

Your Guide to Community Living

WELCOME HOME



"A COMMUNITY ISN'T DEFINED BY ITS
ENTRANCES, AMENITIES, OR BEAUTIFUL
HOMES. IT'S DEFINED BY THE PEOPLE
WHO CHOOSE TO CALL IT HOME."

NOTES

Whether it's a favorite vendor, a reminder, a phone number, or an idea for your next community project, we hope you'll make this guide your own. Jot it down here!

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WELCOME HOME, YOU MADE A WONDERFUL CHOICE.

Whether you're purchasing or renting a home, or maybe simply beginning a new chapter of life, welcome to Bellalago & Isles of Bellalago.

On behalf of the Board of Directors, our committees, professional management team, staff, volunteers, and your fellow residents, we are thrilled you've selected this community.

From the moment you pass through our entrance, you'll notice something special. Beautiful landscaping, sparkling lakes, abundant wildlife, thoughtfully designed neighborhoods, and the amenities all contribute to making Bellalago and Isles one of Central Florida's premier communities.

But what truly makes Bellalago special isn't the clubhouses, the nature, or the pools.

It's the people.

Neighbors who wave as you pass by.
Volunteers who donate their time to improve the community.

Residents who take pride in their homes.

Friends gathering at community events.

This guide was created to help you become part of that story.

Think of this guide as your companion—not just for your first few weeks, but for years to come.

Welcome home. We're truly glad you're here.



CONTACT INFO

Management Company:

First Service Residential

Bellalago Recreation Center

1220 Lago Vista Lane

Kissimmee FL 34746

Phone:

Customer Care Center 24 Hour

Availability: 866-378-1099

Local Office, if not with a resident:

407-848-1692

ARC questions?

Daniel.Mohan@fsresidential.com

Violation questions?

maria.chacon@fsresidential.com

General questions?

Bellalago@fsresidential.com

COMMUNITY VALUES

Everything we do is guided by a few simple principles.

Pride of Ownership

Caring for our homes preserves the beauty and value of our community.

Respect

Treating neighbors, volunteers, and staff with courtesy.

Stewardship

Sharing the responsibility for protecting the natural beauty.

Service

Serving on committees, participating in events, all to improve our community.

Community

Neighbors who know one another build stronger, safer, and happier communities.

Chapter 1

ABOUT OUR COMMUNITY

MORE THAN A NEIGHBORHOOD

Bellalago & Isles of Bellalago is more than a collection of homes.

It is a community built around the idea that beautiful surroundings, active lifestyles, and engaged residents create an exceptional place to live.

Nestled along the shores of Lake Tohopekaliga (Lake Toho) in Osceola County, our community blends Florida's natural beauty with thoughtfully designed neighborhoods and resort-inspired amenities.

Whether you're enjoying an early morning walk along our walkways, watching sandhill cranes raise their young, spending an afternoon at the pool, launching a boat onto Lake Toho, or simply relaxing on your back patio, Bellalago offers opportunities to enjoy both nature and community every day.

Many residents choose Bellalago because of its beautiful homes and amenities.

Most stay because of the friendships they build here.

A graphic consisting of a teal rectangle with a yellow border on the left and top, and a yellow triangle pointing downwards on the right side.

EVERY GREAT COMMUNITY HAS A TEAM

Behind every beautiful entrance, landscaping, sparkling pools, successful community events, and long-term improvement projects is a dedicated team of people working together.

Some are your neighbors.

Some are professional staff.

Some are contractors with specialized expertise.

Others volunteer their time.

Together, they make up Your Community Team.

Each member has a different role, but everyone shares the same goal—to preserve, protect, and enhance the community we all call home.

Understanding who does what will help you know where to find answers, who to contact, and how you can become involved.

