



# *Pleasant Hill Lakes*

## ***NOVEMBER/DECEMBER 2023 NEWSLETTER***

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

Please be advised that the offices for DWD Professional Management will be partially closed during the last two weeks of December and the first week in January in observance of the Christmas and New Year's holidays. The week of December 18th, we will be closed on **Thursday, December 21, 2023 and Friday, December 22, 2023.** During the week of December 25th, we will be closed on **Monday, December 25th and Tuesday, December 26th.** Finally, during the first week of January, we will be closed on **Monday, January 1, 2024.** We wish everyone a happy and safe holiday season!

***Merry  
Christmas***

### ***Holiday Lights Contest***

The Board of Directors invites you to participate in the holiday lights contest. The Board will award a 1st place prize of a \$50.00 gift card and a 2nd place prize of a \$25.00 gift card. Judging will take place during the week of Christmas. Winners will be notified by the management company. Good luck everyone and enjoy the holidays!



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. Please also see the ARB application included with this newsletter.

### **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:** Joseph Wright

**Treasurer:** Robert Wroten

**Directors:** John Hartley, John Allen

**Board of Directors' Meeting:  
Architectural Review Committee  
(ARC) Meeting:**

The next Board of Directors' Meeting will be on Wednesday, December 13th at **7:00 PM**. The Architectural Review Committee will meet on the same date at **6:30 PM**. See pages 3-4.

## ***Fining Committee Volunteers***

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The Board of Directors is requesting volunteers for a Fining Committee for covenant enforcement. If you are interested in joining this committee, please contact the management office at 407-251-2200 or [info@dwdpm.com](mailto:info@dwdpm.com).

## ***Annual Assessment Information for 2024***

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On Wednesday, October 11th, the Board of Directors held their Budget meeting to discuss the proposed budget for 2024. After much consideration, the Board voted to increase the annual assessment next year. Due to the current rise in the costs for insurance, labor, supplies, utilities, and services, this increase was needed in order to balance your budget for 2024.

**Therefore, your assessment will increase to \$312.00 per year for 2024.** You should have already received your coupon booklet from the Association's bank. If you do not receive your coupon booklet by the end of this week, December 1<sup>st</sup>, please contact the management office for assistance.

Please remember that you may split your payments and pay half of your assessment in January and the other half in July. For next year, you should pay \$156.00 on January 1<sup>st</sup> and the other \$156.00 on July 1<sup>st</sup>.

If you are interested in obtaining the 2024 Budget for your community, please feel free to review the document on the community portal. You may also review the approved budget on the community website using the following link:

[http://pleasanthilllakeshoa.weebly.com/uploads/4/8/9/9/4899794/pleasant\\_hill\\_lakes\\_-\\_approved\\_2024\\_budget.pdf](http://pleasanthilllakeshoa.weebly.com/uploads/4/8/9/9/4899794/pleasant_hill_lakes_-_approved_2024_budget.pdf)



## ***Upgraded Owner Access Platform - Tops Portal***

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We are pleased to announce that the owner online platform has been upgraded and we sent you an invitation email to join the new platform to the email address on file with our office. This new platform will replace the previous online portal and will provide you with additional features and information. With your Internet-enabled device, you will be able to view your current account balance, check your payment history, view your open records (violations, work orders, and service requests), view announcements and alerts for the community, link multiple properties under the same login, and more!

To ensure your privacy, only homeowners whose email address is on file have received a registration email. If you have not provided your

email, please send your information to [info@dwdpm.com](mailto:info@dwdpm.com) and include your community's name and property address within the community. Once your email address has been opted into the system, you will receive an email to register. For security purposes, a return email will be sent to confirm you are the owner of that email account. The link to the new portal is as follows:

[Portal - Login \(goenumerate.com\)](https://goenumerate.com)

Please check your SPAM folder as it may be filtered automatically. After you click the link in the confirmation email you can create your password and your account will be registered. You will then be able to log into your account using your email address and the password you created when you registered. Please make sure to use Google Chrome which is the preferred web browser for the platform.

We encourage everyone to utilize the new on-line access platform in order to review your property account and obtain community information.

## ***Tax Information***

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The accounting firm, Cole & Associates, recently completed the Association's taxes for 2022, and a copy is available for your review. The Statement of Cash Flow for 2022 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](mailto:info@dwdpm.com) to make your request.

## ***Dogs Must Be Leashed and Waste Disposed of Properly***

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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 and pick-up and dispose of their waste properly. If you see a pet in the community without a leash or an owner who is not picking up waste, please contact Osceola County Animal Control at 407-742-8000. Thank you for your cooperation and assistance with this matter.

