



# *Willowbrook at Meadow Woods*

## ***DECEMBER 2020 NEWSLETTER***

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

The state of Florida recently 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 Orange 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 at this time.

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 (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 direct all concerns to the management company. For ARB requests, please go to the Association's website, [www.willowbrookatmeadowwoods.com](http://www.willowbrookatmeadowwoods.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:** Chris Wardwell  
**Treasurer/Secretary:** Jarin Trombley  
**Director:** James Steele

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.

## *2021 Assessments*

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On October 28, 2020, the Board of Directors met to discuss the Budget for 2021. The Board voted to maintain the Assessment at the current level for next year. **This means your assessment will remain \$260.00 for the 2021 budget year.** The Board of Directors also approved payment plans in which you may pay the annual assessment in two equal installments of \$130.00. Therefore, you may pay \$130.00 in January (with your first payment due on January 1<sup>st</sup>) and another payment of \$130.00 in July (with your second payment due on July 1<sup>st</sup>). If you would like to make your annual assessment in two installments, please notify the management office.

You will receive the new statement notice for your annual assessments for next year in the mail in late November/early December. If you do not receive your statement notice by mid-December, please contact the management office. Finally, if you previously set up ACH/Auto Debit for your annual assessments, you do not need to fill out and submit the enrollment form included with your statement unless you have changed your bank account.

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

## *Payment Plan Options*

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If you are experiencing financial difficulties or job loss due to COVID-19, please contact our office to set-up a payment plan. **It is very important that you contact us to discuss this matter. We cannot set-up a payment plan if we are not aware of your financial situation.**

We have had a few owners request that the assessment is waived completely. Please be aware that this is not possible. The Association is a not-for-profit organization and is not eligible to receive funds from government assistance programs. Therefore, the Association must still pay all insurance, maintenance, and common area expenses. While the assessments cannot be waived, the Board of Directors and management company will work with owners who have experienced job loss due to COVID-19. We will make payment arrangements with these owners in order to ease the financial impact as much as possible.

If you have any other questions or concerns regarding your account balance, please feel free to contact the management office at 407-251-2200 or at [info@dwdpm.com](mailto:info@dwdpm.com).

## *DWD Upcoming Holiday Hours*

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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.

## *Tax Information*

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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.willowbrookatmeadowwoods.com](http://www.willowbrookatmeadowwoods.com).

## *Owner Access Platform*

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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!

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.

We encourage everyone to utilize the new on-line access platform at <https://owner.topsoft.com/DWDProfessionalManagement/Account/Login> in order to review your account balance and obtain information. Please let us know if have not received your invitation to join the platform, and we will help you set-up your account.

## *Parking Issues*

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The Board has reported that many people within the community are parking in violation of County ordinances (i.e., parking over sidewalks, parking in the wrong direction, or parking too close to stop signs).

Please be advised that the Association cannot enforce parking laws. The streets within the community belong to the County and only the County can issue citations or tow vehicles from the streets within the community. If you have any questions or concerns regarding this issue, please contact the management company.

### *Reporting Street Light Outages*

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If you notice a street light out on your street, please call Duke Energy at 407-629-1010 to report the street name or section where the light is located. You may also visit the following website to report the outage: <https://www.duke-energy.com/customer-service/request-light-repair>. Please contact the management office if you need assistance or if you have any questions.

### *Parking Regulations - No Parking on the Grass*

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The Board would like to remind all residents regarding the parking regulations for our community. According to the Association's documents in Article VIII, Section 19, **parking on lawns is prohibited**. The Board requests that all residents follow these regulations by parking in your garage or driveway. Thank you for your cooperation and assistance with this matter.

### *Suggested Security Measure*

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The Board would like to remind residents to turn on front/back patio lights and garage lights as an added security measure each evening. Burglars do not like to be seen, therefore, leaving these lights on at night helps prevent these types of crimes.

### *Please Pick-up After Your Pets*

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We understand that many of the residents in our community are pet owners. Owning a pet is a wonderful experience for the "parent" and it brings many joys to you as well. However, having a 4-legged addition to your family also brings many responsibilities. If your new bundle of joy happens to be a dog, then one of the responsibilities is picking up after your pet. When you live in a community you cannot just let your dog out and then close the door. Your pet must be on a leash at all times, and any pet waste **MUST** be picked up and disposed in a waste receptacle. This is not only a community rule; it is an Orange County ordinance as well. Dog waste is a hazardous substance and causes damage to grass and may spread illnesses to others. Thank you for your understanding and cooperation in this matter.

### *Curbside Collection and Bulk Pick-Up Procedures*

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Under the Orange County Curbside Collection program, garbage, recycling, and yard waste are each picked up **only one time per week**. The schedule for your community is as follows:

**Garbage collection – Tuesday**

**Yard Waste and Recycling – Wednesday**

**Per the documents of your community, we are asking that you please do not place these carts outside your home in view from the street on days when you do not have a scheduled pick-up.** Please keep them inside your garage, behind your fence, or behind your home. Also, since Christmas Day falls on a Tuesday this year, garbage collection will be on Wednesday next week.

