



Pleasant Hill Lakes

AUGUST/SEPTEMBER 2019 NEWSLETTER

Tropical Storm Dorian

We currently have a tropical storm in the Atlantic Ocean, Tropical Storm Dorian, which is projected to develop into a hurricane later this evening. As of the 11:00 update today, August 28, 2019, the storm was projected to hit the coast of Florida just north of Cape Canaveral. Therefore, there is a good possibility that the Kissimmee area will experience hurricane force winds by Monday, September 2nd.

Please watch the news to obtain updates and take necessary precautions to secure your home and to obtain emergency supplies. In addition, please check the outside of your home (especially in your patio areas) and move any loose items inside (including your garbage bins) which may become projectiles in high winds.

Finally, please review the pages below for additional information about hurricane preparedness provided by HIG Insurance on pages 7-10.

If you have any questions or concerns, please contact the Osceola County Office of Emergency Management at 407-742-9000 or online at <https://www.osceola.org/agencies-departments/emergency-management/hurricane-center/>.



Please direct all concerns to the management company. For ARB requests, please go to the Association's website, www.pleasanthilllakes.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: Ed Siegenthaler
Vice President: Jeffrey Miller
Secretary: Peggy Wright
Treasurer: Bob Slade
Director: Robert Wroten

Board of Directors' Meetings

Meetings are held on the second Wednesday of every month at **7:00 PM at the Osceola County Fire Station 64 located at 3385 Pleasant Hill Road, Kissimmee, FL, 34746.**

DWD Offices Closed on Monday, September 2nd

Please be advised that the offices for DWD Professional Management will be closed on Monday, 09/02/2019 in observance of the Labor Day holiday.



Monthly Property Inspections

The community management company is tasked by the Board of Directors each month to complete an inspection of all properties within the community. Below is a list of some of the violations that they will be on the look-out for during these inspections:

- 1) Lawns that need maintenance or full replacement (weeds, dead spots, irrigation issues, etc.).
- 2) Houses that may need pressure washing or painting. Please be aware if the paint looks faded over 50% of the visible structure, if the concrete blocks are showing through the paint over 10% of the visible structure, or if there are settling cracks throughout the home that require caulking, then we will ask for

the homeowner to re-paint the house.

- 3) Roofs that need pressure washing, repair, or replacement
- 4) Fences in need of cleaning and/or repair.
- 5) Driveways that may need repairs or pressure washing
- 6) Commercial vehicles, recreational vehicles, or trailers in driveways
- 7) Vehicles parked on the grass

The community management company's staff members will inspect each property from the road in a vehicle, and they will take pictures of any violations. They will not go onto your property to complete their inspection. Please be kind to the inspectors when they are completing their monthly inspections. The staff members will always identify themselves when approached if you have questions. **However, please do not approach them in a hostile or negative manner.** They are there to complete a job as directed by the Board of Directors and to help the community.

If the inspectors find any problems with the exterior of your home, the management company will send you a letter notifying you of the violation. If you receive a violation letter, please feel free to contact the management company via email or by phone if you have any questions or if you need more time to correct the area of concern. The management company will work

with you to make the needed improvements. Communication is very important so we can work together to maintain and improve our property values.

Please be aware that after three violation letters, the Board has the option to send the file to the Association's attorney for further action. Once the file is at the attorney, this may lead to attorney's fees and costs. Therefore, please address any violation concerns as soon as possible in order to avoid legal action. Thank you for your cooperation in this matter.

New Curbside Collection Company Starting October 1st

Residents recently received notification of a new curbside collection company that will start on October 1, 2019 – Advanced Disposal. The new company will also provide new garbage and recycling bins to all residents. If you did not provide Advanced Disposal with your size choice for the collection bins, you will receive two 96-gallon bins – one for garbage and one for recycling. You have the opportunity to change out the size of the bins through April 20, 2020 at no cost. If you have any questions or concerns regarding the new company or the new collection bins, please contact Advanced Disposal at

www.AdvancedDisposal.com/OscolaCounty.

Vehicle Break-Ins

We have received reports of car break-ins in the community. Car break-ins have now been reported on Pine Needle Trail and Lake Toho Boulevard. Therefore, we again urge everyone to be alert and to report any suspicious activity to the Osceola County Sheriff's Department at 407-348-2222.

