



Pleasant Hill Lakes

JULY 2018 NEWSLETTER

DWD Professional Management Offices – New Location

Please be advised that the DWD Professional Management main offices have moved to a new location – **9419 Tradeport Drive, Orlando, FL 32827.**

The Kissimmee office will remain open until the end of this year for processing payments and Architectural Review Board applications. Residents will need to visit the new office in Orlando for any other request.

Please remember that if you would like to speak to a community manager, you will need to call the office first to make an appointment. The office hours for both locations will be as follows:

Kissimmee Office:

Monday – Thursday: 9 AM – 1 PM (Walk-ins); 1 PM – 5 PM (By Appointment Only)

Friday: 9 AM – 12 PM (Walk-ins); 12 PM – 5 PM (By Appointment Only)

Orlando Office:

Monday – Friday: 9 AM – 5 PM

Our office and fax numbers will remain the same: **Phone** 407-251-2200; **Fax** 800-759-1820. You also may always reach us by email at **info@dwdpm.com**.

We look forward to seeing everyone at our new office location. Please feel free to contact us if you have any questions or concerns.

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: Bod Slade

Director: Antonio Resende

Director: Robert Wroten

Board of Directors' Meetings

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.

Speed Bumps

It has come to the Board's attention that many people are speeding in the community. A suggestion to install speed bumps was brought up at the last Board of Directors' Meeting. Since the roads belong to Osceola County, we will need the help of residents to accomplish this task. The Board will contact the County to start the process to obtain speed bumps. However, we will need you, the owners of the community to agree to the speed bumps by signing a petition indicating your approval. We will provide more information as it becomes available. Thank you for your cooperation in this important safety matter.

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.

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

Please Keep Your Lawns Mowed

It has been a wet summer. We've have seen eight months' worth of rain in the past three months! The Board understands that with all of the rain and standing water that it is not easy keeping the lawn trimmed and maintained. However, when it does dry out, please make sure your lawn is mowed so animals and snakes do not use it as their new home! Lawn maintenance should occur on a weekly basis during the summer months. Thank you for your understanding.



Community Services Phone Numbers

Emergency:

Fire, Police, Medical Emergency:	911
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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
St. Cloud:	407-957-7373

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

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. 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.

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.

Suspicious Activity

If your neighbor is a seasonal resident or if the property next to your home is empty due to foreclosure, please be on the lookout for any suspicious activity. Also, if you see people walking through the neighborhood looking into vehicles, looking into the windows of a home, trying to force open a door, or any other suspicious or illegal activities, please call the Osceola County Sheriff's Department at (407) 348-2222.

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.
Thank you.

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. 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 a life. Thank you for your cooperation with this very important matter.

Street Lights

If you notice a street light out on your street, please call KUA at 407-933-7777 to report the street name or section where the light is located. Thank you.

Dangers of Heat Exhaustion, Injury and Stroke – Warning Signs and Preventative Measures

(Article from Contra Costa Health Services)

Heat injury can develop after exposure to high temperatures and inadequate or unbalanced replacement of fluids. Those most prone to heat exhaustion are elderly people, people with high blood pressure and people working or exercising in a hot environment. If you do suspect heat injury the following cooling measures are effective:

- Drink cool, nonalcoholic beverages, water is the best hydration
- Rest in an air-conditioned environment
- Take a cool shower, bath or sponge bath
- Wear lightweight clothing
- Prevent sun burn, it damages the skin's ability to dissipate heat. Wearing sunscreen of 30 spf.

Heat stroke is the most serious heat-related illness. It occurs when the body becomes unable to control its temperature: the body's temperature rises rapidly, the body loses its ability to sweat, and it is unable to cool down. Body temperatures rise to 106°F or higher within 10 to 15 minutes. Heat stroke can cause death or permanent disability if emergency treatment is not provided.

Warning signs vary but may include the following:

- An extremely high body temperature (above 103°F)
- Red, hot, and dry skin (no sweating)

- Rapid, strong pulse
- Throbbing headache
- Dizziness
- Nausea

Heat exhaustion is a milder form of heat-related illness that can develop after several days of exposure to high temperatures and inadequate or unbalanced replacement of fluids. Warning signs vary but may include the following:

- Heavy sweating
- Paleness
- Muscle Cramps
- Tiredness
- Weakness
- Dizziness
- Headache
- Nausea or vomiting
- Fainting
- Skin: may be cool and moist
- Pulse rate: fast and weak
- Breathing: fast and shallow



Be Red Cross Ready

Hurricane Safety Checklist

Hurricanes are strong storms that cause life- and property-threatening hazards such as flooding, storm surge, high winds and tornadoes.

