



Professional Management

Dear Windsor Walk Community Member:

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

As the Community Manager for Windsor Walk, 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 Windsor Walk.***

ASSESSMENTS are currently **\$110.00 per month**. Payments may be mailed to the pre-printed address on your statement. In addition, you may drop off or mail these payments at our offices located at 9419 Tradeport Drive, Orlando, FL 32824. Finally, you may use the following payment options:

You may 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://onlinepayments.truist.com/paymentservices/start.aspx>

You will need the following identification numbers to make these payments: **Bill Pay Number, Serial Account Number, and 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: Windsor Walk HOA

Mailing Address: Windsor Walk 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 patios, hurricane shutters, roofing, painting and other such appearance changing alterations, require prior written approval of the Windsor Walk Board of Directors. The Architectural Change application form is available on the Windsor Walk Website at www.windsorwalkhoa.weebly.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 WINDSOR WALK 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.

PARKING is limited to **only two (2) parking spaces per unit**. Residents may NOT park a third car behind these two parking spaces. Additional cars and guests must park on the main road – Stratford Upon Avon Boulevard – with a visitor's permit. If you plan to lease out your unit, please inform tenants of these parking rules before signing a lease. Please contact our office to obtain the visitor's permits for your unit if the previous owner did not provide these permits to you at closing.

PETS are permitted on and about the Windsor Walk 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 Windsor Walk property.

RULES & REGULATIONS for Windsor Walk 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 Windsor Walk Rules & Regulations is available on the Windsor Walk Website at www.windsorwalkhoa.weebly.com.

THE SWIMMING POOL is only for the use of owners, residents and their accompanied guests. This area opens at 9:00 AM and closes at sundown. Anyone caught in the pool area after sundown may be arrested for trespassing. Please observe the posted rules at the swimming pool. If you need to obtain a pool key or if you have any questions regarding the recreational facilities, please contact our office.

TRASH RECEPTACLES are located near the pool area. These containers are for the use of Windsor Walk owners and residents. ALL trash MUST be placed in the container. Any trash not placed in the container is a violation of the Bylaws and may result in a fine for the homeowner or resident. If you think someone who does not live at Windsor Walk is throwing anything into the dumpsters, call us immediately at 407- 251-2200 and leave a message.

A COMMUNITY PORTAL is available for all members of the Association through TOPS [ONE]. 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 TOPS [ONE] 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 Windsor Walk Website at www.windsorwalkhoa.weebly.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 Manager
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Note: This Welcome letter is intended to be an overview of Windsor Walk 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.