



Windsor Walk Homeowners Association

April 2022 Newsletter

Memorial Day, Monday, May 30th - DWD Offices Closed

Please be advised that the offices for DWD Professional Management will be closed on **Monday, May 30, 2022** in observance of the Memorial Day holiday. We wish everyone a happy and safe Memorial Day weekend!



New Pool Keys

Please be advised that due to issues with unauthorized duplication of the pool keys that were previously issued, the

Association will be redistributing new pool keys for all residents. The Board distributed keys within the community over the last two weeks, and now the keys are available at the management office.

If you currently have a pool key or if you purchased an additional pool key, you will need to exchange it for the replacement key. If you have tenants, you will be responsible for providing the pool key to your tenants. If you would like to give your tenant authorization to pick-up the pool key for your unit, please email the form on page 9 of the newsletter with your authorization to DWD Professional Management at info@dwdpm.com. If you already provided this authorization previously with the distribution of the original pool keys, you will not be required to do so again. Finally, please ensure that your tenants return the pool key to you at the end of their lease

Please direct all concerns to the management company. For ARB requests, please go to the Association's website, www.windsorwalkhoa.weebly.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: Sunny Ruiz
Vice President: Miguel Paradas
Secretary/Treasurer: Genaro Mendoza
Director: Marcos Roura
Director: Monique Kubica
Director: Gabriela Mendoza

agreement so that you do not incur the \$75.00 fee for purchasing a new key. 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.

Noise Issues – Please be Respectful to Your Neighbors

Please be aware that Orange County Sheriff's Office does not have any set time for enforcing noise complaints. The Disturbance of the Peace Statute is enforceable any time of the night or day. If a resident feels that his or her peace is being disturbed, all he or she has to do is call the Sheriff's Department to file a complaint. Once that is done, the Orange County Sheriff's Department will send an officer to request that the responsible party tone down their gathering. If a second request is made concerning the same disturbance, the responding officer may arrest the responsible party. Please be considerate and respectful of your neighbors so that the Sheriff's Department is not needed to handle these types of situations. We greatly appreciate your cooperation in this matter

2022 Assessment Information Reminder

Please remember the new assessment amount is \$105.00 per month. If you have paid the incorrect amount, please make a payment for the difference as soon as possible. Notices were sent via email or regular mail to all residents who paid the incorrect amount. If you need to check your account balance, you may do so on the community's online portal or you may contact the management company.

New Streetlights and Lights at Community Sign

Please be advised that Duke Energy installed two new streetlights on Alderly Commons Court and on Essex Ridge Court. We hope everyone enjoys the new lighting and that this provides extra security to our residents during the evening hours. We also installed new lighting at the community sign on Stratford Upon Avon Boulevard (please see the picture on page 1).

Monthly Property Inspections and Notifications

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 partial list of some of the violations that they will be on the look-out for during these inspections:

- 1) Grass that needs maintenance or full replacement (weeds, dead spots, etc.)
- 2) Houses that may need pressure washing or painting.
- 3) Roofs that need pressure washing or repairs
- 4) Fences in need of cleaning and/or repair
- 5) Weeds and grass in flower beds and missing mulch or stones in flower bed area
- 6) Garbage or debris
- 7) Parking on the grass/double parking
- 8) Commercial vehicles, recreational vehicles, or trailers in driveways

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. Thank you for your cooperation regarding these matters.

Feral Animals

It has been brought to the attention of the management company that some of the residents are feeding stray animals in the community. According to Orange County Animal Services, anyone who feeds these stray/feral animals is considered the owners of these animals and is responsible for them. Therefore, please do not feed feral animals in the community. In addition, if you are having issues with a feral animal or if you find a dead animal in the community, please contact Orange County by dialing 311 or contact Orange County Animal Services at 407-836-3111 to report these issues. Please be advised that the staff member on property is not responsible for handling these types of matters. If you have any questions, please contact the management office.