Preparation is the best protection against the dangers of a hurricane.

Know the Difference

Hurricane Watch—Hurricane conditions are a threat within 48 hours. Review your hurricane plans, keep informed and be ready to act if a warning is issued.

Hurricane Warning—Hurricane conditions are expected within 36 hours. Complete your storm preparations and leave the area if directed to do so by authorities.

What should I do?



- ☐ Listen to a NOAA Weather Radio for critical information from the National Weather Service (NWS).
- ☐ Check your disaster supplies and replace or restock as needed.
- ☐ Bring in anything that can be picked up by the wind (bicycles, lawn furniture).
- ☐ Close windows, doors and hurricane shutters. If you do not have hurricane shutters, close and board up all windows and doors with plywood.
- ☐ Turn the refrigerator and freezer to the coldest setting and keep them closed as much as possible so that food will last longer if the power goes out.
- ☐ Turn off propane tanks and unplug small appliances.
- ☐ Fill your car's gas tank.
- ☐ Talk with members of your household and create an evacuation plan. Planning and practicing your evacuation plan minimizes confusion and fear during the event.
- ☐ Learn about your community's hurricane response plan. Plan routes to local shelters, register family members with special medical needs as required and make plans for your pets to be cared for.
- ☐ Evacuate if advised by authorities. Be careful to avoid flooded roads and washed out bridges.
- ☐ Because standard homeowners insurance doesn't cover flooding, it's important to have protection from the floods associated with hurricanes, tropical storms, heavy rains and other conditions that impact the U.S. For more information on flood insurance, please visit the National Flood Insurance Program Web site at www.FloodSmart.gov.

What supplies do I need?



- ☐ Water—at least a 3-day supply; one gallon per person per day
- ☐ Food—at least a 3-day supply of non-perishable, easy-to-prepare food
- ☐ Flashlight
- ☐ Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- ☐ Extra batteries
- ☐ First aid kit
- ☐ Medications (7-day supply) and medical items (hearing aids with extra batteries, glasses, contact lenses, syringes, cane)
- ☐ Multi-purpose tool
- ☐ Sanitation and personal hygiene items
- ☐ Copies of personal documents (medication list and pertinent medical information, proof of address, deed/lease to home, passports, birth certificates, insurance policies)
- ☐ Cell phone with chargers
- ☐ Family and emergency contact information
- ☐ Extra cash
- ☐ Emergency blanket
- ☐ Map(s) of the area
- ☐ Baby supplies (bottles, formula, baby food, diapers)
- ☐ Pet supplies (collar, leash, ID, food, carrier, bowl)
- ☐ Tools/supplies for securing your home
- ☐ Extra set of car keys and house keys
- ☐ Extra clothing, hat and sturdy shoes
- ☐ Rain gear
- ☐ Insect repellent and sunscreen
- ☐ Camera for photos of damage

What do I do after a hurricane?



- ☐ Continue listening to a NOAA Weather Radio or the local news for the latest updates.
- ☐ Stay alert for extended rainfall and subsequent flooding even after the hurricane or tropical storm has ended.
- ☐ If you evacuated, return home only when officials say it is safe.
- ☐ Drive only if necessary and avoid flooded roads and washed-out bridges.
- ☐ Keep away from loose or dangling power lines and report them immediately to the power company.
- ☐ Stay out of any building that has water around it.
- ☐ Inspect your home for damage. Take pictures of damage, both of the building and its contents, for insurance purposes.
- ☐ Use flashlights in the dark. Do NOT use candles.
- ☐ Avoid drinking or preparing food with tap water until you are sure it's not contaminated.
- ☐ Check refrigerated food for spoilage. If in doubt, throw it out.
- ☐ Wear protective clothing and be cautious when cleaning up to avoid injury.
- ☐ Watch animals closely and keep them under your direct control.
- ☐ Use the telephone only for emergency calls.

Let Your Family Know You're Safe

If your community has experienced a hurricane, or any disaster, register on the American Red Cross Safe and Well Web site available through RedCross.org/SafeandWell to let your family and friends know about your welfare. If you don't have Internet access, call 1-866-GET-INFO to register yourself and your family.



**American
Red Cross**

For more information on disaster and emergency preparedness, visit RedCross.org.

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 _____

July and August 2018

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