



Pleasant Hill Lakes

DECEMBER 2021/ JANUARY 2022 NEWSLETTER

DWD Upcoming Holiday Hours

Please be advised that the offices for DWD Professional Management will be closed on **Monday, December 20, 2020 through Friday, December 31, 2021** in observance of the Christmas and New Year's holidays.

However, we will have availability by phone and email on **December 20-22 and December 27-29 from 9 AM – 1 PM**. Therefore, if you need assistance before the Christmas and New Year's holidays, please ensure that you contact us at the beginning of each week as we will not be available on Thursday and Friday of those weeks. **We wish everyone a happy and safe holiday season!**

2022 Assessment Information

Please remember you're your annual assessment for 2022 is due on January 1st. The new assessment amount is \$230.00.

You should have already received your new coupon booklets from the Association's bank.

Therefore, if you have not received your coupon booklet, please contact the management office so they may assist you.



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: Joseph Wright

Treasurer: Robert Wroten

Directors: John Hartley, John Allen

Board of Directors' Meeting:

Architectural Review

Committee (ARC) Meeting:

Board Meetings are held on the second Wednesday of every month at **7:00 PM**. The Architectural Review Committee will meet on the same date at **6:30 PM**. The January Annual and Board meeting will be held via Zoom videoconference and at the management office. See pages 2-3 for details.

2022 Budget Requests

If you are interested in obtaining the 2022 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.

Common Area COVID-19 Guidelines & DWD Professional Management Office Procedures (COVID-19)

The following rules will be in effect for the common areas of the Association:

- 1. Anyone using this common area does so understanding the risk for being infected with COVID-19 and assumes that risk.**
- 2. While present in this common area, unvaccinated individuals must maintain a distance of at least 6 feet from other individuals at all times, except for those individuals residing in the same household.**
- 3. Anyone violating these rules will be subject to removal and/or subject to suspension of future rights to use this common area.**

We appreciate everyone following these guidelines for the

safety of all residents within our community.

In addition to the reopening of the common areas, the management office also has new procedures based on this new guidance at the local, state, and federal levels. Appointments are no longer required to visit the office. **Therefore, the lobby is open from 9 AM – 5 PM Monday through Friday for walk-ins.** You may still contact our office to make an appointment if you would prefer. However, it will no longer be required.

We will require that all visitors and staff wear face masks while inside the management office and that proper social distancing is followed. We also still encourage residents to conduct business online using the resident portal or on the phone as much as possible.

Please be advised that for the time being, all Board meetings will continue to be held via teleconference or videoconference.

We will continue to monitor the situation at the local, state, and federal level and will provide updates to you as needed. We encourage all of our residents to follow the recommendations from the Center for Disease Control (CDC) and the Florida Department of Health regarding COVID-19 in order to limit the spread of the disease and to keep your family and neighbors safe.

Please use the following links to the websites for the CDC and the

Florida Department of Health.

Center for Disease Control: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

Florida Department of Health: <http://www.floridahealth.gov/> or call the COVID-19 Hotline if you have questions at 866-779-6121.

If you have any questions or concerns, please contact our office by phone at 407-251-2200 or by email at info@dwdpm.com. Take care, and stay safe.

Board of Directors Board Meeting and ARC Meeting- Wednesday, January 12, 2022

The Annual meeting for 2022, the monthly Board of Directors' meeting, and the ARC meeting will be held on **Wednesday, January 12, 2022**. The meetings will be held via Zoom video conference and at the offices of DWD Professional Management, LLC, 9419 Tradeport Drive, Orlando, FL 32827. If you would like to attend the meetings via Zoom, please use the following link and access codes:

<https://us02web.zoom.us/j/8168553420?pwd=TmQvSm1mWkpNbjVWTk1iQVFlaUVzUTog>

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/81685553420>

Zoom video conferencing will enable the Board and ARC and to continue conducting the business of the Association while practicing safe social distancing practices.

