



# *Pleasant Hill Lakes*

## ***DECEMBER 2019 NEWSLETTER***

### ***2020 Assessment – Payment Options***

You should have already received your new coupon booklet for your 2020 annual assessment in the mail. If you have not received your coupon booklet, please contact the management office. Remember your annual assessment in the amount of **\$202.50** is due on January 1, 2020 and will be considered late **if received after January 31st**. All accounts with a balance as of 02-01-20 will incur a \$25.00 late fee.

If you previously set up ACH/Auto Debit for your assessment, you do not need to fill out and submit the enrollment form included with your coupons again unless you have changed your bank account.

Finally, you now have the option to make your payments on-line using a credit card, debit card, or e-check with the Association's bank Center State. Please use the following link to make your payment online:

<https://dwdprofessionalmanagement.epay-centerstatebank.com/#/person/select-account/>

You will need your account number to make your payment online and you will need to set-up an account with the bank for this service.

Again, if you have any questions about your assessment payment or using the online service, please contact the management office for further assistance.

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:** Robert Wroten

**Director:** Marco Erazo

### **Board of Directors' Meetings:**

#### **Annual Meeting:**

Wednesday, January 8, 2020

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.**

## *Holiday Lights Contest*

The Board of Directors invites you to participate in a holiday lights contest. The Board will award a 1<sup>st</sup> place prize of a \$50.00 gift card and a 2<sup>nd</sup> 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!



## *DWD Upcoming Holiday Hours*

Please be advised that the offices for DWD Professional Management will be closed on **Monday, December 23, 2019 through Wednesday, January 1, 2020** in observance of the Christmas and New Year's holidays. We wish everyone a happy holiday season.

## *Annual Meeting of the Association*

The Annual Meeting of the Association will be held on **Wednesday, January 8, 2020** at the Osceola County Fire Station 64, 3385 Pleasant Hill Road, Kissimmee, FL 34746 at 7:00 PM. You will receive a letter in the mail within the next two weeks announcing the meeting and

providing you with additional details.

## *New Garbage Collection Guidelines*

October 1st marked the beginning of the new collection procedures for our community. Please remember to use your new garbage and recycling bins on the following days:

**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.

### HOUSEHOLD GARBAGE COLLECTION

All residents in unincorporated Osceola County will receive a once-a-week garbage collection. This does not include yard waste, hazardous waste, or construction and demolition materials.

- Garbage containers should be used for household garbage only, be no larger than 45 gallons with detachable lids, have two handles and not exceed 50 pounds.

- Should not be commingled with yard waste or recyclables.
- Place your container curbside, within three-feet from the curb.
- Container should be on the opposite side of the driveway from your mailbox to avoid any damage.

### WHITE GOODS

- Items include refrigerators, washing machines, hot water heaters, stoves and dishwashers.
- White goods must be Freon free prior to collection.
- Remove doors from appliances.

Contact Waste Management's Customer Service Department to schedule a collection.

### CONSTRUCTION & DEMOLITION MATERIALS

(lumber, bricks, glass, concrete etc.)

Collection of this material is not part of the Universal Solid Waste Program. For more information on C&D disposal, please contact the Solid Waste Department.

### SOLID WASTE HOLIDAY SCHEDULE

Holidays may cause a change in your collection schedule. If your garbage is scheduled for collection on any of the following holidays, your collection will be rescheduled for the Saturday closest to the holiday.

- **New Year's Day**
- **Thanksgiving Day**

• **Christmas Day**

**YARD WASTE COLLECTION**

Yard waste is collected every Tuesday. This includes grass clippings, tree branches, palm fronds, etc. (tied and bundled).

- We recommend using a garbage container for yard waste, no larger than 45 gallons.
- Place leaves, pine needles and yard clippings in bags/bundles/containers.
- Cut branches to four-foot lengths, no wider than four-inches in diameter and not over 50 pounds.
- Collection is limited to 10 bags/bundles/containers per yard waste collection day.

**BULK ITEMS**

- Items include discarded furniture and household junk.
- Collection of these items will be on your regularly scheduled garbage collection day.
- **Large items are limited to three cubic yards. Additional charges may apply if three cubic yards is exceeded** [bold, underline and italics added for emphasis].

**SINGLE STREAM RECYCLING TIPS**

All your recyclables (paper, plastic, metal, and cardboard) go into your recycling cart.

- DO NOT mix garbage with recyclables.