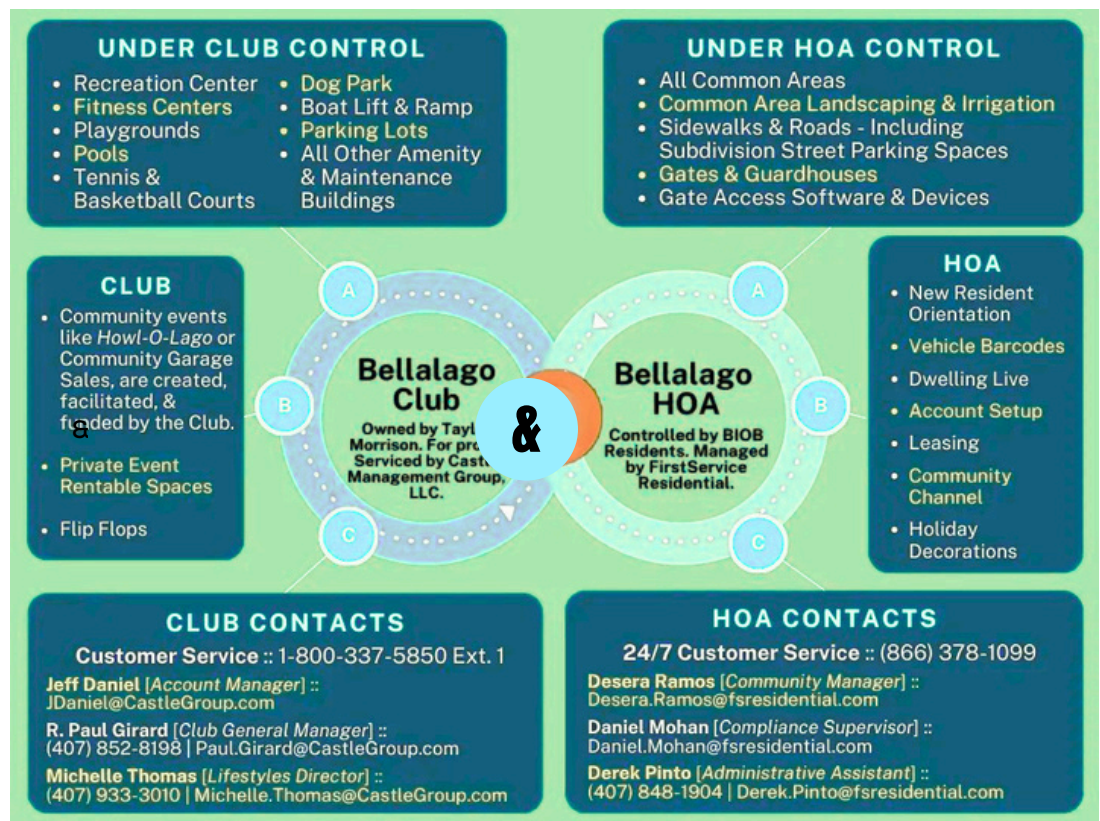
COMMUNITY TEAM

 Meet Your Community Team 	
WORKING TOGETHER TO PRESERVE, PROTECT, AND ENHANCE OUR COMMUNITY.	
COMMUNITY TEAM	PRIMARY RESPONSIBILITY
  Homeowners	 Elect the Board, volunteer, provide input, and help shape the future of the community.
  Board of Directors	 Establish policies, adopt budgets, oversee finances, approve contracts, and provide strategic leadership.
  The Club	 Manage amenity centers, pools, sports courts, playgrounds, and dog park.
  Committees	 Study issues, provide recommendations, assist with projects, and encourage resident involvement.
  Professional Management	 Implements Board decisions, manages daily operations, coordinates vendors, and assists residents.
  Association Staff	 Provides day-to-day resident services and administrative support.
  Professional Contractors	 Deliver specialized services such as landscaping, irrigation, security, maintenance, and more.

What is the difference between the HOA and the Club?

Our Community transitioned (also known as turnover) from developer control to resident control in March of 2023. Our HOA is now governed by the elected volunteer Board of Directors and supported by management company, FirstService Residential.

The Club has not transitioned and is still owned and operated by the developer, Taylor Morrison. The Club and associated amenities are managed by their management company, Castle Group.



Frequently Asked Questions

1. Who should I contact if I have a question?

For most questions, the Association 24/7 toll free number is the best place to start (866-378-1099). Staff can answer many questions directly or connect you with the appropriate member of the Community Team.

2. Can I attend Board meetings?

Homeowners are encouraged to attend Board meetings, stay informed, and participate during resident comment opportunities in accordance with meeting procedures.

3. Can I volunteer?

We would love to have you. The Association offers many opportunities to become involved through committees, special projects, and community events. Volunteers help make Bellalago and Isles an even better place to live.

ROLES AND RESPONSIBILITIES

RESIDENTS

Every resident, whether owner or renter, is governed by the community Declarations, Articles of Incorporation, and Bylaws.

As a homeowner, you help shape the future of the community by:

- Electing members of the Board of Directors.
- Voting on matters requiring membership approval.
- Serving on committees.
- Attending Board meetings.



YOUR BOARD OF DIRECTORS

The Board of Directors is made up of homeowners elected by the membership (owners).

Directors are volunteers who devote many hours for reviewing financial reports, preparing for meetings, evaluating proposals, meeting with vendors, working with committees, and making decisions that support the success of the community.

The Board's primary responsibilities include:

- Adopting annual operating and reserve budgets.
- Planning for future repairs and replacement of assets.
- Approving contracts.
- Establishing policies.
- Overseeing performance of the management company.
- Supporting communication to keep residents informed.

The Board makes decisions as a group during properly noticed meetings.

Board members serve without compensation. They volunteer because they care about the future of the community and are committed to serving their neighbors.

BOARD OF DIRECTORS

Bellalago & Isles of Bellalago Community Association, Inc.



