



YOU ASKED....

WE ANSWERED

NOVEMBER 17, 2021 TOWN HALL MEETING

The November 2021 Town Hall Meeting was an opportunity for homeowners to bring any matter to the Board of Directors. At the November meeting, discussion included questions answered on the spot, questions which required more information or time to answer, and opinions/comments expressed by residents.

For those of you who were unable to attend, please see highlights and post-meeting updates.

DOG PARK

Q: How can a 'dog park advocacy group' provide recommendations related to the dog park amenity?

A: The Board encouraged the group of residents to research creating a club or special interest group to have a collective voice on various issues as related to the dog park, to include but not limited to, landscape materials, fencing, irrigation, chemical applications, etc. The group would then utilize the HOA organizational construct through the Chartered Club Advisory Committee to make recommendations via a Board Proposal form, as necessary.

Q: What is the current schedule for the dog park irrigation?

A: Currently the irrigation is more often due to the recently installed sod along the perimeter. Once this period is over, the regular schedule is every Tuesday and Friday between midnight and 4am for 40 minutes each time.

ROOM RESERVATIONS

Q: Why was I told as a homeowner that I could not make a room reservation for a meeting?

A: Currently amenity reservations are held for Board, Committees, Lifestyle, Clubs, and Special Interest Groups. Individual residents may reserve an amenity ahead of an event by paying a fee and completing the Amenity Use Request form. Any resident may utilize an amenity/room at the time-of on a space-available basis if there are no other planned reservations to include setup time. Updated room reservation guidelines are currently under review by the eLife Committee.

Q: Why am I not able to view the amenity calendar?

A: Currently Office Tracker is the tool used for amenity scheduling. This tool is very limited and expensive for licensing purposes and therefore only accessible for management use. As the new DWO Web Portal, using Club Express, comes online in 2022, calendar management and viewing will be more widely available.

POOLS

Q: What is the schedule of pool maintenance?

A: The current pool maintenance contract, with Heartland Pools, includes pool maintenance M-F, typically done in the morning. The service includes pool water testing and balancing chemicals as well as cleaning, to include vacuuming the pool as needed.

Q: When was a pool health inspection done and what were the results? Are the records available?

A: Pool health inspections are coordinated by the Polk County Health Department. The most recent health inspection was on July 16, 2021, for the outdoor and indoor pool and spas. All 4 amenities passed the inspection with no violations found. These records are located on the Connect portal, under Association Documents / HOA Documents.

Q: Why is the indoor pool deck already getting dirty?

A: The area in question is a high-traffic area as it is used to go from the outdoor pool to the locker rooms. There are rubber mats covering a portion of that path and the property manager will investigate getting additional mats to better protect this pathway. The Board intends to request that management add regular maintenance to the area as it is not included in the current cleaning contract.

Q: Can you guarantee that the pool heater will not break again?

A: Unfortunately, NO. The recent issue was not with the pool heater, but with a temperature sensor. Given the multiple parts to the pool equipment, there is no guarantee, however, we do now have regular preventative maintenance on all pool equipment, to include the heaters.

LANDSCAPING

Q: There were three specific landscape complaints related to Millennium's service.

A: These issues were immediately forwarded to FSR for action with Millennium.

Q: Why doesn't the Board shop prices before selecting Millennium for special projects?

A: Millennium Landscaping services was hired as the DWO HOA landscape vendor after a thorough proposal, review, and selection process. It is common business practice for HOAs to utilize their onsite landscape vendor for special projects. They are onsite to both do the installation and follow-up maintenance and warranty work. Here at DWO, most projects involve the underlying irrigation system, and it is to our advantage to address the irrigation components in conjunction with the landscape work. There are some stand-alone projects where the HOA has utilized other vendors for landscape needs, for example recent arborist work done by a separate vendor.

Q: When will the unsightly scrub brush near the bridge on the shell path be taken care of?

A: There are many landscape project needs around the community and this project is on the list; however, as it currently does not pose a safety hazard, it is lower priority than some other tree trimming work. Additionally, since this area is on RWL Master Association property, DWO will need to work with them.

Q: Why were the pink muhly grasses in the center median cut when they just bloomed?

A: When these grasses mature and bloom, they hinder visibility of traffic, especially golf carts in that area. This has been an issue every year. Note that the plants on either side of the Blvd are still in bloom for everyone's enjoyment.

Q: Will Millennium utilize flags whenever chemicals are used on common or homeowner property?

A: Yes, flags are put in place when chemicals are applied.

Q: Does Millennium follow State of Florida license regulations?

A: Yes.

Q: What services are Vista Bella and Vista Grande provided for in the DWO Declaration and Amendments?

A: The Sixth Amendment to the Amended and Restated Community Declaration for Del Webb Orlando at Ridgewood Lakes recorded on 12/19/2018 includes the following services Section 7.2(b)(ii):

“From and after January 1, 2011, the Association shall be responsible for maintaining the landscaped areas within Lots located in the Vista Grande Neighborhood and from and after the date of the recording of this Sixth Amendment. The Association shall be responsible for maintaining the landscaped areas within Lots located in the Vista Bella Neighborhood... The Association's landscape maintenance responsibilities include tree trimming (palm trees one (1) time per calendar year and other trees as needed as determined by the Board in its sole discretion), mowing, blowing, edging, weeding and shrub and hedge trimming and maintenance. The costs associated with the Association's landscape maintenance obligations shall be assessed to the respective Owners in the Vista Grande Neighborhood or the Vista Bella Neighborhood as Neighborhood Assessments...”

