

OAKWOOD VILLAS

Friendly Reminders and Updates

How to Protect Your Neighborhood

Whether you own or rent, there are always expectations that residents look for: Safety, security, cleanliness, and even common courtesy. When living in an Association, demands and expectations tend to be higher and those expectations are passed onto the Board and Management staff. However, there are times that the Board's and Staff's hands are tied as to how these matters can be handled.

The Board and Staff must adhere to the Documents of the Community while at the same time obeying the 'laws of the land'. These laws/documents are in place to protect residents and/or the prospected buyers and renters. At times, these laws tie the hands of those who are managing a property. The Manager's overall duty is to adhere to the Documents of the Community and the laws. In many situations, this becomes so entangled that the Manager/Board must consult with the Associations' Legal Counsel to ensure that the actions taken are right, just and legal.

The residents are the backbone of our Community and we have some wonderful residents. As an owner and /or resident the overall quality of the Community lies first with you to aid in providing an environment that affords living enjoyment for all within the community and to help meet the expectations of Oakwood Villas. Owners of rental units and all residents should be proactive within the community, looking out for infractions of the community rules or actions that are illegal and/or criminal.

Infractions to the rules: Are situations such as parking or individuals not following the rules of the pool and other amenities. Many times, infractions could be a mistake or not having clarification of the rules. In these instances, you can make a huge difference with a friendly approach to the neighbor. This helps create community bonds and friendships. We realize though this isn't always possible, and the Board and Staff can write letters or communicate with the neighbors. Keep in mind... photos of infractions do assist us with that. REMEMBER: if something is occurring and it's not on a common area, the Association does not have any true authority over these matters.

Illegal/Criminal actions: Although they happen less often... they do happen and residents sometimes expect that the Board and Management should control these sometimes dangerous situations. None of us are trained for these matters, but the Palm Bay Police Department is and should be notified.

Items such as after-hours pool trespassing, noise issues, speeding, and even family domestic situations are police issues. Therefore, we insist the police are notified. You may have a fear of making that call, but it may save a person's life. The people jumping the pool fence may get hurt or not know how to swim. The people snooping around may be breaking into your neighbor's home.

First & Foremost – NEVER go out to interfere. This may result in injury to you. Second, call the police. You can call anonymously to protect your identity. Let the police handle the situations for which they

are trained. This protects your safety and the owner's investment. Lastly, do not depend on the office to have video footage – things happen and the footage is not always clear enough to identify the offenders. Sitting back is always an option, but your safety could be in jeopardy, it may cause expenses to the community and it affects your property values and the association dues.

Palm Bay Police Non-Emergency – 321-952-3456
Police and Fire Emergency – 911
Brevard Animal Control – 321-633-2024

Current community challenges: Following are some challenges that we, within the community need to address and ask for everyone's assistance in correcting so that Oakwood Villas is the BEST IT CAN BE for our residents.

Parking: Many times, guests or new residents do not register with the office, nor receive the rules from realtors or rental managers thus causing confusion. Since staff is not always available or on site 24 hours, many times a photo clearly identifying the car, the plate number and the parking sticker if there is one, along with an explanation of the situation can generally be cleared up with a letter to the owner of the unit and/or the owner of the vehicle. If someone is just parked in your assigned spot, you may leave a nice note on the car. Please keep it courteous, it may just be an oversight or guest not aware. We do not want to start off on a bad foot with a new neighbor! Let's further explain, parking in any grassy area or on sidewalks is NOT permitted and cars can and will be towed without any warning. (Please ask for a set of the rules regarding trailers, pods, expired tags or vehicles requiring maintenance such as flat tires, broken windows, etc....)

Pet Waste: The office also notices and receives calls regarding not disposing of pet's waste not being picked up. This is actually a big concern of our residents, their visitors, staff and Vendors. In fact, we have a non-pet owner resident that walks around and she will hand pet owners a plastic bag. This is a great and subtle way of saying, "hey, please pick up after your pet," and her great attempt in truly being a part of stopping something that many of us do not appreciate stepping in. This is not because we do not like dogs, but it can be a health hazard and slippery mess to our residents, staff and contractors.

It is also against a Brevard County Ordinance (Brevard County Code, Section 14-59) and is a fineable offense. If you are aware of a pet owner not being responsible for their pet, try to get a photograph and contact Brevard County Sheriff's Office – Animal Control Division and advise them you have photos. If you cannot get a photo, but witnessed the dog on grass/owner not cleaning up offense, let them know you will sign an affidavit and be willing to testify of the offense. (We will have a link to the Animal Control Website on the our new Website when it is completed.)

