



# Pleasant Hill Lakes

## DECEMBER 2020 NEWSLETTER

### *Corona Virus (COVID-19) Update*

The state of Florida has moved to the third phase of reopening. Per the advice of the Association's attorney, the Association would still be required to follow CDC guidelines and Osceola County ordinances even in Phase 3. Based on the attorney's advice and the need to follow these guidelines and ordinances, the Board has decided to continue with the following safety procedures as outlined below:

1) **Office Visits – By Appointment Only:** **If you must stop by the management office in person, you will be required to make an appointment first so the staff can ensure proper social distancing.** We will also require that you wear a mask or covering over your nose and mouth while visiting the office.

Please contact the office at 407-251-2200 to make an appointment if needed. We encourage all residents to use the online portal or to conduct business via phone or email when possible.

2) **Board Meetings:** The Board will continue to conduct all business via telephone or video-conference.

3) **Common Areas:** The tennis courts and playground area will remain closed for the health and safety of the community.

We appreciate your cooperation and understanding in this matter. 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

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:

Meetings are held on the second Wednesday of every month at **7:00 PM**. The December Board meeting will be held via teleconference. See page 2 for details.

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

We wish all of our residents well during this difficult time. Take care, and stay safe.

## ***Board of Directors Meeting – Wednesday, December 9, 2020***

---

The Board and Budget meeting scheduled for **Wednesday, December 9, 2020 at 7:00 PM** will be held via teleconference using [FreeConferenceCall.com](https://www.freeconferencecall.com). Please use the following phone number and access code to join the meeting if you would like to attend.

**Telephone Number:**

(605) 475-4825

**Access Code:**

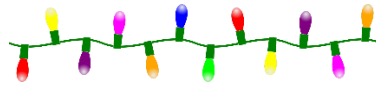
296294

Teleconferencing will enable the Board to continue conducting the business of the Association while practicing safe social distancing practices.

## ***Holiday Lights Contest***

---

The Board of Directors invites you to participate in the 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 21, 2020 through Friday, January 1, 2021** in observance of the Christmas and New Year's holidays. We wish everyone a happy holiday season.



## ***2021 Assessments***

---

On October 14, 2020, the Board of Directors met to discuss the Budget for next year. The Board voted to maintain the Assessment at the current level

for next year. **This means your assessment will remain \$202.50 per year for 2021.** You should have already received the new coupon booklet for your annual assessment for next year in the mail. If you have not received your coupon booklet, please contact the management office so they may assist you.

**Please remember that your annual assessment is due on the 1<sup>st</sup> of January. Payments are considered late if received after January 31<sup>st</sup> and you will incur a \$25.00 late fee.** Therefore, please pay on time to avoid this fee.

If you have any questions about your assessment payments, please contact the management office for further assistance.

## ***Tax Information 2019***

---

The accounting firm, Cole & Associates, recently completed the Association's taxes for 2019, and a copy is available for your review. The Statement of Cash Flow for 2019 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.

Also, please be aware that the approved 2021 budget for the Association is available on the website, [www.pleasanthilllakes.com](http://www.pleasanthilllakes.com).

## *Owner Access Platform*

---

We are thrilled to announce the new online owner access feature where you can login to manage your account and access community documents. With your Internet-enabled device, you will now be 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.topsoft.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](mailto: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](mailto: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.

## *Speeding in the Community and County Road Study*

---

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 unregistered 2- and 4-wheelers are speeding throughout the community. They have also seen the use of golf carts by young children and adults. These vehicles are not registered or insured vehicles on the public roads. 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 and to ensure the use of only registered vehicles on the public roads. 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.**

The Board submitted an application to Osceola County in January of this year to evaluate the speeding within the community. The County then evaluated if the community was eligible for speed bumps along Pine Needle Trail. Unfortunately, the community only met 4 out of the 5 requirements to obtain these traffic calming devices. The Association must wait one year to resubmit their request for another study. However, if enough residents within the community contact Osceola County Transportation & Transit to complain about the speeding within the community, the County may reconsider the Board's request and install the speed bumps. We encourage all residents concerned about speeding within the community to contact **Osceola County Transportation & Transit at 407-742-0552.**

Thank you for your cooperation with this safety concern.

## *Garbage Collection Guidelines*

---

October 1<sup>st</sup>, 2019 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].
- **These items must be bundled (maximum of 10) or the items will not be picked up.**

### 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/OscolaCounty](http://www.AdvancedDisposal.com/OscolaCounty).

***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](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>
--	------------

## 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.



15.371527A March 20, 2020, 12:55PM

[cdc.gov/COVID19-symptoms](https://cdc.gov/COVID19-symptoms)

## November and December 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>November</i> 1	2	3 <b>Election Day</b> Trash Pick-Up DWD Offices Closed for Election Day	4 Recyclables/ Yard Waste/Bulk Items Pick-Up	5	6	7
8	9	10 Trash Pick-Up	11 <b>Veterans Day</b> Recyclables/ Yard Waste/Bulk Items Pick-Up <b>Board Meeting</b> @7:00 pm	12	13	14
15	16	17 Trash Pick-Up	18 Recyclables/ Yard Waste/Bulk Items Pick-Up	19	20	21
22	23	24 Trash Pick-Up	25 Recyclables/ Yard Waste/Bulk Items Pick-Up	26 DWD Offices Closed <i>Happy Thanksgiving</i>	27 DWD Offices Closed	28
29	30				Alzheimer Awareness Month 	Diabetes Awareness Month 
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>December</i>		1 Trash Pick-Up	2 Recyclables/ Yard Waste/Bulk Items Pick-Up	3 National Disability Day	4	5
6	7	8 Trash Pick-Up	9 Recyclables/ Yard Waste/Bulk Items Pick-Up	10 <i>Happy Hanukkah</i> 	11	12
13	14	15 Trash Pick-Up	16 Recyclables/ Yard Waste/Bulk Items Pick-Up	17	18	19
20 DWD Offices Closed 21 <sup>st</sup> Dec. – 1 <sup>st</sup> Jan.	21 <i>Winter Solstice</i> 	22 Trash Pick-Up	23 Recyclables/ Yard Waste/Bulk Items Pick-Up	24 <i>Christmas EVE</i> 	25 <i>Merry Christmas</i> 	26  KWANZAA
27	28	29 Trash Pick-Up	30 Recyclables/ Yard Waste/Bulk Items Pick-Up	+31 <i>Happy New Year</i> 	January 1 Annual Assessment Due	