DEBBIE RAMBIS
PRESIDENT

BELLALAGOPRESIDENT@BELLALAGOHOA.COM



ED MULLEN
VICE PRESIDENT

BELLALAGOVICEPRESIDENT@BELLALAGOHOA.COM



WILLIAM ESTRADA
TREASURER

BELLALAGOTREASURER@BELLALAGOHOA.COM



TOM CRARY
SECRETARY

BELLALAGOSECRETARY@BELLALAGOHOA.COM



ERIC MONTGOMERY
DIRECTOR AT LARGE

BELLALAGODIRECTOR@BELLALAGOHOA.COM

ROLES AND RESPONSIBILITIES

ANNUAL ELECTION OF DIRECTORS

Each year, homeowners have the opportunity to elect members of the Board of Directors, on the second Tuesday of November.

Your vote is one of the most important ways you can participate in your community.

- ✓ Elections are held annually.
- ✓ Each lot is entitled to one vote.
- ✓ Every vote helps determine the future leadership of the Association.
- ✓ A quorum of the membership must be reached before the Annual Meeting and election can be conducted.

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ROLES AND RESPONSIBILITIES

MANAGEMENT COMPANY

The management team oversees the day-to-day operation of the community.

Working under the direction of the Board, management helps ensure that Association policies are implemented, vendors perform their contracted services, residents receive assistance, and the community operates efficiently.

WORKING TOGETHER

One of the strengths of Bellalago & Isles of Bellalago is the partnership between volunteer leadership and professional management.

The Board focuses on long-term planning, policy, and governance.

Professional management focuses on carrying out those decisions and managing daily operations.

Committees provide research, recommendations, and resident perspectives.

Contractors contribute their professional expertise.

Residents provide ideas, feedback, and volunteer support.

Together, these efforts create a community that continues to grow stronger year after year.



The management company should be your first point of contact for questions or concerns, whether in person at the Bellalago Rec Center or by the 24/7 phone number: 866-378-1099.

NOTES

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Chapter 2

MORE ABOUT COMMUNITY LIVING

LIVING IN YOUR HOME

Purchasing or renting a home in Bellalago & Isles of Bellalago is more than just living in a house—it's investing in a community that values quality, beauty, and pride of ownership.

One of the reasons Bellalago and Isles continues to be such an attractive place to live is that homeowners work together to maintain high community standards. While every homeowner enjoys the freedom to personalize their property, we also share a responsibility to preserve the appearance and value of the community for everyone.

The next few pages explain how that balance works.

You'll learn when approval is required, how the Architectural Review Committee (ARC) can help, and where to find the resources you need before beginning an exterior project.



Architectural Review Committee

The ARC is a volunteer committee appointed by the Board.

Its purpose is not simply to approve or deny requests. The ARC works to ensure exterior improvements are consistent with the Association's governing documents while preserving the overall beauty and harmony of the community.

The committee reviews proposed exterior modifications using the Architectural Review Requirements (ARRs), Declaration, and applicable Association guidelines.

The goal is to treat every homeowner fairly by applying the same standards consistently.

Exterior changes require ARC approval **before** work begins. Obtaining approval in advance helps prevent costly corrections and protects both your investment and the community.

What Types of Projects Typically Require Approval?

Common projects that require prior approval from the Architectural Review Committee (ARC).



EXTERIOR PAINTING

Changing or refreshing the color of your home's exterior.



ROOF REPLACEMENT

Replacing or changing the color or material of your roof.



LANDSCAPING CHANGES

Adding, removing, or modifying plants, trees, or landscaped areas.



FENCE INSTALLATION OR REPLACEMENT

Installing a new fence or replacing an existing one.



SCREEN ENCLOSURES

Adding or modifying a screened pool enclosure or lanai.



SWIMMING POOLS AND SPAS

Installing or modifying a pool, spa, or hot tub.



PATIOS AND LANAIS

Adding or modifying patios, pavers, or covered lanais.



DRIVEWAY MODIFICATIONS

Changing the size, material, or design of a driveway.



WALKWAYS

Installing or changing sidewalks, walkways, or pathways.



EXTERIOR LIGHTING

Adding, changing, or relocating exterior light fixtures.



SOLAR PANELS

Installing solar energy systems on your home.



PERMANENT DECORATIVE FEATURES

Adding permanent structures such as arbors, pergolas, fountains, or decorative walls.

ALSO INCLUDES: MAJOR DRAINAGE OR GRADING CHANGES



VOLUNTEER OPPORTUNITIES

Communities become stronger when neighbors get involved.

Throughout the year, residents volunteer in many ways, including:

- Serving on committees
- Assisting with community events
- Helping welcome new residents
- Sharing professional expertise
- Supporting beautification projects
- Providing ideas that improve the community

Every contribution—large or small—helps make Bellalago a better place to live.

RESIDENT PERSPECTIVES



The greatest gift you can give your community is your time.

Whether you volunteer for a single event or serve on a committee, your involvement helps create a stronger, more connected Bellalago.

“We moved here because of the beautiful homes. We stayed because of the wonderful people.”

“Volunteering on a committee helped us meet more neighbors than we ever imagined.”

“Thank you all! We enjoyed watching you all pass on Eagle Isle!”

“Thank you for volunteering your time to do this! What a difference!”