In addition, if you have any large items that need to be picked up that will not fit in the new garbage bin, please contact the County to arrange pick-up. **Do not place bulk items in the street or in your driveway.** You must email or call the county at: [Solid.Waste@ocfl.net](mailto:Solid.Waste@ocfl.net) (include your name, street address, contact information, and the item(s) that you want collected) or call the Solid Waste Hotline at 407-836-6601 to arrange for pickup. Large items include furniture, appliances, mattresses, automobile tires (limit 4), and rear-projection televisions. Limit large items to three cubic yards (about one small pickup truckload) per household per week.

If you have any questions or concerns regarding this new garbage collection program, please contact the Orange County Solid Waste Department. You may reach them by email at [Solid.Waste@ocfl.net](mailto:Solid.Waste@ocfl.net) or by phone at 407-836-6601.

## ***Alligator Warning***

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Please remember this is Florida, and alligators will almost always be present in any body of water. Therefore, please always be aware of your surroundings and do not leave children or pets unattended near the water's edge. Also, please be aware that it is against the law to feed alligators. Feeding alligators reduces their fear of humans, and this may have serious consequences for the people they encounter who do not bring them food. If you see alligators in the area, you may report them to the Florida Fish and Wildlife Conservation Commission at the following number: 866-392-4286. You may also report alligator sightings to the management company so they may contact Florida Fish and Wildlife and provide authorization for the trapper to enter the property. If you have any questions or concerns, please call the management company.

## ***Please Secure Valuable Items***

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Please make sure your cars are locked at night, and that all valuables that do not have to be in your car are removed on a nightly basis. If you notice anyone suspicious within the community, please call the Orange County Sheriff's Department at (407) 836-4357. Thank you.

## ***Architectural Change Procedure***

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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, screened enclosures), then you will need to fill out the Architectural Review Committee (ARC) application.

Please be aware that the Board has established the following architectural guidelines for your community:

### **Approved Paint Color Schemes:**

The Willowbrook at Meadow Woods community has several approved color schemes for painting your homes for your review on the community website. Please use the following link to view these options:

<http://www.willowbrookatmeadowwoods.com/architectural-change-request.html>.

These applications will always be available on your community's website and they are included in this monthly newsletter. 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 the following:

1. Two (2) copies of the property survey that show the location of the proposed changed, alteration, renovation or addition.
2. Two (2) drawings of your plan(s).
3. Two (2) copies of color samples, if applicable.

Please note that applications submitted 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. Per Florida Statutes, this process may take up to 30 days.

As soon as the Committee makes a decision, we will mail you the letter of approval or denial. Please make sure you do not proceed with any improvements until you have heard from the Committee. I hope this helps everyone understand the Architectural Review process a little better. If this still leaves you with any questions, please feel free to contact our office.

## ***Driveway Maintenance and Tree Trimming***

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The Board would like to remind residents that driveways should be pressure washed and maintained to ensure they are free of debris, dirt, and oil. Please also pressure wash the sidewalks in front of your home. In addition, the Board would like to remind all residents to trim their trees and remove all dead branches. Trimming and pruning your trees will help eliminate damage to your property in the event of a hurricane or tropical storm. Also, tree branches should be trimmed up to 6 feet so that pedestrians may walk underneath the trees unimpeded on the sidewalks within the community. If you have any questions or concerns regarding these issues, please contact the management office.

# 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.



CS 311521-A March 20, 2020, 12:55PM

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

## Community Services Phone Numbers

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**Emergency:**

Fire, Police, Medical Emergency:	911
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**Law Enforcement:**

Orange County Sheriff's Dept. (Non-Emergency):	407-836-4357
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**Utilities:**

Orange County Utilities:	407-836-5515
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**Chamber of Commerce:**

Orlando Chamber of Commerce:	407-425-1234
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**Miscellaneous:**

Orange County Public Schools:	407-317-3200
Orange County Office of Emergency Management:	407-836-9140
Orange County Health Department:	407-858-1400
Florida Poison Information Center:	800-222-1222
Orange County Public Library:	407-836-7390
Social Security Administration:	800-772-1213
Orange County Voters' Registration Office:	407-836-2070
Orange County Animal Services:	407-836-3111



WILLOWBROOK AT MEADOW WOODS 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 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 \_\_\_\_\_

## 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 <b>Closed for Election Day</b>	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	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 	27 DWD Offices Closed	28
29	30				<i>Alzheimer Awareness Month</i> 	<i>Diabetes Awareness Month</i> 
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>December</i>		1 Trash Pick-Up	2 Recyclables/ Yard Waste/Bulk Items Pick-Up	3 <b>National Disability Day</b>	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 Office Closed through 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> 		