Reporting suspicious activity will 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.

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

Tree and Stump Removal

The Board would like to remind residents who remove trees from their property that the tree stumps must also be removed.

Front Entrance and Wall Repairs

The Association will be working to repair the front entrance and wall of the community during the next several months. Please be aware that you will see various vendors inspecting and working on the wall during this time. This work will sometimes require that

the vendors enter your backyard to gain access to the wall.

If you are unsure if the person near the wall is working for the Association, please contact the management office to verify the work that is being done. Please do not interfere with these vendors as they complete their work for the community. If you have any questions or concerns, please contact the management company at 407-251-2200.

Tax Information

The accounting firm, Cole & Associates, recently completed the Association's taxes for 2018, and a copy is available for your review. The Statement of Cash Flow for 2018 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 2019 budget for the Association is available on the website, www.pleasanthilllakes.com.

Osceola County Garbage Collection Guidelines – Bulk Pick-Up Requirements

BELOW PLEASE FIND THE GUIDELINES FOR GARBAGE PICK-UP TAKEN FROM THE OSCEOLA COUNTY WEBSITE:

Per County Ordinance, please DO NOT place your garbage curbside earlier than 6:00 p.m. the night

before scheduled pick-up. Please remove promptly after collection. Garbage should be placed within 3 feet of your curb by 6:00 a.m. on your scheduled collection day. This will ensure timely service.

HOUSEHOLD GARBAGE COLLECTION

All residents in unincorporated Osceola County will receive a once-a-week garbage collection. This does not include yard waste, hazardous waste, or construction and demolition materials.

- Garbage containers should be used for household garbage only, be no larger than 45 gallons with detachable lids, have two handles and not exceed 50 pounds.
- Should not be commingled with yard waste or recyclables.
- Place your container curbside, within three-feet from the curb.
- Container should be on the opposite side of the driveway from your mailbox to avoid any damage.
- Per County Ordinance, please DO NOT place your garbage curbside earlier than 6 P.M. the night before your scheduled collection.

WHITE GOODS

- Items include refrigerators, washing machines, hot water heaters, stoves and dishwashers.
- White goods must be Freon free prior to collection.
- Remove doors from appliances.
- Contact Waste Management's Customer Service Department to schedule a collection.

CONSTRUCTION & DEMOLITION MATERIALS

(lumber, bricks, glass, concrete etc.)

Collection of this material is not part of the Universal Solid Waste Program. For more information on C&D disposal, please contact the Solid Waste Department.

SOLID WASTE HOLIDAY SCHEDULE

Holidays may cause a change in your collection schedule. If your garbage is scheduled for collection on any of the following holidays, your collection will be rescheduled for the Saturday closest to the holiday.

- New Year's Day
- Thanksgiving Day
- Christmas Day

YARD WASTE COLLECTION

Yard waste is collected every Wednesday. This includes grass clippings, tree branches, palm fronds, etc. (tied and bundled).

- We recommend using a garbage container for yard waste, no larger than 45 gallons.
- Place leaves, pine needles and yard clippings in bags/bundles/containers.
- Cut branches to four-foot lengths, no wider than four-inches in diameter and not over 50 pounds.
- Collection is limited to 10 bags/bundles/containers per yard waste collection day.

BULK ITEMS

- Items include discarded furniture and household junk.
- Collection of these items will be on your regularly scheduled garbage collection day.
- **Large items are limited to three cubic yards. Additional charges may apply if three cubic yards is exceeded** [bold, underline and italics added for emphasis].

Please Park in the Driveway

It has been noticed that many guests and residents have been parking their cars on the roadway or on the grass. This is not allowed per the Governing Documents. Please park all vehicles in your driveway. Thank you.

Speeding in the Community

It has been noticed by the Board Members and many residents that some drivers do not observe the posted speed limit in the community. In addition, residents have reported that individuals on 4-wheelers are speeding throughout the community. Please be aware of the speed limit, and reduce your speed accordingly. Speeding endangers the safety of yourself, your passengers, and others within your community. The Sheriff's Department has stated they will send out deputies from time to time to enforce the speed limit. However, we also ask that residents contact the Osceola

County Sheriff's Department when you notice individuals who are not following the law in regards to the speed limit or other driving laws. **Please use the following non-emergency number to report these issues: 407-348-2222.** Thank you for your cooperation with this safety concern.