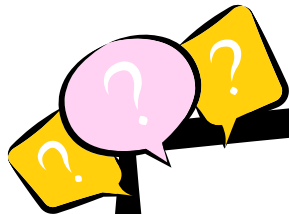
Do I need to register for community events?

Some events require advance registration, while others are open to all residents. Event announcements will include any registration details.



Can residents suggest new events?

Absolutely. New ideas are always welcome. Many successful community traditions began as suggestions from residents.



May I volunteer even if I'm new to the community?

Yes! New residents often bring fresh ideas and enthusiasm. Volunteers are always welcome.

How do I learn about upcoming events?

The best way to stay informed is by subscribing to Association text and email notifications, reading the community newsletter, visiting the Association website, and following official community communications.





ClickPay is the online payment system residents can use for HOA assessments and other charges. You can reach it either through the FirstService Connect Resident Portal or directly through ClickPay.

Before starting, have these items ready:

- Your FirstService Residential account number — this is on your statement or payment coupon.
- The last name of the homeowner as it appears on the property/account. If it doesn't work, ClickPay recommends trying the co-owner's last name. For a business-owned property, use the business name.
- Your email address — used to create your ClickPay login and receive confirmations.
- A password you want to use for ClickPay.
- Your property address.
- Your payment information:
 - For ACH/e-check: bank routing number and checking or savings account number.
 - For credit/debit card: card number, expiration date, security code and billing information.
- Your phone or computer with internet access.

Recurring ACH/e-check payments can be made without a service fee, while credit/debit card payments have a service fee. The applicable fee should be displayed before payment.

Click Pay Steps

Step 1: Register for ClickPay

If this is your first time, click Register.

Enter the requested information to create your ClickPay profile, including your email address and password.

Important: If ClickPay tells you that an account already exists, don't create another account. FirstService says you may have been pre-registered. Use the activation email you received or select the option to reset your password.

Step 2: Connect your home

After creating your profile, ClickPay needs to associate your login with your HOA account.

Enter your FirstService Residential account number from your statement or coupon and the last name associated with the property.

Click Submit.

If your last name isn't accepted, try the co-owner's last name. If the property is owned by a trust, try the full trust name.

Step 3 — Choose how you want to pay

Once your property is connected, you'll see your account and payment information.

For a one-time payment, select Pay Now. Confirm the amount you want to pay and select Continue.

You'll then choose or add a payment method.

Bank account / ACH: Enter your routing number and account number. This is generally the best option if you want to avoid a payment-processing fee.

Credit or debit card: Enter your card information. ClickPay will display the applicable service fee before you complete the transaction.

Click Pay Steps (cont)

Step 4 - Review everything before submitting

Before clicking the final Confirm/Submit button, check: Property Amount Payment date Bank/card Any service fee

After submitting an electronic payment, ClickPay provides confirmation of the transaction.

Save or print the confirmation until you see the payment posted to your HOA account.

Step 5 - Optional: Set up Auto Pay

If you don't want to manually pay your assessment every month, select Auto Pay.

You'll choose your payment method, starting month, payment date/frequency and the amount ClickPay should withdraw.

Pay particular attention to the type of Auto Pay you select. ClickPay may give you choices such as Full Amount, Recurring Charges/Scheduled Assessments Only, or Fixed Amount.

For example, Full Amount can include more than your regular monthly assessment—it can also pick up other charges on the account. Fixed Amount pays only the dollar amount you specify, so if your assessment increases, you would need to update it or separately pay the difference.

If you have trouble

ClickPay's FirstService support number is 888-354-0135, option 1. FirstService also directs residents to ClickPay's online Help Center for assistance with registration and payments.

NOTES

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Chapter 3

*Helping keep Bellalago & Isles of Bellalago
safe and welcoming.*

SAFETY, SECURITY, & COMMUNITY ACCESS

UNDERSTANDING COMMUNITY SECURITY YOUR COMMUNITY ROVER

Bellalago & Isles of Bellalago employs a Community Rover to help monitor our neighborhoods, support community safety, and observe conditions throughout the community.

The Rover serves as an additional set of eyes and ears for the Association, helping identify concerns and report situations that may require attention.

While the Rover contributes to the overall safety of our community, it is important to understand that Community Rovers are not law enforcement officers and do not have police authority.

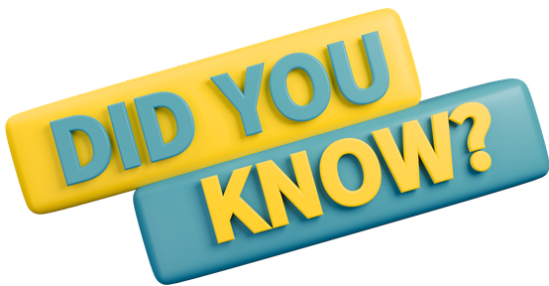


A SHARED COMMITMENT TO SECURITY

One of the many benefits of living in a gated community is the added level of security provided through controlled access and resident participation.

Security at Bellalago & Isles of Bellalago is most effective when homeowners, residents, management, and security personnel work together.

