



# *Pleasant Hill Lakes*

## ***JUNE 2018 NEWSLETTER***

### ***DWD Professional Management Office - Changing Location***

Please be advised that the DWD Professional Management offices will have limited availability at our Kissimmee location (1101 Miranda Lane, Suite 112, Kissimmee 34741) from Monday, June 25<sup>th</sup> through Tuesday, July 3<sup>rd</sup> due to the movement of our main office to a new location – **9419 Tradeport Drive, Orlando 32827**. Our offices will also be completely closed on Wednesday, July 4<sup>th</sup> in observance of the 4<sup>th</sup> of July holiday. On Thursday, July 5<sup>th</sup> we will reopen at our new location in Orlando.

**From Monday, June 25<sup>th</sup> through Tuesday, July 3<sup>rd</sup>**, the administrative staff will only be able to process payments, create work orders for maintenance

issues, accept Architectural Review Board applications, and provide parking permits and pool keys. All other issues will be addressed after our reopening at our new Orlando location on Thursday, July 5<sup>th</sup>.

The Kissimmee office will remain open until the end of this year for processing payments and providing parking permits and pool keys only. 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 at either location, you will need to call the office first to make an appointment.** The office hours for both locations will be as follows:

Please direct all concerns to the management company. For ARB requests, please go to the Association's website, [www.pleasanthilllakes.com](http://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](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:** 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.

***(DWD Professional Management Office – Changing Location continued)***

**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](mailto:info@dwdpm.com).

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

***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](http://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

**Community Services Phone Numbers**

**Emergency:**

Fire, Police, Medical Emergency:	<b>911</b>
----------------------------------	------------

**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.



**ORDINANCE #87-9  
FINE \$500  
407-742-8000 OPT. 2**

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.



**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](mailto: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** \_\_\_\_\_

## June and July 2018

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