You Have Access

The Deed of Restrictions for Pleasant Hill Lakes is available to all homeowners through the Internet. Please sign into:

www.pleasanthilllakes.com.

There you will find documents for the Pleasant Hill Lakes Homeowners' Association. These documents are used by the Board of Directors to govern the Association.

- Welcome letter from our Management Company – DWD Professional Management
- Declarations of Covenants, Conditions and Restrictions
- By-Laws of Pleasant Hill Lakes
- Architectural Review Committee

Drainage Swales and Flooding Issues

If the drainage swale in front of your home is not draining properly, or if the swale is full of dirt and/or weeds, please call Osceola County's Road and Bridge Department at 407-742-7500 to report the issue. We have contacted the County already for several drainage problems in the community. The Road and Bridge Department has been working on the problem for the last couple of weeks. If you are experiencing a

similar problem with drainage, please feel free to contact the management office for additional information.

House Numbers

Please be aware that the Architectural Review Guidelines, Section 5.11 states that, "House numbers not less than 4" high with contrasting colors be affixed to the residential unit in full view from the street."

There are some homes in the community that do not have house numbers. In the event there is an emergency where first responders must find your home quickly, these numbers may save your life. Thank you for your cooperation with this very important matter.

2019 Budget Requests

If you are interested in obtaining the 2019 Budget for your community, please feel free to review the document on the community website using the following link:

<http://www.pleasanthilllakes.com/approved-budget.html>. You may also contact the management office to obtain a copy via email or regular mail.

Architectural Changes (Exterior Modifications)

It has come to our attention that some homeowners are not familiar with the steps of the Architectural Review process. That is quite understandable. We would like to take this opportunity to help anyone in our

community better understand this process.

If you are going to make any changes to the front of your property, including landscaping changes, or if you intend to make any structural changes to your property (i.e., room additions, pools, screen enclosures), then you will need to fill out the Architectural Review Committee (ARC) application.

These applications will always be available on your community's website and they are included in the monthly newsletter (please see the form below). Please follow the instructions on the form and submit all of the required documents for your requested change. When you are submitting an application to the ARC remember to include:

1. Two (2) copies of the property survey that show the location of the proposed changed, alteration, renovation or addition.
 2. Two (2) drawings of your plan(s).
 3. Two (2) copies of color samples, if applicable.
- Please note that 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.

If you have any questions, please call us at 407-251-2200, and we will be happy to assist you. Also note that management does NOT approve or deny any of these

requests. We collect the applications and then submit them to the community's Architectural Review Committee (ARC). The ARC is a group of volunteer homeowners who review the applications and approve or deny the applications based on your community's written criteria (the architectural guidelines). Per Florida Statutes, this process may take up to 30 days.

As soon as the Committee makes a decision, we will mail you the letter of approval or denial. Please make sure you do not proceed with any improvements until you have heard from the Committee. If you make any improvements without the approval of the Committee, you may need to remove and re-install these improvements. I hope this helps everyone understand the Architectural Review process a little better. If this still leaves you with any questions, please feel free to contact our office.

Septic Tanks

Please be aware that septic tanks may not be emptied in to the drainage swales or drainage ditches of the community. If your septic tank is not working properly, you must contact a septic service company to help with your issues. Anyone seen emptying their tanks in to a drainage structure will be reported to the Osceola County Environmental Protection Services. Finally, if you need to replace your septic tank, please complete an Architectural Review Change application before you proceed with this project. In addition, once you replace your septic tank/drain field area, you

will need to add new sod to the area per your architectural guidelines. Please see the application below for your convenience. Thank you for your cooperation with this matter. If you have any questions or concerns, please contact the management office.

Dogs Must Be Leashed

Per Section 7.16 of the Community's governing documents, animals are not allowed to roam free at any time. There are several dogs that have been observed running freely through the community. Please be aware that this is also not allowed per Osceola County Ordinances.

Please keep your pets on a leash while walking them through the neighborhood. If you see a pet in the community without a leash, please contact Animal Control at 407-742-8000. Thank you.