Simple actions—such as registering guests, using resident lanes correctly, and keeping vehicle information current—help ensure a smooth entry experience while enhancing the safety and convenience of everyone who calls our community home.



Gate access procedures are designed to balance security and convenience. By using DwellingLive and keeping your vehicle information current, you can help reduce wait times for both residents and visitors.

RESIDENT VEHICLE ACCESS

To make entering the community quick and convenient, resident vehicles use electronic vehicle barcodes (sometimes referred to as vehicle security stickers).

RESIDENT BARCODE ENTRY

- Each vehicle is required to have vehicle barcodes on each side of the vehicle.
- The number of vehicles per household is limited to the number of parking spaces in garage and driveway.
- When ownership changes, the new owner obtains vehicle barcodes from the management company by visiting the Bellalago Amenity Center.
- If you replace or sell a vehicle, the barcode must be removed from the old vehicle and a replacement obtained for the new one in accordance with current Association procedures.
- Approved renters may purchase vehicle barcodes after their lease has been approved and required documentation has been submitted.



TEMPORARY VEHICLE ACCESS

Driving a rental vehicle or loaner?

Temporary handheld barcodes are available for approved temporary vehicles. These passes are assigned an expiration date within the community access control system and are intended for short-term use.

If you anticipate using a temporary vehicle, contact the Association office for current procedures before arriving at the gate.

VISITOR ENTRY

Visitors are always welcome!

To help maintain community security, all visitors entering through the Visitor Lane are verified before access is granted. Visitors should be prepared to present:

- A valid government-issued photo driver's license, or
- A valid government-issued photo identification card.

If a driver's license does not include a photograph, another acceptable government-issued photo identification, such as a passport, may be required.

For the quickest entry, homeowners should register visitors in advance using DwellingLive.



Moving into a new home? Register your vehicles and obtain your resident barcodes as soon as possible. You'll enjoy faster entry through the resident lanes from your very first week in the community.

DwellingLive is Bellalago & Isles of Bellalago's secure visitor management system. It allows homeowners and residents to conveniently manage guest access from a computer, tablet, or smartphone. Using DwellingLive for visitors reduces wait times at gates and improves security.

What Can You Do with DwellingLive?

♥ Manage guest access. Protect our community. Simplify your life.

GUEST LISTS
Quickly add or update visitors before they arrive for smooth and secure entry.

TEMPORARY GUESTS
Ideal for friends, caregivers, house sitters, or short-term visitors.

MY ACCOUNT
Keep your contact information up to date and manage your preferences with ease.

PERMANENT GUESTS
Easily manage family members and frequent visitors so they can enter with ease.

VENDORS & CONTRACTORS
Pre-authorize service providers and contractors to access your home.

Your safety is our priority.
Every entry is verified so you can enjoy peace of mind.

Use DwellingLive anytime, anywhere from your smartphone, tablet, or computer at community.dwellinglive.com/bellalago.aspx

NOTES

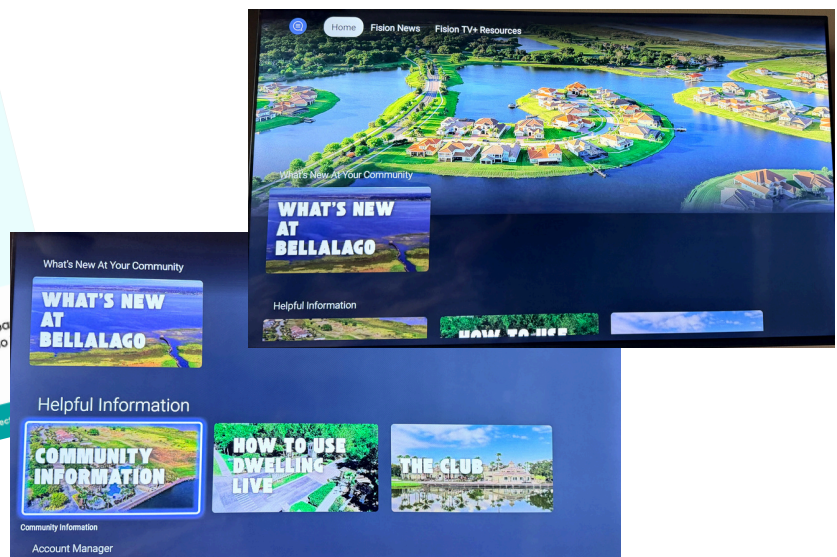
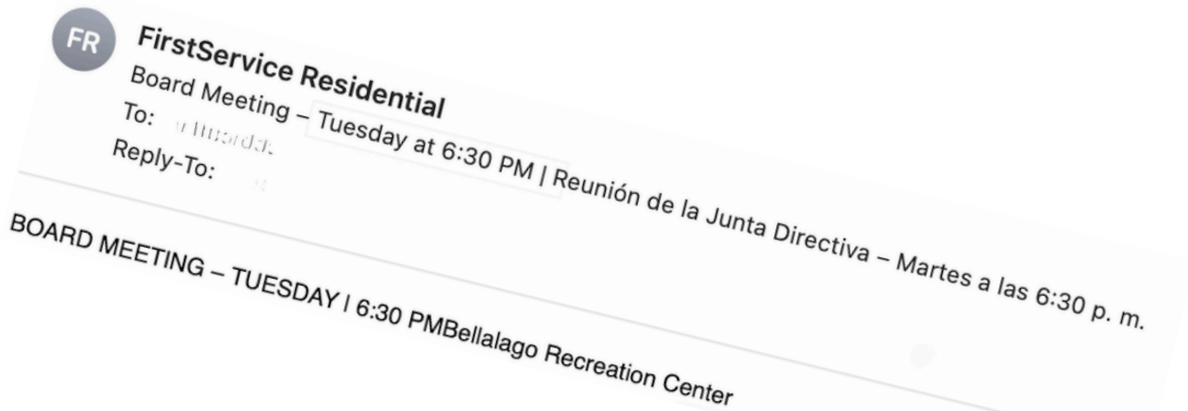
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Chapter 4