The ARC will meet at 6:30 PM and the Annual Meeting will begin at 7:00 PM. The Board of Directors will hold their normal Board meeting after the Annual meeting. You will also receive a notification in the mail regarding the Annual Meeting within the next few days.

ARC Guidelines

On January 13, 2021 the Board approved new ARC Guidelines for the community. These guidelines have now been recorded with the County. The new ARC guidelines were mailed to each household earlier this year, 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)

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 will meet on the 2nd 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 2nd 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.

Owner Access Platform

Please be advised that you may utilize an online owner access portal where you may login to manage your account and access community documents. With your Internet-enabled device, you are able to view your current account balance, check your

payment history, view your open records and more!

We encourage everyone to utilize the new on-line access platform at <https://owner.topssoft.com/DWDProfessionalManagement/Account/Login>.

To ensure your privacy, only homeowners whose email address is on file have already received a registration email. **If you have not already provided your email, please email your information to info@dwdpm.com** and include your community name, address within the community, and the email address you want on file. This extra step is designed for the safety of your personal information because it allows us to verify each homeowner. 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.

If you received the registration email but the time has expired and you are in need of a new registration email, please contact our office by email at info@dwdpm.com with your request. Please make sure to include the email address you want us to use and we process a new registration email for you.

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.

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.

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.

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

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.

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.

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

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.

by phone at 407-251-2200 or by email at info@dwdpm.com to make your request.



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.

Tax Information

The accounting firm, Cole & Associates, recently completed the Association's taxes for 2020, and a copy is available for your review. The Statement of Cash Flow for 2020 is also available at this time. If you would like to review these documents, please contact our management office

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
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

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 _____

SYMPTOMS OF CORONAVIRUS DISEASE 2019

Patients with COVID-19 have experienced mild to severe respiratory illness.

Symptoms* can include

FEVER



COUGH



*Symptoms may appear 2-14 days after exposure.

SHORTNESS OF BREATH



Seek medical advice if you develop symptoms, and have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.



03/21/21 A March 20, 2021, 12:55PM

cdc.gov/COVID19-symptoms

December 2021 January 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>December</i>			1 Trash Pick-Up/Bulk Items Pick-Up	2	3	4
5	6	7 Recyclables/ Yard Waste	8 Trash Pick-Up/Bulk Items Pick-Up ARC Meeting 6:30 PM Board Meeting 7:00 PM	9	10	11
12	13	14 Recyclables/ Yard Waste	15 Trash Pick-Up/Bulk Items Pick-Up	16	17	18
19	20 DWD OFFICES CLOSED	21 Recyclables Yard Waste DWD OFFICES CLOSED Winter Solstice	22 Trash Pick-Up/Bulk Items Pick-Up DWD OFFICES CLOSED	23 DWD OFFICES CLOSED	24 DWD OFFICES CLOSED 	25 
26 	27 DWD OFFICES CLOSED	28 Recyclables/ Yard Waste DWD OFFICES CLOSED	29 Trash Pick-Up/Bulk Items Pick-Up DWD OFFICES CLOSED	30 DWD OFFICES CLOSED	31 DWD OFFICES CLOSED New Year's Eve	
<i>January</i>						1 New Year's Day Annual Assessment Due
2	3	4 Recyclables/ Yard Waste	5 Trash Pick-Up/Bulk Items Pick-Up	6 Epiphany Three Kings Day	7	8
9	10	11 Recyclables/ Yard Waste	12 Trash Pick-Up/Bulk Items Pick-Up ARC Meeting 6:30 PM Annual Meeting/ Board Meeting 7:00 PM	13	14	15
16	17 	18 Recyclables/ Yard Waste	19 Trash Pick-Up/Bulk Items Pick-Up	20	21	22
23	24	25 Recyclables/ Yard Waste	26 Trash Pick-Up/Bulk Items Pick-Up	27	28	29
30	31 Grace Period Ends for Annual Assessment					