



KEYSTONE AT MEADOW WOODS

November 2019 Newsletter

2020 Assessments

On October 17, 2019, the Board of Directors held the Annual and Budget Meetings for the Association. The Board decided to maintain the assessments at the current level. **This means your assessment will remain \$270.00 per month for 2020.** You will receive the new coupon booklet for your monthly assessments for next year in the mail in early December. If you have any questions or concerns, please feel free to contact the management office.

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. Since the holidays are approaching, 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.** If you place holiday decorations on any of the landscaping, please be aware that the landscaping crew is not responsible for moving these items in order to mow or trim. Please remove these items on the normal landscaping day or your area will be skipped and the landscapers will not be responsible for any incidental damage to items left in these areas.

All satellite dishes must be placed on poles in the ground and may not be installed on the

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.

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 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.

Painting and Pool Projects Update

The painting project for the community is now complete. Thank you for your cooperation during this time. We greatly appreciate it, and hope everyone enjoys the new paint colors.

The pool cabana project is almost complete. Once everything is finished, the pool area will reopen. The Board is also deciding on new pool furniture for the community. This will be added to the pool cabana area in the near future.

If you have any questions or concerns, please contact the management office.



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.

DWD Upcoming Holiday Hours

Please be advised that the offices for DWD Professional Management will be closed on **Thursday, November 28 and Friday, November 29, 2019** in observance of the Thanksgiving holiday. Our offices will also be closed on **Monday, December 23, 2019 through Wednesday, January 1, 2020** in observance of the Christmas and New Year's holidays. We wish everyone a happy holiday season.

Suspicious Activity - Vehicle Break-Ins

Please be aware that we have received reports of vehicle break-ins within the community. **Therefore, please take preventative measures by making sure that you lock your vehicles and that you do not leave any valuables in your car overnight.** The vast majority of break-ins involve vehicles that are unlocked. 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.** 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.

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.

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 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.

Pool Security System and Pool Keys

In order to obtain access to the pool area, you will need to obtain a pool key fob from the management office. You may contact the management office by email at info@dwdpm.com or by phone at 407-251-2200. The

management office will arrange a time for you to pick up your key fob at their offices located at 9419 Tradeport Drive, Orlando 32827. Each household is eligible to receive 1 key fob at no charge if you currently have an old pool key. If you do not already have a pool key, a 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.

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.

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 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, the pool area is 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.

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.



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 2019

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