The best-informed communities are the strongest communities.

STAYING CONNECTED



COMMUNICATION MATTERS

Life in our community is evolving.

Community events are planned, improvement projects begin, Board meetings are held, weather emergencies arise, and important announcements are shared throughout the year.

The best way to stay informed is to rely on the Association's official communication channels.

Whether you're looking for meeting information, event announcements, emergency updates, or community news, the Association provides several convenient ways to stay connected.

Your Official Sources of Information

To help ensure everyone receives accurate and timely information, the Association communicates through several official channels.

MANAGEMENT OWNER PORTAL

- ACCOUNT INFORMATION
- GOVERNING DOCUMENTS
- FORMS AND APPLICATIONS
- BOARD MEETING MINUTES
- EMERGENCY INFORMATION

BELLALAGOHOA.COM ALL RESIDENTS

- COMMUNITY NEWS
- COMMITTEE INFORMATION
- FREQUENTLY NEEDED RESOURCES
- RESIDENT GUIDE UPDATES
- QUESTION CHAT

OFFICIAL FACEBOOK PAGE

There are several "Bellalago" Facebook pages but only one Official Facebook Page. You can easily find it by searching for "biob hoa" and then answering the few questions to verify residency.

HELPFUL TIPS

NEWSLETTERS

The Bellalago and Isles newsletter keeps residents informed about:

- Community improvements
- Upcoming events
- Seasonal reminders

Subscribe to community emails to receive newsletter in your inbox.



MORE COMMUNICATION TIPS

EMAIL FROM THE MANAGEMENT COMPANY

Email remains one of the Association's primary methods for sharing detailed information.

- Monthly newsletters
- Meeting notices
- Community updates
- Resident education
- Event information

Please keep your email address current with the Association to ensure you receive important communications.

TEXT MESSAGING

Text messages are intended to provide timely information—not replace detailed communication.

Subscribers may receive notifications regarding:

- Emergency situations
- Road closures
- Hurricane information
- Important announcements

Text messaging must be subscribed to in order to receive and a mobile number must be listed.

TO SIGN UP FOR EITHER EMAIL OR TEXT MESSAGING

- Log in to the Resident Portal.
- Click on your profile (picture or initial)
- Navigate to the "Communication Preferences" section.
- Update your MOBILE phone number for text message preference or your email address for emails.
- Save the changes.

Bellalago & Isles of Bellalago is committed to providing residents with convenient ways to report maintenance concerns and community issues.

The Tellit mobile app allows residents to quickly report concerns directly from their smartphone—without wondering who to call or where to send an email. Reports are automatically routed to the appropriate personnel, helping issues reach the right people as quickly as possible.

Available for both Apple App Store and Google Play, Tellit makes reporting simple, convenient, and efficient.

WHAT CAN I REPORT?

Residents may report a variety of community concerns, including:

-  Street or common area lighting outages
-  Water leaks or irrigation issues
-  Overflowing trash or debris in common areas
-  Fallen trees or damaged landscaping
-  Injured or distressed wildlife
-  Playground or amenity concerns
-  Sidewalk, roadway, or common area maintenance issues
-  Damaged gates, fences, or common area property
-  Other maintenance or safety concerns identified by the Association

The list of available reporting categories may change over time as new features are added.

More about Tellit

Tellit is easy to use

- Submit a report in just a few moments using your smartphone.
- Pinpoint exact location automatically

Photos, Video, and Description

- Attach photo or short video to clarify the issue reported.
- Include an explanation of the concern if desired.

Track Submissions

- Reference the report number to track the issue.

 **Apple App Store**



Tellit

**Scan the QR code to
download the app.**

User Manual



 **Google Play**



Tellit

“

Can I attach photos?

Yes. Photos help staff better understand the issue and often speed up resolution.

”

“

Do I need to know who to send my report to?

No. Tellit automatically routes to the correct person.

”

“

How do I check the status?

View updates directly within the app.

“ Can I add information?

Yes. Open your report to add info.