Dumpster Area

Please keep the dumpster area clean by ensuring that garbage is placed inside the dumpsters and is not thrown onto the ground. Please also ensure that all boxes are broken down and all waste is in garbage bags that are closed securely. Also, please be aware that when residents overflow the dumpster, the garbage trucks cannot dispose of the waste and it costs the Association additional dumping fees. We are asking for everyone's assistance in keeping the community clean and dumping garbage appropriately.

Procedure for Reporting Maintenance Issues

If you are renting your unit in the community, please be aware that **all maintenance issues should first be reported to your landlord or property management company.** Your landlord or property management representative should then contact the community management office to make arrangements for the repair.

If you are an owner in the community, please contact the community management office to report any maintenance concerns or issues. We will help you determine if the repair is your responsibility to correct or if it is the responsibility of the Association.

Finally, please remember that the community management office is not open over the weekend or during national holidays. If you have a maintenance emergency during a weekend or during a holiday, you may leave a message and the community management staff will contact you on the next business day.

By following these guidelines, you will greatly assist the staff in providing more efficient service. Thank you for your cooperation in this matter.

Payment Plan Options

If you are experiencing financial difficulties or job loss, 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.**

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.

Please Pick-Up Leaves/Maintain Front of Units/Tree Trimming

The Board of Directors would like to remind everyone that residents are responsible for maintaining the front of their properties. This includes the maintenance of landscaped areas, the removal of leaves, and tree trimming. Therefore, please complete weekly maintenance of your landscaping in compliance with the governing documents of the community. If you have any questions or concerns regarding this matter, please contact the management office.

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!

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.

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.

Owner and Tenant Contact Information Needed

In order to communicate and share important information about your community, we would like to ensure that we have up-to-date contact information for all owners and tenants. **Please fill out the information below and email (info@dwdpm.com), fax (800-759-1820) or mail this document to our office.**

Resident Contact Information:

Property Address: _____

Owner or Tenant Name(s): _____

Mailing Address: _____

Phone Number: _____

Email Address: _____

If your unit is a rental, please also provide the following information and ensure that we have a current lease on file with our office:

Property Management Company: _____

Property Manager Name: _____

Address: _____

Phone Number: _____

Email Address: _____

COVID-19 Procedures - DWD Professional Management Office

Our community management company has Covid-19 safety procedures in place when visiting our office. **The lobby is open from 9 AM – 5 PM Monday through Friday for walk-ins.** However, we encourage all visitors to contact our office in advance to make an appointment in order to limit social contact as much as possible.

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

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.

Please Pick-up After Your Pets and Keep Pets on a Leash at All Times

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 of in a waste receptacle.** This is not only a community rule; it is an Orange County ordinance as well. The Association has installed several doggy stations throughout the community for your convenience. Please use these receptacles to dispose of any dog waste. Dog waste is a hazardous substance and causes damage to grass and may spread illnesses to others. It is extremely important that your dog is on a leash for the protection of other animals and for the protection of people (especially children) who may encounter your pet within the community. Keeping your dog on a leash is also a protection for your pet since it safeguards them from dangerous situations.

If you see a dog unattended within the community, please notify Orange County Animal Control at the following number: 407-836-3111. Thank you for your understanding and cooperation in this matter.

Windsor Walk Rules

Below is a list of the rules for the community. If you rent out your property, we ask that you please provide a copy of these rules to your tenants.

