



Professional Management

9419 Tradeport Drive
Orlando, FL 32827

Dear Keystone at Meadow Woods Community Member:

Welcome to your new home! We are pleased to inform you that the Board of Directors of Keystone at Meadow Woods Homeowners' Association has contracted with DWD Professional Management, LLC to manage your neighborhood.

As the Community Manager for Keystone at Meadow Woods, I wanted to review a few questions that you may have about your new Community. This letter is designed to answer most of the common questions and is presented in easy-to-read language, unlike the Declaration of CC&R's, By-Laws and Rules & Regulations. By all means, **these documents are important and should be reviewed prior to purchasing or leasing a home in Keystone at Meadow Woods.**

Our offices are conveniently located at 9419 Tradeport Drive, Orlando, FL 32827. We are located just north of Boggy Creek Road next to the Orlando International Airport. Our office staff is available for appointments from 9 AM – 5 PM Monday through Friday. You may reach us by phone at 407-251-2200, by fax at 800-759-1820, and by email at info@dwdpm.com.

ASSESSMENTS for your community are currently **\$300.00 per month**. Payments may be mailed to the pre-printed address on your statement. In addition, you may drop off or mail these payments at our offices located at 9419 Tradeport Drive, Orlando, FL 32824. Finally, you may use the following payment options:

You may pay online through the Association's bank using a credit card, debit card, or e-check. The website is as follows for these payment options:

<https://dwdprofessionalmanagement.epay-centerstatebank.com/#/person/select-account/>.

You will need the following identification numbers in order to make these payments:

Management ID: DWDPM

Association ID: 003

Homeowner ID: *your property account number*

You may also use on-line **bill pay** with your bank. If you choose this option, you will need the following information:

Payee Account Number: DWDPM 003 *your property account number*

Check Payable to: Keystone at Meadow Woods HOA

Mailing Address: Keystone at Meadow Woods HOA, C/O DWD Professional Management,
PO Box 22184, Tampa, FL 33622

You may also set-up **auto debit**. If you would like to use this option, please contact our office so that we may assist you with this process.

If you have any questions concerning your assessment, please e-mail us at info@dwdpm.com.

A COMMUNITY PORTAL is available for all members of the Association through TOPS [ONE]. The community portal will provide you with access to your community's governing documents and your account balance and history. You may also submit maintenance requests and Architectural Review Change applications as well as perform several other convenient functions to keep you in touch with our office and your community. We will send a notification to you via email to join the TOPS [ONE] portal so you may gain access to this service. If you do not believe the Association has an email address on file for your account or if you do not receive an email to join the portal within the next couple of weeks, please contact our office to provide us with your email address and we will add this information to your account so we may provide you with access to the on-line portal.

EMERGENCY after-hours situations: Please call (407) 251-2200 and follow the recorded instructions. Emergencies are defined as issues pertaining to safety, flooding, and other catastrophic situations. In other words, please leave a message for things that cannot wait until our regular office hours, which are Monday through Friday, 9:00 AM to 5 PM. For medical, police, or fire department attention, please call **911**.

ARCHITECTURAL CHANGES to your home, such as patios, window film, hurricane shutters and other such appearance changing alterations, require prior written approval of the Keystone at Meadow Woods Board of Directors. The Architectural Change application form is available at the Keystone at Meadow Woods Website, www.keystoneatmeadowwoodshoa.com.

THE SWIMMING POOL is only for the use of owners, residents and their accompanied guests. This area opens at 7 AM and closes at sundown. Anyone caught in the pool area after sundown may be arrested for trespassing. Please observe the posted rules at the swimming pool and playground areas. **In order to obtain access to the pool, please see the pool gate access form included with this mailing.** Submit the form to our office at your earliest convenience. Pool fobs cost \$20.00 and may be purchased at our office. If you have any questions regarding the recreational facilities, please contact our office.

SATELLITE DISHES are allowed in Keystone. However, please understand that you may **not** attach satellite dishes to any part of the exterior of any building. They must be installed on a pole in the ground in front of or behind the buildings.

TRASH RECEPTACLES are located throughout the property. These containers are for the use of Keystone at Meadow Woods owners and residents. ALL trash MUST be placed in the container. Any trash not placed in the container is a violation of the Bylaws and may result in a fine for the homeowner or resident.

Appliances, Mattress and Furniture pick up is on Friday. Please do not place them in the dumpster area until Thursday night. If you think someone who does not live at Keystone is throwing anything into Keystone's dumpsters, call us immediately at 407- 251-2200 and leave a message.

PARKING in the community is by **permit only**. Per the rules of your community, there are **only two (2) parking spots per unit**. Residents may NOT use a visitor's permit as a third,

permanent parking permit. In order to obtain your two parking permits and visitor's permit, please contact our office at 407-251-2200. **Any vehicles parked without a permit will be towed at the owner's expense.** In addition, if you plan to lease out your unit, please inform tenants of these parking rules before signing a lease.

PETS are permitted on and about the Keystone at Meadow Woods property. However, please keep them on a leash and under the control of an adult when outside. It is a part of the Association Rules and Regulations that all residents ***must pick up after their pets.*** Unruly, noisy and offensive pets will not be permitted on Keystone at Meadow Woods property.

THE RULES & REGULATIONS for Keystone at Meadow Woods have been established by the Board of Directors to protect property values and desirability of the neighborhood. The governing documents discuss the responsibilities of the Condominium Association as well as the responsibilities of all of the homeowners. We encourage you to review these documents so that you are aware of the rules and regulations. We will provide the governing documents to you via the TOPS [ONE] portal. The documents are also available upon request.

If this leaves you with any unanswered questions, just e-mail us at info@dwdpm.com and we will be delighted to find an answer for you or you can visit the Keystone at Meadow Woods Website at www.keystoneatmeadowwoodshoa.com. I hope this information is helpful and I look forward to working with the residents and Board of Directors of your neighborhood.

Sincerely,

William C. Webb, LCAM

Community Association Manager, Managing Partner
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Orlando, FL 32827
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Note: This Welcome letter is intended to be an overview of Keystone at Meadow Woods Homeowners' Association, Inc., and not a substitution for the Declaration of CC&R's, By-Laws or Rules & Regulations of the Association. In all cases, the Governing Documents of the Association shall prevail.