



Professional Management

Dear Willowbrook at Meadow Woods Community Member:

Welcome to your new home! We are pleased to inform you that the Board of Directors of Willowbrook at Meadow Woods has contracted with DWD Professional Management, LLC, to manage your neighborhood.

As the Community Manager for Willowbrook at Meadow Woods, I wanted to review a few questions that you may have about your new Community. This letter is designed to answer most of the common questions and is presented in easy-to-read language, unlike the Declaration of CC&R's, By-Laws and Rules & Regulations. By all means, ***these documents are important and should be reviewed prior to purchasing or leasing a home in Willowbrook at Meadow Woods.***

ASSESSMENTS are currently **\$73.75 per quarter** for the 2023 assessment period. The assessments will increase to **\$100.00 per quarter** for 2024. Payments may be mailed to the address on your statement. You may also drop off these payments at our offices located at 9419 Tradeport Drive, Orlando, FL 32827. You will receive a statement for your yearly assessment in December of each year. If you have any questions concerning your assessment, please e-mail us at info@dwdpm.com.

You may also pay online through the Association's bank using a credit card, debit card, or e-check. The website is as follows for these payment options:
<https://webvault.bbt.com/as/paymentservices/start.aspx>.

You will need the following identification numbers in order to make these payments:

Bill Pay Number:

Serial Account Number:

Unit Number:

You may also use on-line **bill pay** with your bank. If you choose this option, you will need the following information:

Payee Account Number:

Check Payable to: Willowbrook at Meadow Woods HOA

Mailing Address: Willowbrook at Meadow Woods HOA, PO Box 628207, Orlando, FL 32862-8207.

You may also set-up **auto debit**. If you would like to use this option, please contact our office so that we may assist you with this process.

If you have any questions concerning your assessment, please e-mail us at info@dwdpm.com.

ARCHITECTURAL CHANGES to your home, such as painting, fencing, window film, hurricane shutters and other such appearance changing alterations, require prior written approval of the Willowbrook at Meadow Woods Architectural Review Board. The ARB application form and the ARB guidelines are available at the Willowbrook at Meadow Woods website, www.willowbrookatmeadowwoods.com.

EMERGENCY after-hours situations: Please call (407) 251-2200 and follow the recorded instructions. Emergencies are defined as issues pertaining to safety, flooding, and other catastrophic situations. In other words, please leave a message for things that cannot wait until our regular office hours, which are Monday through Friday, 9:00 AM to 5 PM. For medical, police, or fire department attention, please call **911**.

THE OFFICE FOR WILLOWBROOK AT MEADOW WOODS is located at 9419 Tradeport Drive, Orlando, FL 32827. Our office staff is available from 9 AM – 5 PM. You may reach us by phone at 407-251-2200, by fax at 800-759-1820, and by email at info@dwdpm.com. If you would like to meet with one of our community managers, please contact our office to set-up an appointment.

PETS are permitted on and about the Willowbrook at Meadow Woods property. However, please keep them on a leash and under the control of an adult when outside. It is a part of the Association Rules and Regulations that all residents **must pick up after their pets**. Unruly, noisy and offensive pets will not be permitted on Willowbrook at Meadow Woods property.

RULES & REGULATIONS for Willowbrook at Meadow Woods have been established by the Board of Directors to protect property values and desirability of this neighborhood. Failure to follow the Rules & Regulations, as well as the Declaration of CC&R's and By-Laws, are enforceable and can lead to monetary penalties and denial of use of the facilities. A complete copy of the Willowbrook at Meadow Woods Rules & Regulations is available on the Willowbrook at Meadow Woods Website at www.willowbrookatmeadowwoods.com.

RESIDENTIAL CURBSIDE COLLECTION:

TRASH PICK UP: Tuesday

YARD WASTE/BULK PICK-UP: Wednesday

RECYCLABLES: Wednesday

If you have questions about the schedule for your neighborhood, please contact Orange County Solid Waste at 407-836-6601.

Please remember that trash, recyclables, and yard waste containers may be placed curbside at sunset on the evening before collection, and must be stored out-of-sight by dawn the day following pickup.

A COMMUNITY PORTAL is available for all members of the Association through Enumerate. The community portal will provide you with access to your community's governing documents and your account balance and history. You may also submit maintenance requests and Architectural Review Change applications as well as perform several other convenient functions to keep you in touch with our office and your community. We will send a notification to you via email to join the Enumerate portal so you may gain access to this service. If you do not believe the Association has an email address on file for your account or if you do not receive an email to join the portal within the next couple of weeks, please contact our office to provide us with your email address and we will add this information to your account so we may provide you with access to the on-line portal. You may also use the attached new owner contact form to provide us with your email address and phone number.

If this leaves you with any unanswered questions, just e-mail us at info@dwdpm.com and we will be delighted to find an answer for you or you can visit the Willowbrook at Meadow Woods Website at www.willowbrookatmeadowwoods.com. I hope this information is helpful and I look forward to working with the residents and Board of Directors of your neighborhood.

Sincerely,
William C. Webb, LCAM
Community Association Manager
DWD Professional Management, LLC
9419 Tradeport Drive
Orlando, FL 32827
info@dwdpm.com
www.dwdpm.com

Note: This Welcome letter is intended to be an overview of Willowbrook at Meadow Woods Homeowners' Association, Inc., and not a substitution for the Declaration of CC&R's, By-Laws or Rules & Regulations of the Association. In all cases, the Governing Documents of the Association shall prevail.