”

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Chapter 5

Your everyday guide to the services and information you'll use most often.

SERVICES & RESOURCES



SERVICES & RESOURCES

Waste & Recycling Services

Waste Management provides our residential collection services

Bellalago Collection Schedule

Monday
Household Trash
Bulk Items

Friday
Recycling
Yard Waste



Isles Collection Schedule

Tuesday
Recycling
Yard Waste

Wednesday
Household Trash
Bulk Items

Containers can be placed at the curb no earlier than the evening before collection and returned promptly after pickup to help maintain the attractive appearance of our neighborhoods.

Bulk Item Collection

Large household items may be collected on your scheduled bulk pickup day. Examples may include: some furniture, mattresses, and large household items.

Items not Picked-up

Some items require special handling or cannot be collected with regular residential service. Examples include televisions, computer monitors, computers, liquid paint, and pallets.



Recycling does not include glass or plastic bags.

flattened cardboard, paper, and clean
cardboard pizza boxes

SERVICES & RESOURCES

Electric Service

Electric service within our community is provided by two different utility companies, depending on where your home is located.

Bellalago Electric Service

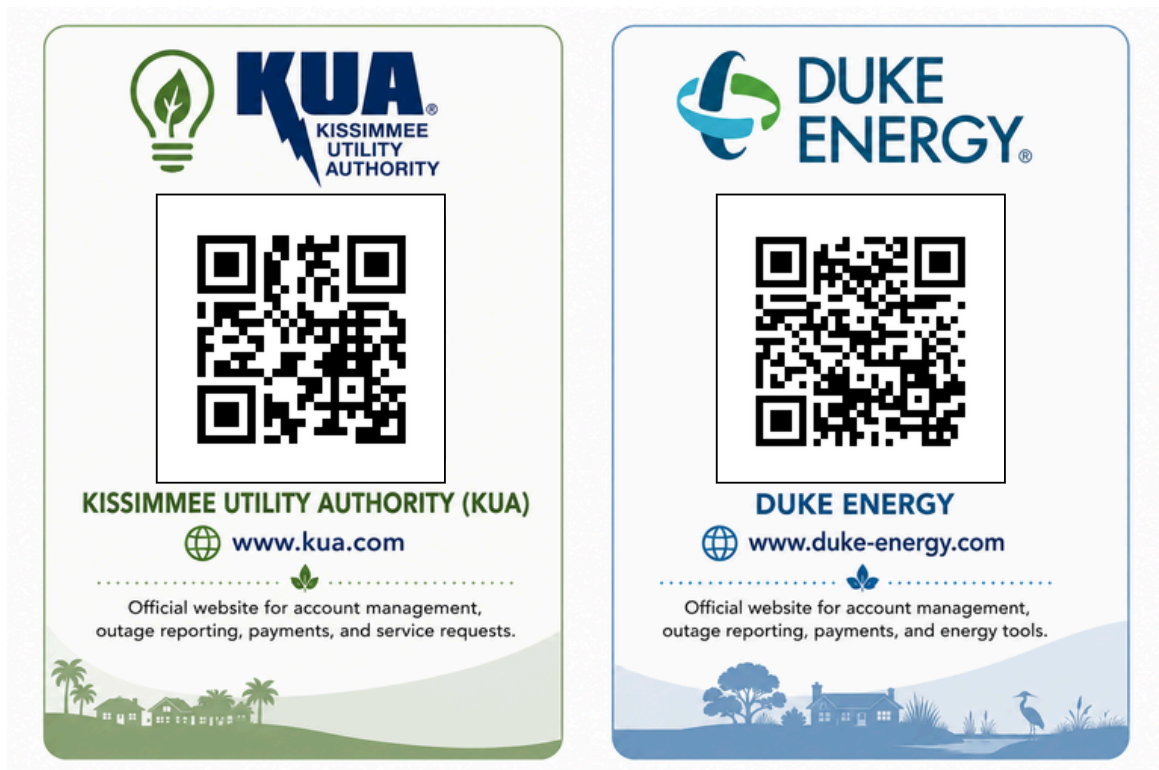
Homes located within Bellalago receive electric service from Kissimmee Utility Authority (KUA).

KUA can be reached at 407-933-7777

Isles of Bellalago Electric Service

Homes located within the Isles of Bellalago receive electric service from Duke Energy.

Duke Energy can be reached at 800-228-8485



SERVICES & RESOURCES

Cable and Internet Provider



Hotwire Communications A Fusion Company

Hotwire Communications provides the community's bulk telecommunications services for both Bellalago and the Isles of Bellalago. Through the Association's community-wide agreement, every home receives a package of services that is included as part of your monthly HOA assessment.