## ***Tree and Stump Removal***

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

## ***Noise Ordinance Violations***

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Please be advised that loud music, especially after midnight, can be disturbing to your neighbors. You do not know if your neighbor is sick or has to wake up early in the morning to go to work. If you have a noise complaint or concern, please contact the Osceola County Sheriff's Department at 407-348-

2222. This is not an Association matter and must be handled directly with the Osceola County Sheriff's Department since this is a County ordinance violation.

## ***Garbage Collection Guidelines***

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Below please find the recycling and garbage collection schedule for the community:

**Recycling and Yard Waste:  
Tuesday**

**Garbage and Bulk Items:  
Wednesday**

**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.

## ***ARC Guidelines***

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On January 13, 2021 the Board approved new ARC Guidelines for the community. These guidelines were recorded with the County. The guidelines were mailed to each household, and the guidelines are currently posted on the community website at the following link:

<http://www.pleasanthilllakes.com/governing-documents.html>.

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

## ***Architectural Review Committee (ARC)***

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On December 9, 2020, the Board of Directors appointed three members to the Architectural Review Committee (ARC) to review all Architectural Review applications for the community. The ARC meets on the 2<sup>nd</sup> Wednesday of each month at 6:30 PM before each normally scheduled Board of Directors' meeting.

Therefore, if you would like to submit an Architectural Review application, please do so before the 2<sup>nd</sup> Wednesday of each month so the Committee may review your request. If your application is received after this date, the application will be reviewed at the next regularly scheduled meeting the following month.

## ***Board of Directors' Meeting and ARC Meeting - Wednesday, December 13, 2023***

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The next Board of Directors' meeting and ARC meeting will be held on **Wednesday, December 13, 2023**. The meetings will be held via Zoom video conference. If you would like to attend the meetings via Zoom, please use the following link and access codes:

<https://uso2web.zoom.us/j/8168553420?pwd=TmQvSm1mWkpN NjVWVTkiQVFlaUVzUT09>

**Meeting ID:** 816 8555 3420

**Passcode:** 621946

One tap mobile

+13126266799,,81685553420#,,,,

\*621946# US (Chicago)

+16465588656,,81685553420#,,,,

\*621946# US (New York)

Dial by your location

+1 312 626 6799 US (Chicago)

+1 646 558 8656 US (New

York)

+1 301 715 8592 US

(Washington DC)

+1 346 248 7799 US (Houston)

+1 669 900 9128 US (San

Jose)

+1 253 215 8782 US (Tacoma)

Find your local number:

<https://uso2web.zoom.us/j/8168553420?pwd=TmQvSm1mWkpN NjVWVTkiQVFlaUVzUT09>

The ARC will meet at 6:30 PM and the Board of Directors' Meeting will begin at 7:00 PM.

## *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, boats, 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 along with a picture from the inspection of your property. 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.

## *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*

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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*

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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.

## *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.

If information is emailed, then one (1) copy of the information is enough, but it needs to be **legible** or it will be rejected.

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*

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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. 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.



## 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
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

**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 6 months 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 \_\_\_\_\_

## November/December 2023

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>November</i>			1 Trash Pick-Up/Bulk Items Pick-Up	2	3	4
5 Daylight Savings Time Ends	6	7 Recyclables/ Yard Waste	8 Trash Pick-Up/Bulk Items Pick-Up ARC Meeting 6:30 PM/ Budget Meeting 7:00 PM	9	10	11 Veterans Day/ Remembrance Day
12	13	14 Recyclables/ Yard Waste	15 Trash Pick-Up/Bulk Items Pick-Up	16	17	18
19	20	21 Recyclables/ Yard Waste	22 Trash Pick-Up/Bulk Items Pick-Up	23  DWD Offices Closed	24 DWD Offices Closed	25
26	27	28 Recyclables/ Yard Waste	29 Trash Pick-Up/Bulk Items Pick-Up	30		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>December</i>					1	2
3	4	5 Recyclables/ Yard Waste	6 Trash Pick-Up/Bulk Items Pick-Up	7 First Day of Hannukah	8	9
10	11	12 Recyclables/ Yard Waste	13 Trash Pick-Up/Bulk Items Pick-Up ARC Meeting 6:30 PM/ Budget Meeting 7:00 PM	14	15	16
17	18	19 Recyclables/ Yard Waste	20 Trash Pick-Up/Bulk Items Pick-Up	21	22	23
24 	25 DWD Offices Closed 	26 DWD Offices Closed Recyclables/ Yard Waste 	27 Trash Pick-Up/Bulk Items Pick-Up	28	29	30
31 	<i>January</i> 1 Annual Assessment Due 	DWD Offices Closed on January 1, 2024				