Community Services Phone Numbers

Emergency:

Fire, Police, Medical Emergency:	911
--	------------

Law Enforcement:

Kissimmee Police (Non- Emergency):	407-847-0176
St. Cloud Police (Non- Emergency):	407-891-6700
Osceola County Sheriff's Dept. (Non- Emergency):	407-348-2222

Utilities:

Kissimmee:	407-933-7777
Toho Water:	407-944-5000

Chamber of Commerce:

Kissimmee:	407-847-3174
St. Cloud:	407-892-3671

Miscellaneous:

Disaster Services Agency:	407-742-9000
Osceola County Health Department:	407-343-2000
Florida Poison Information Center:	800-222-1222
Osceola County Library:	407-742-8888
Social Security Administration:	800-772-1213
Voters' Registration:	407-742-6000
Osceola County Animal Services	407-742-8000

HURRICANE PREPAREDNESS PLAN



Supply Kit Checklist

Water

- ☐ One gallon of drinking water per person per day for at least three to seven days
- ☐ One gallon of water for each person per day for cooking and personal hygiene
- ☐ Don't forget water for your pets!

Ice

- ☐ Freeze water in zip-type freezer bags and two-liter soda jugs
- ☐ Fill coolers with ice. Ice can be used to preserve food once the power goes out

Food

- ☐ Non-perishable packaged or canned food to last at least three to seven days
- ☐ Ready-to-eat canned meats, fruits and vegetables:
 - Canned or boxed juice
 - Canned or boxed milk
 - Cereal
 - Soup
 - Peanut butter and jelly, granola bars, trail mix
 - Instant coffee or tea
 - Dried fruits and nuts
 - Bread, crackers and cookies
 - Raw Vegetables
 - Fresh fruit
 - Special food for babies and the elderly

For The Home

- ☐ Cooler for ice and food storage
- ☐ Flashlights with extra batteries or hand-crank flashlights
- ☐ Battery or solar powered lanterns
- ☐ Battery powered NOAA
- ☐ Weather radio with extra batteries or hand-crank radio
- ☐ Car charger for mobile phone
- ☐ Battery operated digital TV with car charger adapter
- ☐ Grill with extra propane, charcoal, or sterno (Outdoor Use Only)
- ☐ Matches in waterproof container or butane starter for grill
- ☐ Paper plates/bowls/cups, plastic eating utensils, napkins, paper towels, moist towelettes
- ☐ Manual can opener and bottle opener
- ☐ Cleaning supplies
- ☐ Non-scented liquid household chlorine bleach or water purification tablets
- ☐ Work gloves
- ☐ Duct tape
- ☐ Heavy-duty outdoor extension cords
- ☐ Waterproof tarps
- ☐ Plastic sheeting
- ☐ Rope
- ☐ Basic tool kit
- ☐ Corded phone

- ☐ Smoke detectors
- ☐ Carbon-monoxide detectors
- ☐ Two-way radio if power, terrestrial telephone and cell towers fail
- ☐ Fire extinguisher
- ☐ Waterproof container or resealable plastic bag to store important papers like insurance, medical, bank, or Social Security documents/numbers
- ☐ Cash (without power, credit cards are unusable)
- ☐ First Aid Kit
- ☐ Two weeks supply of prescription drugs
- ☐ Two weeks supply of vitamins
- ☐ Over the counter pain reliever
- ☐ Antibacterial hand soap
- ☐ Toilet paper
- ☐ Plastic garbage bags
- ☐ Mosquito repellent
- ☐ Sunscreen
- ☐ Toiletries/Hygiene items

Health Essentials

- ☐ Documentation, license
- ☐ Non-perishable food
- ☐ Medications
- ☐ Water



Your First Aid Kit

A first aid kit should be kept in the home and each automobile and should include:

- ☐ Sterile adhesive bandages
- ☐ Sterile gauze pads
- ☐ Hypoallergenic adhesive tape
- ☐ Triangular bandages (3)
- ☐ Sterile roller bandages, antibiotic ointment, scissors, tweezers, needle, moistened towelettes, antiseptic, thermometer, tongue blades (2)
- ☐ Tube of petroleum jelly or other lubricant
- ☐ Assorted sizes of safety pins
- ☐ Cleansing agent/soap
- ☐ Latex gloves (2 pairs)
- ☐ Sunscreen
- ☐ Bug repellent
- ☐ Aspirin or non-aspirin pain reliever, anti-diarrhea medication, antacid
- ☐ Bottled water and other fluids