“Each Owner within the respective Vista Grande Neighborhood or Vista Bella Neighborhood is individually responsible for (a) irrigation to the Lot, (b) maintenance, repair and replacement of the irrigation system for the Lot, (c) fertilization to the landscaped areas of the Lot, (d) pest and fungi control for the Lot, (e) watering the landscaped areas of the Lot, (f) all tree hedge, shrub, plant, sod and turf repair and replacement for the Lot, and mulch replenishment and replacement for the landscaped areas of the Lot.”

WHERE CAN I FIND...

Q: Where can I find information that the Board is discussing and making decisions on?

A: Board agendas, packets and notes, to include the material which the Board is discussing and making decisions on can be found on the delwebborlandoinfo.com website under ‘Board of Directors’ a few days prior to and some period after each Board meeting. All previous and current Board packets can be located on the [Connect Portal](#). Beginning in October 2021, a DRAFT Board meeting minutes will be posted within 1 week of each meeting; the OFFICIAL Board meeting minutes will be posted once they are approved by the Board at the next meeting.

Q: Where can I find financial documents?

A: Financial information is primarily found on the [Connect Portal](#). This includes the monthly financial resident package posted on/around 20th of the following month, the approved budget, the Reserves Study, and the financial audit.

Q: Where can I find policies and procedures of the HOA?

A: Information related the policies and procedures can be found on the delwebborlandoinfo.com web site under “Board of Directors” tab. The Association Governing Documents are also found on that web site under “Association Information / Governing Documents.”

Q: Where can I find Committee Reports?

A: Committee reports to the Board may be found on the on the delwebborlandoinfo.com website under ‘Association Information/Resident Committees’ and also on the [Connect Portal](#). At this time, the Board has determined official committee reports will be required twice a year, in January and in July, available for the Board’s meetings in February and August. Additionally, committees may be keeping notes of their meetings and posting them to the website.

PROJECTS

Q: How are projects prioritized?

A: The annual budget is an approved prioritization of overall operational spending. Within each budgeted line, there may be prioritization discussion required, such as in the landscape refresh and general maintenance; the Board may determine the prioritization.

The Board also receives requests for projects through the Board Proposal form which might be provided from a Committee, a Board member, or the Property Management Company. These proposals are typically discussed as an agenda item at Board meetings. Once the Board approves the annual operational budget, projects that clearly fit within the budgeted line items and approved budget amount may be undertaken as the Board carries out their fiduciary responsibilities to make appropriate decisions for the community. There are many examples where resident input may be solicited, usually through the committee process.

Finally, Association Reserves provided the Board with a roadmap on over 140 components. This study is used to assess current conditions and prioritize projects.

Q: Why doesn’t the Board ask residents opinion on what and how projects are selected and completed?

A: HOA Board members are placed in the position of trust and a fiduciary obligation to the HOA. As such, it becomes the Board who is responsible for the decisions made on behalf of the HOA. Pursuant to the Bylaws: “...the Board shall... have the powers reasonably necessary to manage, operate, maintain and discharge the duties of the Association, including, but not limited to, the power to cause the Association to do the following (partial Bylaw listing):

6.1.1: Exercise all powers, duties and authority vested in or delegated to Association by law and in these Bylaws, the Articles, and the Declaration, including without limitation, adopt budgets, levy Assessments, enter into contracts...

6.1.2: Adopt, publish, promulgate, and enforce rules and regulations governing the use of DEL WEBB ORLANDO AT RIDGEWOOD LAKES...

6.1.3 Enforcement. Suspend the right or use of the Common Areas (other than for vehicular and pedestrian ingress and egress and for utilities)...

6.1.5 Hire Employees, independent contractors or such other employees... and,

6.1.6 Common Areas. Acquire, sell, operate, lease, manage and otherwise trade and deal with property, real and personal, including the Common Areas, as provided In the Declaration, and with any other matters involving Association or its Members, on behalf of Association or the discharge of its duties, as may be necessary or convenient for the operation and management of Association...

Q: Are all projects competitively bid?

A: No, not all projects are competitively bid. Efforts are made to obtain multiple bids, especially for large projects; however, we are not always able to find multiple vendors to bid on projects. Florida Statute 720.3055 describes the conditions for contracts for products and services and when competitive bidding is required.

Q: When will the gym equipment be refreshed?

A: We expect this project to move forward in 2022. The Committee provided us with feedback during the fall of 2021 at which time the Board is exploring the funding options available to the HOA.

BUDGET DEVELOPMENT AND FINANCE

Q: What is the role of the Finance Review Committee in building the budget?

A: The Finance Review Committee is an advisory committee to the Board and works jointly with the management company to develop a budget for presentation and discussion with the Board Treasurer and other Board members. It is the Board of Directors who ultimately approve the annual budget.

Q: What is the budget calendar?

A: There is an annual budget workplan which generally begins after the mid-year (June) financials are available. Optimally, the budget would be approved by the Board no later than October 31 so that the Property Management can provide official information to all homeowners. The schedule includes multiple reviews of all line items, actuals, and projections through year-end. The workplan also includes reviews by the Treasurer, the entire Board, and a budget town hall meeting. It is the Board's goal to approve the budget no later than October 31. Each year may have a slightly different schedule which is documented in a workplan schedule early in the process.

Q: Is the reserve money invested, and if yes, where can I find that information?

A: Yes, the reserve money is invested in Federally Insured investment accounts such as Certificate of Deposits. The account list is available in the monthly resident financial package.

Q: If the budget is approved, what happens with homeowner payments for next year? How will we know and when will we find out?

A: Note that the budget was approved on November 19 after the town hall meeting. Property Manager will send out information to all homeowners with the 2022 payment amount and how to update payment information. Every homeowner is responsible to ensure their January 2022 payment is for the correct payment due amount.

Hopefully you find this material helpful...

"We are stronger when we listen, and smarter when we share."

******* NOTE: NEXT BOARD MEETING: DECEMBER 10, 2021, 10:00am *******