



# *Pleasant Hill Lakes*

## ***NOVEMBER 2018 NEWSLETTER***

### ***DWD Holiday Hours***

Please be advised that the DWD Professional Management offices will be closed on **Thursday, November 22<sup>nd</sup>** and **Friday, November 23<sup>rd</sup>** in observance of the Thanksgiving holiday. We hope everyone enjoys this time with your friends and family this week.

In addition, our offices will be closed beginning on **Monday, December 24, 2018** through **Tuesday, January 1, 2019** in observance of the Christmas and New Year's holidays. The office will re-open at 9 AM on Wednesday, January 2, 2019. We wish everyone a happy and safe holiday season!



### ***Assessment Information - 2019***

On Wednesday, October 10, 2018, the Board of Directors held their Annual Budget meeting. The Board determined that the assessments will not change for 2019. **Therefore, your assessment will remain \$197.50 per year for 2019.**

**You should receive your coupon booklet for your assessment payment by December 1<sup>st</sup>.** If you have not received your coupon booklet by this date, please contact the management office.

Please remember your assessment of \$197.50 for 2019 will be due on **January 1, 2019.** Please remember that your payment must be received by the 31<sup>st</sup> of January so you do not incur the \$25.00 late fee.

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**

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.**

## *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

## *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.



## **Community Services Phone Numbers**

### **Emergency:**

Fire, Police, Medical Emergency:	<b>911</b>
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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)*

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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.

## *Quiet Hours*

Please be aware that Osceola County Sheriff's Department does not have any set time for enforcing noise complaints. The Disturbance of the Peace Statute is enforceable any time of the 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 office to file a complaint. Once that is done, the Sheriff's office will send a deputy to request that the responsible party tone down their gathering. If a second request is made concerning the same disturbance, the Sheriff's Department will arrest the responsible party.

Please be considerate of your neighbors so that the Sheriff's Department is not needed to handle these types of situations.

## *Septic Tanks*

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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. 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.

## *Monthly Property Inspections*

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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. Thank you for your cooperation regarding this matter.



**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:** \_\_\_\_\_

\_\_\_\_\_

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**Date Received** \_\_\_\_\_ **Mailed to Assoc.** \_\_\_\_\_ **Mailed to Owner** \_\_\_\_\_

## November and December 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>November</i>				1	2	3
4 Daylight Savings Ends – Turn your clocks back	5	6 Trash Pick-Up General Election Day	7 Recyclables/ Yard Waste/Bulk Pick-Up	8	9	10
11 Veteran's Day	12	13 Trash Pick-Up	14 Recyclables/ Yard Waste/Bulk Pick-Up Board of Directors' Meeting 7 PM	15	16	17
18	19	20 Trash Pick-Up	21 Recyclables/ Yard Waste/Bulk Pick-Up	22 Thanksgiving Day  DWD Offices Closed	23 Black Friday DWD Offices Closed	24
25	26	27 Trash Pick-Up	28 Recyclables/ Yard Waste/Bulk Pick-Up	29	30	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>December</i>						1
2	3 Hanukkah Begins 	4 Trash Pick-Up	5 Recyclables/ Yard Waste/Bulk Pick-Up	6	7 Pearl Harbor Remembrance Day	8
9	10	11 Trash Pick-Up	12 Recyclables/ Yard Waste/Bulk Pick-Up	13	14	15
16	17	18 Trash Pick-Up	19 Recyclables/ Yard Waste/Bulk Pick-Up	20	21	22
23	24 Christmas Eve DWD Offices Closed	25 Trash Pick-Up Christmas Day  DWD Offices Closed	26 Recyclables/ Yard Waste/Bulk Pick-Up DWD Offices Closed	27 DWD Offices Closed	28 DWD Offices Closed	29
30	31 New Year's Eve DWD Offices Closed					