1. Follow Windsor Walk Parking Rules
 - a. Two parking spaces per unit – No parking third car behind
 - b. Third car and Guest Parking on the main road – Stratford Upon Avon Blvd (by parking permit only)
 - c. NO PARKING in a fire lane or within 20 feet of a fire lane
 - d. FIRE LANES DESIGNATED BY YELLOW LINES INCLUDING YELLOW CURBS
 - e. All vehicles must have current license plates
2. DUMPSTER AND TRASH
 - a. Everything must go in the DUMPSTER; no exceptions
 - b. NO BULK including NO MATTRESSES, NO APPLIANCES, NO TIRES, NO PAINT (ask for list of websites and phone numbers)
 - c. IF IT DOESN'T FIT, DON'T LEAVE IT
 - d. FOR RESIDENT USE ONLY; NO CONTRACTORS
 - e. Contracts with contractors should include removal of materials
 - f. NO HOME TRASH IN COMMUNITY CONTAINERS IN COMMON AREAS
 - g. NO HOME TRASH CONTAINERS OR BAGS IN FRONT OF UNITS
3. Pets
 - a. PICK UP AFTER YOUR PET
 - b. NO PETS IN THE POOL AREA (INQUIRE ABOUT SERVICE DOGS)
4. POOL
 - a. FOLLOW POOL RULES
 - b. Pool Hours – 9 AM - DARK
 - c. NO NIGHT SWIMMING; POLICE WILL BE CALLED; ADDITIONAL MONITORING
 - d. NO GLASS IN POOL AREA
 - e. RESIDENTS ONLY (Guests must be accompanied by a resident)
 - f. CHILDREN UNDER 12 must be accompanied by an ADULT
 - g. DO NOT ASSUME IF THERE IS AN ADULT IN THE POOL, THEY WILL WATCH YOUR CHILDREN
 - h. CLEAN UP AFTER YOURSELF INCLUDING PUTTING CHAIRS AND TABLES BACK AND TRASH IN CONTAINERS

OWNERS AND RENTERS: YOU ARE RESPONSIBLE FOR OUTSIDE CLEANLINESS. THIS INCLUDES CLEANING THE BUILDING AS WELL AS THE OUTSIDE OF YOUR FENCE. YOUR NEIGHBORS SHOULD NOT HAVE TO LOOK AT GREEN MOLD ON YOUR FENCE.

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 repainting your home, or if you intend to make any structural changes to your property (i.e., 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 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 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. **Finally, please be aware that the Association has architectural guidelines indicating the list of approved color schemes for painting your home and the shingle colors for any roof replacements. If you would like to review these guidelines, please visit the Association's website at the following link:** [Architectural Guidelines for Windsor Walk.](#)

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. We 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 the management office.





9419 Tradeport Drive | Orlando, FL 32827
Phone: (407) 251-2200 | Fax: (800) 759-1820

Windsor Walk HOA Pool Key Registration

Please complete the information below:

Property Address: _____
Owner Name: _____
Tenant Name: _____
Phone: _____ Cell Phone: _____
Email: _____

Please be advised that each unit will receive one (1) pool key free of charge. If the pool key is lost, you may purchase a replacement key for \$75.00. To purchase a replacement key, please make your check or money order payable to [Windsor Walk HOA](#).

If you have tenants, you will be responsible for providing the pool key to your tenants. If you would like to give your tenant authorization to pick-up the pool key for your unit, please email this form with your authorization to DWD Professional Management at info@dwdpm.com. Please ensure that your tenants return the pool key to you at the end of their lease agreement.

The pool key may NOT be duplicated in any form. By signing below, you acknowledge and understand that this key may not be duplicated.

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.

Owner Signature: _____

Owner Signature: _____

For Office Use Only

Date Issued: _____ Staff Signature: _____

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.



15-30152-1A March 20, 2020, 12:58PM

cdc.gov/COVID19-symptoms

Community Services Phone Numbers

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

WINDSOR WALK 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 THEIR 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 _____

April and May 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>April</i>					1 Monthly Assessment Due April Fool's Day	2
3	4	5	6	7	8	9
10 Palm Sunday Grace Period Ends for Monthly Assessment	11	12	13	14	15 Good Friday	16
17 	18	19	20	21	22	23
24	25	26	27	28	29	30
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<i>May</i>						
1 May Day Monthly Assessment Due	2	3	4	5 Cinco De Mayo	6	7
8 	9	10 Grace Period Ends for Monthly Assessment	11	12	13	14
15	16	17	18	19	20	21 Armed Forces Day
22	23	24	25	26	27	28
29	30 Memorial Day DWD Offices Closed	31				