

Islebrook at Meadow Woods HOA, Inc.



Professional Management

9419 Tradeport Drive
Orlando, FL 32827

September 26, 2022

Dear Islebrook at Meadow Woods Community Member:

We are pleased to inform you that the Board of Directors of Islebrook at Meadow Woods HOA has contracted with DWD Professional Management, LLC to manage your neighborhood effective **October 01, 2022**.

As the new Community Manager for Islebrook at Meadow Woods HOA, I wanted to review a few questions that you may have about our company and answer questions you may have about the transition from the previous management company.

First, let me start off by saying that our company is committed to your community and to your Board of Directors. At DWD Professional Management, we specialize in total neighborhood management. Our guiding principles are based on the total management of the communities where we do business. We strive to make every community we manage a better place. We will personally work with you the homeowners, the community's vendors, and the Board of Directors to address any issues or areas of concern within the community.

Our offices are conveniently located at 9419 Tradeport Drive, Orlando, FL 32827. We are located just north of Boggy Creek Road next to the Orlando International Airport. Our office staff is available for appointments from 9 AM – 5 PM Monday through Friday. You may reach us by phone at 407-251-2200, by fax at 800-759-1820, and by email at info@dwdpm.com.

ASSESSMENTS for your community are currently **\$132.25** per quarter. **Please be advised that we will be changing to a new bank, Truist.** Therefore, please do not make your payments to the previous management company or to their bank, Pacific Western. If you have already sent your payment to the previous management company or if you paid in advance for this quarter, please be advised that we will credit your account with this payment once we receive the Association's records.

The new bank, Truist, will be mailing you a statement for making your 4th quarter assessment payment. Payments may be mailed to the pre-printed address on these statements. You may also pay online 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, and Unit Number.** The statement that you receive from Truist will include this information for making your payments. You may also use on-line **bill pay** with your bank for your quarterly assessment. Finally, you may make your payments at any local Truist branch with your statement.

Please remember to make your checks payable to **Islebrook at Meadow Woods HOA** and to include your property address in the memo line.

Phone 407-251-2200 • Fax 800-759-1820
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Per the Board of Directors, due to the transition to our management company, no late fees will be charged during the month of October so you have time to make your payment to the new bank. If you have any questions or concerns regarding your assessments, please feel free to call our management office at 407-251-2200.

A NEW COMMUNITY PORTAL will be 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 fill out and return the contact information form included with this mailing to provide us with your current phone number, email, and mailing address.

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**.

Please be aware that **ARCHITECTURAL CHANGES** to your home, such as windows, doors, and any other such appearance changing alterations, require prior written approval of the Islebrook at Meadow Woods Architectural Review Board. The Architectural Review Change application form and the Architectural Review Board guidelines will be available on the Islebrook at Meadow Woods portal. If you have any questions regarding this process, please contact our office.

THE RULES & REGULATIONS for Islebrook at Meadow Woods HOA have been established by the Board of Directors to protect property values and desirability of the neighborhood. The governing documents discuss the responsibilities of the Association as well as the responsibilities of all of the homeowners. We encourage you to review these documents so that you are aware of the rules and regulations. We will provide the governing documents to you via the TOPS [ONE] portal. The documents are also available upon request.

If this leaves you with any unanswered questions, please call us at 407-251-2200 or e-mail us at info@dwdpm.com and we will be delighted to assist you. I hope this information is helpful and I look forward to working with you and the Board of Directors of your community.

Sincerely,
William C. Webb, LCAM
Community Association Manager, Managing Partner
DWD Professional Management, LLC
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info@dwdpm.com

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