- Place your cart curbside with the opening facing the street, within three-feet from the curb.
- Cart should be on the opposite side of the driveway from your mailbox to avoid any damage.
- Per County Ordinance, please DO NOT place your recycle cart curbside earlier than 6 P.M. the night before your scheduled collection.

**ACCEPTED RECYCLING MATERIALS**

**What You CAN Recycle:**



**Paper**

Newspapers, junk mail, magazines, telephone books, catalogues, office paper and brown paper bags.

**Plastic**

Bleach, detergent, shampoo bottles and bottles with necks #1-7 (number is located on the base of a container). PLEASE RINSE.

**Metal**

Aluminum and aerosol cans, pie pans and steel food containers. PLEASE RINSE.

**Cardboard**

Food boxes, milk and juice containers and cardboard boxes. PLEASE FLATTEN CARDBOARD BOXES.

**PLEASE DO NOT INCLUDE:**

- Glass
- Recyclables in bags
- Plastic shopping bags
- Garbage and food waste
- Yard Waste grass clippings, branches & brush
- Clothes and linens
- Unnumbered plastics toothbrushes, toys, hoses,
- Plastic or metal clothes hangers
- Disposable cups or flatware
- Construction debris bricks, wood, cement
- Paint or Spray paint
- Hard, reusable plastic bottles
- Polystyrene cups, food trays and packing materials
- Needles or medical waste
- Garden hoses
- Glass mirrors, windows, broken glass, etc.
- Shredded papers
- Propane tanks, helium tanks, portable gas tanks
- Chemical/combustible and corrosive containers
- Cable wires, steel cables, chains, barb-wires
- Ropes

If you have any questions or concerns regarding the new company or the new collection procedures, please contact Advanced Disposal at

[www.AdvancedDisposal.com/OsceolaCounty](http://www.AdvancedDisposal.com/OsceolaCounty).

## *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. 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*

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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.

## *Please Park in the Driveway*

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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.

## *Speeding in the Community*

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It has been noticed by the Board Members and many residents that some drivers do not observe the posted speed limit in the community. In addition, residents have reported that individuals on 4-wheelers are speeding throughout the community. Please be aware of the speed limit, and reduce your speed accordingly. Speeding endangers the safety of yourself, your passengers, and others within your community. The Sheriff's Department has stated they will send out deputies from time to time to enforce the speed limit. However, we also ask that residents contact the Osceola County Sheriff's Department when you notice individuals who are not following the law in



regards to the speed limit or other driving laws. **Please use the following non-emergency number to report these issues: 407-348-2222.** Thank you for your cooperation with this safety concern.

## *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. 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.

### 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.



### 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 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 \_\_\_\_\_

## December 2019 and January 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>December</i> 1	2	3 Recycling/Yard Waste	4 Garbage/Bulk Items Pick-Up	5	6	7 <b>Pearl Harbor Remembrance Day</b>
8	9	10 Recycling/Yard Waste	11 Garbage/Bulk Items Pick-Up <b>Board of Directors' Meeting 7:00 PM</b>	12	13	14
15	16	17 Recycling/Yard Waste	18 Garbage/Bulk Items Pick-Up	19	20	21
22 <b>Hanukkah Begins</b>	23 <b>DWD Offices Closed</b>	24 Recycling/Yard Waste <b>Christmas Eve DWD Offices Closed</b>	25 <b>Christmas Day DWD Offices Closed</b>	26 Garbage/Bulk Items Pick-Up <b>Kwanzaa Begins DWD Offices Closed</b>	27 <b>DWD Offices Closed</b>	28
29	30 <b>DWD Offices Closed</b>	31 Recycling/Yard Waste <b>New Year's Eve DWD Offices Closed</b>				
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>January</i>			1 <b>New Year's Day DWD Offices Closed Annual Assessment Due</b>	2 Garbage/Bulk Items Pick-Up	3	4
5	6 <b>Three King's Day</b>	7 Recycling/Yard Waste	8 Garbage/Bulk Items Pick-Up <b>Annual Meeting 7:00 PM</b>	9	10	11
12	13	14 Recycling/Yard Waste	15 Garbage/Bulk Items Pick-Up	16	17	18
19	20 <b>Martin Luther King Jr. Day</b>	21 Recycling/Yard Waste	22 Garbage/Bulk Items Pick-Up	23	24	25
26	27	28 Recycling/Yard Waste	29 Garbage/Bulk Items Pick-Up	30	31 <b>Grace Period for Annual Assessment ends</b>	