allows us to provide a more efficient response. Attaching pictures to your portal submissions also helps us quickly determine the responsibility for repairs.

**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 during a 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.

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

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We understand that many of the residents in our community are pet owners. Owning a pet is a wonderful experience 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.

It is also 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.



## *Pool Rules and the Pool Security System – Please Do Not Stay Past Dusk*

Please be advised that the pool closes at sundown (dusk) every day. No unauthorized people may enter the pool after this time nor may they stay in the pool area after dusk even if they arrived prior to sundown. 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. We have had several instances recently of Envera Security needing to ask residents to leave the area at or after dusk. Therefore, please ensure that you leave the pool area at the appropriate time.

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.

Please be aware that Envera Security system monitors the pool every evening after dusk. 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. Thank you for your cooperation with this matter. If you have any additional concerns or questions regarding this issue, please contact the management office.

## *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. **Finally, please be advised that under NO circumstances may a resident rent their donated space to you or receive any fees for donating their extra space. The parking lot belongs to the Association. Therefore, a resident may not charge for the use of one of their parking spaces. If the Association determines that you are taking part in this type of activity, the matter will be turned over to the Association's attorney for further action.**

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. 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.

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.

### ***No Fishing in Ponds***

It has been observed that there are individuals fishing in the ponds surrounding the community. This is strictly prohibited. Eating the fish from these ponds is not healthy for several reasons. First, most of the fish in the drainage ponds around Central Florida are genetically modified carp. They have been bred so that they are sterile and cannot breed if they escape the pond and enter other waterways around the area. Another reason you should never eat the fish from these ponds is that these ponds are designed for the drainage of water off of the roads in the area. These waters are polluted with motor oil, radiator fluid, transmission fluid,

brake fluid and any other fluid that may leak from a vehicle.

Finally, even if you plan to “catch and release” the fish, you are on

private property and do not have the Association’s or the County’s permission to fish on the property. The insurance policy for our community does not cover any accidents that may occur from these types of activities.

Finally, these ponds may contain dangerous wildlife such as poisonous snakes or alligators. Therefore, for your safety, please obey the “No Fishing” signs and refrain from fishing in the community’s or the County’s ponds. If you see anyone fishing in the pond, please contact the Orange County Sheriff’s Department on their non-emergency line at 407-836-4357.



## Pool Keys

If you need to obtain a pool fob for the community pool, please contact the management office at [info@dwdpm.com](mailto: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. Pool fobs cost \$20.00 each.

Accepted methods of payment are 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.

## 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.

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

It has come to the Board’s attention that residents 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.

## *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.

## *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.

## *Reporting Street Light Outages*

If you notice a street light out on your street, please call Duke Energy at 407-629-1010 to report the street name or section where the light is located. You may also visit the following website to report the outage:

<https://www.duke-energy.com/customer-service/request-light-repair>.

Please contact the management office if you need assistance or if you have any questions.





## 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 \_\_\_\_\_

# January and February 2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>January</i>	1  DWD Office Closed Monthly Assessment Due	2	3	4	5	6
7	8	9	10	11	12	13
14	15 Grace Period Ends for Monthly Assessment Martin Luther King Jr. Day	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>February</i>				1 Monthly Assessment Due	2 Groundhog Day	3
4	5	6	7	8	9	10
11	12	13	14 Valentine's Day	15 Grace Period Ends for Monthly Assessment	16	17
18	19 President's Day	20	21	22	23	24
25	26	27	28	29		