Included in HOA Fees

High-Speed Fiber Internet

Enjoy symmetrical 1 Gig (1000 Mbps) internet service with:

- 1000 Mbps download speeds
- 1000 Mbps upload speeds
- Two (2) wireless mesh access points installed in your home for expanded Wi-Fi coverage

Fision® TV+

- Two (2) Fision® TV+ boxes
- Two voice-enabled remote controls
- Fision® TV+ Cloud DVR
- 100 hours of Cloud DVR recording space

Optional Upgrades, not included in your HOA dues

For additional equipment or enhanced services, contact Hotwire Communications directly to purchase or rent:

- Additional Fision® TV+ boxes
- Additional wireless mesh access points
- Enhanced television packages

SERVICES & RESOURCES

Cable and Internet Provider



COMMUNICATIONS

A FUSION COMPANY

Hotwire Communications provides community-wide telecommunications services for Bellalago and the Isles of Bellalago through a bulk agreement with the Association. These premium services are included as part of your monthly HOA dues.

SERVING
**BELLALAGO &
ISLES OF BELLALAGO**





1 GIG INTERNET
1000 Mbps Download
1000 Mbps Upload

FISION® TV+
Two (2) TV+ Boxes with Voice Remotes

CLOUD DVR
100 HOURS
Fision® TV+ Cloud DVR with 100 Hours of Recording Space

WHOLE-HOME WI-FI
Two (2) Wireless Mesh Access Points Included

Visit the Hotwire Communications website for customer support, troubleshooting, account information, and available service upgrades.

INCLUDED WITH YOUR HOA DUES

- 1 Gig Symmetrical Internet
- Fision® TV+
- Cloud DVR (100 Hours)
- Two Wireless Access Points Included
- Additional Equipment Available Through Hotwire

Thank you for being part of our community! | Questions or Support? Contact Hotwire Communications at 407-246-4001 or visit hotwirecommunications.com

Can I choose another television or internet provider?

Yes. Residents are free to obtain services from another provider if one is available at their address. However, the community's Hotwire bulk services are included as part of your HOA assessment.

Will my HOA dues be reduced if I choose another provider?

No. The community's bulk telecommunications agreement is funded through the HOA assessment for all homes. Choosing another provider does not reduce your HOA dues.

Who do I contact if my television or internet service isn't working?

Contact Hotwire Communications Customer Support directly for assistance with outages, equipment issues, service activation, or troubleshooting. 800-355-5668

NOTES

Whether it's a favorite vendor, a reminder, a phone number, or an idea for your next community project, we hope you'll make this guide your own. Jot it down here!

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Chapter 6

Your everyday guide to the services and information you'll use most often.

QUICK REFERENCE INFORMATION

QUICK REFERENCE PHONE



BELLALAGO & ISLES OF BELLALAGO

QUICK REFERENCE GUIDE

IMPORTANT SERVICES & CONTACTS



EMERGENCY & PUBLIC SAFETY



EMERGENCY
Call 911

911



ANIMAL CONTROL
OSCEOLA

407-742-8000



FIRE MARSHALL
(NON-EMERGENCY)

(407) 742-6700



FISH AND WILDLIFE
(FWC)

888-404-3922



GATOR HOTLINE

866-392-4286



ROVER FOR
COMMUNITY

412-906-9675



SHERIFF - OSCEOLA
(NON-EMERGENCY)

407-348-2222



COMMUNITY SERVICES & UTILITIES



BULK ITEM TRASH

407-605-3892



CABLE
(HOTWIRE COMMUNICATIONS)

800-355-5668



ELECTRIC FOR ISLES - DUKE

800-228-8485



ELECTRIC FOR BELLAAGO - KUA

407-933-7777



HAZARDOUS WASTE

407-742-7780



INTERNET
(HOTWIRE COMMUNICATIONS)

800-355-5668



MANAGEMENT COMPANY (24/7)

866-378-1099



RECYCLE PICKUP

407-605-3892



SEWER (TOHO WATER)

407-944-5000



TRASH PICKUP SERVICE

407-605-3892



WATER SERVICE

407-944-5000



SCHOOLS



BELLALAGO ACADEMY
407-933-1690



LIBERTY HIGH SCHOOL
407-933-3910



DIGITAL RESOURCE CENTER

Your One-Stop Guide to Bellalago's Online Resources

Throughout this section you'll find QR codes that connect you directly to important online resources. This directory brings them together in one convenient place so you can quickly access the information you need.



Simply open your smartphone's camera, point it at a QR code, and tap the notification to open the resource.

FIRST STOP – FSR CONNECT WEBSITE



At this password protected website, you will find items only available to owners in the community.

Want to make changes to any part of the outside of your home – click on Architectural Modifications button.

Searching for our governing documents, next to “Forms and Documents,” click view all. You can filter by checking and unchecking boxes.

COMMUNITY RESOURCES

Resource	QR CODE	Description
Bellalago HOA Website		Current and future resident website with easy access.
DwellingLive (Access Control)		Register guests and vendors to access community.
Hotwire Communications Login		Manage your Hotwire account and services.
Kissimmee Utility Authority (KUA)		Electric service for Bellalago residents.
Duke Energy		Electric service for Isles of Bellalago residents.
Toho Water Authority		Water and wastewater services for the community.
Waste Management (WM)		Check for schedules of trash, bulk pickup and recycling.

NOTES

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