Vandalism & Trespassing: Whether it is a resident or an individual outside of the community jumping the side gates at the wall along Palm Bay Road, we do want it stopped and the Board of Directors will press charges. It should be noted that each time we repair the fence, it costs everyone in the community....as we utilize funds that could be used for other items. ADDITIONALLY: This is a criminal activity and you should notify the police if you see this occurring. Do make sure to get a good description or a photo of the person to give to them. We will be placing cameras in selected areas for film to review, but the cameras will be moved frequently to several areas affected and it takes time to review the footage. Regardless of who the offender is, the Board is willing to press charges. So we

implore you to notify police and help us, help the community overall by keeping costs down and everyone safe! Please take note that at this time due to ADA Compliance, we cannot open the gates without a large expense to have the gates and sidewalks installed to meet ADA guidelines.

Noise: We have no control over who lives in the Community – Amendments would have to be made to the Documents for this. If it's the noisy neighbors next door, it is a police issue or a neighbor issue. We can certainly write letters but we will only do so in these situations if there are police reports, or several neighbors write notarized affidavits to the documented events and are willing to testify in court. Again, we cannot get into landlord/tenant issues, or ask an owner to move... and without committee volunteers there are many things we cannot address as an Association. But we all can be diligent and contact the police with these issues and keep Oakwood Villas safe and the pleasurable place it is to live.

Resident and Parking Registration

The first Annual Notice Announcement was mailed out to owners in December and with it a registration form. It is requested owners who rent also send to their residents. We are getting many of these back...but ask all be returned so we have accurate records. If you haven't sent this or need another form please contact the office. If you have renters, please ask them to stop in the office and make sure they are registered. Thank you to all those who have returned these or sent their residents to our office.

With new residents moving in and out and a new manager and maintenance person in place, we admit that parking has not been a priority issue, but still one we've lightly monitored over the past few months. In fact, we've towed two with expired tags and tagged cars that were clearly un-operational to which the owners removed on their own or had expired tags. This will become a priority as we move forward with the New Year.

We are also auditing the records to ensure we have accurate names and addresses of owners and tenants correctly in our system. This is useful and required information in order for us to get information out to those who are a part of the Community and to ensure the safety and usage of areas such as the pool.

(Owners are responsible to provide tenants or long term guests with the rules and have tenants register with the manager to obtain parking permits. They should provide a copy of the lease to verify residency. Owners are also responsible for updating any change of address. We cannot be responsible for knowing where to mail items to where, even for those who are Seasonal Residents.)

New WebSite

The Board of Directors has approved that a new and updated website to be built. Our Manager, Courtney will be working with a designer over the next couple of months. The new website will have the same domain and you may see changes as we move forward... before it's officially launched. It will be phone and tablet friendly. Once in place, many items will be available on the site: Minutes, Financials, Forms and Documents.

The Board and the Community Manager noticed a need for the site to be updated and when looking into updating the current site found that the cost in the long run will benefit the overall Budget.

Building Maintenance and Work Orders

The home owners and management have concerns of the many issues around the property as it relates to roofs, stucco, painting and the rotting and checked wood. We want all residents to know... we are diligently working on this.

Roofs: We have changed Roofing Companies for repairs and are securing a report of the conditions of all roofs. A roofing committee has been formed by the Board to review this information to report findings to the Board. Once this is complete, the Board will decide when and what we will do requests for Bids and on what terms.

Stucco: A company providing services for Stucco repair is also now on site and they are inspecting buildings in need of repairs. This will take some time and buildings with more severe damage are taking priority.

Painting: PPG Paint (paint manufacturer) is aware of several issues we are having with the painting that was done two years ago by Anchor Painting. Some of this is peeling which is also leading to wood checking and rot around the community. Samples of the paint were sent to the labs to see if it is the paint or the application process. We ask for patience as we work with the manufacturer and the painting company to resolve this issue.

Rotting/Checked Wood: The checked and wood rot is due to various issues; age of the wood and it's believed the paint and/or the process of the painting. Again, we are making efforts to repair anything that is deemed necessary – but also keeping in mind this may be an issue that either the roofers will repair as they begin new roofs or possibilities of repairs due to the painting.

Gutters: There has been some inquiries regarding the responsibility of cleaning the gutters. The Amendment to Article 7 was reviewed by the Attorney in its entirety.

Upon his review, Article VII, Section 1 does not include gutters within the listed items of responsibility. Please note, that if staff or the Board sees they are obstructed and believe it must be done to create damage for Association maintained items, it may be done at a cost to the owner.

Article VII, Section 3 (o) while stated "Maintenance of exterior of all buildings including repainting (when required as decided by the Board)." The Board may consider to have all gutters cleaned as a community wide effort (though the ones that are accessible – obstructions blocking would have to be removed and replaced by and at the owners' cost) as they determine it is necessary, but not required to do so.

The Board at the January 18th, 2017 meeting realizing that this may be difficult for some owners, have approved a pay fee for gutter cleaning by our maintenance staff. The charge for first story will be \$25.00 and for second story, \$50.00. Again, this will not include gutters that have obstructions, such as screened in patios that obstruct gaining access to the gutters and staff will not be required to remove and replace these items. The obstruction must be removed and replaced by the owner.