Hurricane Family Preparedness

- ☐ Hold a family meeting
- ☐ Discuss the hazards of hurricanes. Encourage children to talk about their fears and explain some of the things you'll be doing to keep everyone safe. Start a written list of things you'll need to take care of and encourage everyone in the family to contribute their ideas.
- ☐ Discuss whether you'll need to evacuate
- ☐ Determine whether you live in an evacuation zone and, if so, where you will go if an evacuation order is given. Going to a family or friend's house or hotel outside the evacuation area is your best choice. If you choose to go out of town, do so well in advance of the storm. Since shelters provide for only basic needs, this should be your choice of last resort.
- ☐ Ensure your assets are protected
- ☐ Inventory your home possessions and videotape or photograph items of value. Review your insurance policies to ensure you have adequate coverage.
- ☐ Assess your home for vulnerable areas
- ☐ Do a walk-through of your home and property to evaluate your roof, windows, garage door, landscaping, etc. and determine what actions you will take.
- ☐ Make a plan to protect your vehicles
- ☐ Decide where you will store or park your vehicle, boat or RV. Check your vehicle insurance policy and keep it in the same safe place as your homeowner's policy.
- ☐ Secure your home
- ☐ Decide what actions you will need to take to protect your home and your property (shutters, generator, trim trees), and to keep as comfortable as possible during recovery.
- ☐ Discuss whether anyone in your home is elderly or has special needs and, if so, make arrangements in advance to accommodate those needs.



Hurricane Family Preparedness

- ☐ Determine how you will address your pet's needs and make a plan for your pet in case you have to evacuate. If appropriate, plan for large animals such as horses
- ☐ Gather your supplies
- ☐ Determine your family's food, water and medical needs and assemble your hurricane kit according to those needs (see sidebar for essential items to include)
- ☐ Notify others of your plan
- ☐ Let family or friends know what your hurricane plan is so they can check on you in the aftermath of the storm. Establish an out-of-town contact
- ☐ Plan ahead for the possibility of becoming separated from your family and friends, whether it is a personal emergency or a larger-scale disaster
- ☐ Start by designating a single, out-of-town contact that your family or household members can call, e-mail or text message should a disaster occur. If local phone service is overwhelmed, it may be easier to call outside the area. Your contact should be aware that they are your family's designated contact
- ☐ All of your loved ones should agree to call the out-of-town contact to report their whereabouts and welfare
- ☐ Regular contact with your designated person will help to keep everyone informed. After initial contact and depending on the circumstances, you might set a specific check-in time
- ☐ When telephone lines are busy, e-mails or text messages may go through when calls cannot
- ☐ Create an emergency contact list; include phone numbers and e-mail addresses for your designated out-of-town contact, loved ones, neighbors and other emergency numbers such as police, fire and your physician
- ☐ Make copies of the list for every family member and print a copy to keep by the phone and with your emergency supplies
- ☐ Make sure to secure outside structures and get all outside items and bring everything inside including patio chairs, grills potted plants and balcony items

PLEASANT HILL LAKES 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 THE 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 _____

August and September 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>August</i>				1	2	3
4	5	6 Trash Pick-Up	7 Recyclables/ Yard Waste/Bulk Items Pick-Up	8	9	10
11	12 First Day of School 	13 Trash Pick-Up	14 Recyclables/ Yard Waste/Bulk Items Pick-Up Board of Directors' Meeting 7:00 PM	15	16	17
18	19	20 Trash Pick-Up	21 Recyclables/ Yard Waste/Bulk Items Pick-Up	22	23	24
25	26	27 Trash Pick-Up	28 Recyclables/ Yard Waste/Bulk Items Pick-Up	29	30	31
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>September</i> 1	2 Labor Day DWD Offices Closed	3 Trash Pick-Up	4 Recyclables/ Yard Waste/Bulk Items Pick-Up	5	6	7
8	9	10 Trash Pick-Up	11 Patriot Day Recyclables/ Yard Waste/Bulk Items Pick-Up	12	13	14
15	16	17 Trash Pick-Up	18 Recyclables/ Yard Waste/Bulk Items Pick-Up	19	20	21
22	23 First Day of Fall	24 Trash Pick-Up	25 Recyclables/ Yard Waste/Bulk Items Pick-Up	26	27	28
29	30					