Work Orders: Any requests for Work Orders must be directed to the office directly, not the Maintenance staff or any property vendor including Lawn Service/Irrigation. These orders must be tracked to ensure the jobs are completed. For your convenience, a form will be on the new web site

when it is launched and available in the office. For the time being – please stop by in person, send to the office in writing or email. Work Orders cannot be left on the Voice Mail as they are hard to understand at times. If we have your email on file, we will send it you the created work order, and continue with progress updates until it is closed to keep you updated.

ARC Requests: Please remember that modifications to properties do require and ARC form and approval by the Board. These forms are available in the office and will be available on the website when it is completed. ARC's are reviewed at each BOD Meeting and notifications are sent out by mail after they are considered. Please refer to the Association Documents.

Pool Gate System

The Board approved for a new Gate Lock System for the Pool. The new system and gate is being fabricated and will utilize a key card – electronic system to control. When the new system is in place, it will heighten security.

The gates will have the capability of auto-locking for hours that the pool is closed. Entry can be monitored by the computer system to help identify persons involved in security issues along with the camera security system. Cards can also be turned off that are not returned to prevent entry from those who no longer live in the community. And lastly, owners that are negligent with paying timely will be locked (including their tenants) from entry after 90 days to help curb the accounts receivables, (this will be done by authority of the Documents, Resolutions and with accordance to Florida Statutes).

As we receive dates for the install, it will be posted on the Bulletin Boards by the mail boxes and a letter will be sent out. At that time, keys may be exchanged at the office for a key card. The cost for one (1) card will remain at a charge of a \$20.00 refundable deposit. The Board is considering a second available key for a lesser amount and wrist bands to ensure only residents and their guests are using the facilities.

Children at Play

In the past few weeks, children have been loitering around the Club House and parking lot. This has caused many complaints to the office and staff and has also interfered with all staff members regular job duties. Many of these children are under the age of 13 with no adult supervision and many times they are using the computer in the Club House which has no blocking capabilities. While we all love children and understand they want to get out and play, it is also not the staffs' responsibility to watch over the children, nor have to remind them of several of the rules in the community.

Therefore, a rule is now in place that no child under the age of thirteen is permitted in the club house without adult supervision unless they are reporting an issue to the Community Manger. The Board and staff cannot be responsible for them.

The children have been riding scooters, bikes and skateboards on the sidewalks, parking lots and in the middle of the roadways; many times leaving these items everywhere causing people to trip. There are many residents of all ages who live in this community and they should not have to worry about getting hit by scooter when they are walking or driving into the lot. We also have concerns one will pull out in front of a vehicle. These are all incidents reported to the office, but again, the staff is not responsible for your children. Please remind your children to consider the residents when they are riding

skateboards, bicycles and scooters. They will NOT be permitted to ride in any area of the clubhouse or the parking lot and these items must be left at the bike racks.

Children have been seen and warned on several occasions regarding trampling and running through the landscaping areas. The newly installed flag light is now loose again and the fountain is continuously being littered in costing the Association for repairs. If it continues, parents may have to replace any damaged landscape or reimburse for damages to the areas or fixtures.

No child under the age of thirteen can enter the pool without adult supervision. Between the ages of thirteen and eighteen, they are not permitted to have guests. Any child under the age of thirteen, must have an adult with them in the pool area. This does not mean “any random adult” or employees in the pool area. An adult responsible for the child must accompany them.

Please understand that we do love children but we all live in a shared community and must consider all residents as well as the children and everyone’s overall safety and comfortability.

A Note from the Community Association Manger

I would like to take a moment to extend my gratitude for this wonderful opportunity to manage Oakwood Villas. While it’s only been a short time – five months and counting, it’s been a crazy and hectic five months.... Straight into a Community Association Managers’ busiest times: budgets to billing to bidding to Annual Meeting/Election time, in addition to coming into the drainage issues, painting issues and roofs, and the many other things that come up daily – it’s been a whirlwind and we’ve all embraced it. I thank you all for being so welcoming and understanding how crazy my office becomes and understanding that sometimes, my door is shut so I can do all I can for the betterment of the community and keep up on my daily responsibilities.

Despite all those busy time, I have come to learn quickly how wonderful everyone is within the community and even the care and concerns from owners who are not always year round residents.

Coming from managing several communities simultaneously, I rarely had the pleasures of truly experiencing the closeness of the communities; but at Oakwood Villas, I have seen first-hand how much love and respect for the community there is. I have been welcomed with open arms and want to tell you all how appreciative I am for that. It’s never easy to be the “new kid on the block,” but I can honestly say, I have felt nothing but welcome and look forward to serving the Community for years to come!