

The Sanctuary

O V I E D O • F L

www.thesanctuaryhoa.org
PROPERTY MANAGEMENT

Pinnacle Property Management, LLC

1511 E. St. Rd. 434, Suite 3001

Winter Springs, FL 32708

Anne Smith, Property Manager

407.971.0031

asmith@ppmorlando.com

Amenity Center Directors

Kay, Pam - 407.971.9749

Reservations - 407.971.9749

sanctuaryclubhouse@cfl.rr.com

Architectural Review

Applications

Download from Website or pick

up at the Amenity Center. On the

Website go to "eForms" to get the

form or "Contact Information" to

ask an ARC-related question. Mail

or e-mail applications to Pinnacle

Property Management or

Questions/ARC Form Submittal

nlanghorst@ppmorlando.com

Landscape Comments/

Questions

Use the online contact form or e-mail

TheSanctuaryLandscape@hotmail.com

THE SANCTUARY

Board of Directors

To contact the Board use the

online contact form on TheSanctuary

HOA.org Website or e-mail

PPM Customer Service at the

address above.

Bob Howard, President

Pam Beer, Vice President

Valerie Williams, Sec./ARC Chair

Kay Petrucci, Landscape Chair

Sandra Alfonso, Director

Raisa Pakanati, Director

Obtaining official records: All requests for records must be submitted in writing to Pinnacle Property Management. PPM will have 10 business days to respond to the request. Resident will be notified by PPM the date and time records will be available for viewing. Pinnacle Property Management, 1511 E. St. Rd. 434, Ste. 3001, Winter Springs, FL 32708.

President's Message



Submitted by President Bob Howard

What a gorgeous spring! (Should I say, "so far?")

Anyway, it's great to see all the fresh blossoms and new growth in our landscaping, and a return of our seasonal favorites like our hummingbirds and butterflies.

Equally welcome, I must say, is our improving collection environment, with fewer accounts in arrears and a better on-time payment record. That's not to say we aren't still having problems—we've had to refer almost forty accounts to the attorney for resolution, having exhausted all our own options through PPM.

As I stressed last time, our primary goal will ALWAYS be to work with homeowners to help keep them in their homes! This means we are very flexible in accepting reasonable terms on payment plans and will work with you to reach an equitable plan.

Our management company offers every opportunity

for homeowners to develop and propose a payment plan, but if a homeowner either does not respond or does not offer an acceptable plan, then we will turn the file over to our collection agency.

Should their efforts also fail to resolve the situation, we will then refer the matter to our attorney. Once this happens, legal fees can quickly mount up and make it even harder to resolve the outstanding debt. The attorney will file a lien and if all else fails we foreclose on the home.

Obviously, this is a very serious step and one we are reluctant to take, but we have foreclosed on several homes now, and will continue to use this measure as a last resort.

Bottom line, we are all members of this Association, co-owners of the organization and our common areas and amenities.

All of this takes a great deal of money to operate and

maintain and it is unfair for the majority of members to carry the burden for those who do not pay, but continue to enjoy our lovely community.

Sorry about the abrupt pool closure earlier. Seminole County updated the pool regulations and we found ourselves unexpectedly out of compliance on a number of issues.

Most were minor, thankfully, such as needing more signage, but some took more time to rectify, such as changing the purification system for the kiddy fountain.

Most every system has now been upgraded, so we should be good for the rest of the swimming season. Looking forward, we'll be refurbishing the deck furniture and getting some new umbrellas and shades.

Please let us know if there are any other areas that could use some upgrading or other work.

In response to requests from many members, we're also in the process of extending Clubhouse hours until 11 p.m., seven days a week.

Continued on page 2

President's

continued

The security system will arm at that time, so PLEASE exit the building before then, as the alarm will sound if you are inside when it arms!

The police respond rather quickly, so you don't want to take time to explain yourself at that hour!

Check for signage that indicates the new closing time before you stay late.

SECURITY

Once again, from OPD Chief Chudnow—please lock your cars!! We are still experiencing regular "break ins" of unlocked cars parked outside.

The Chief reports that virtually all of thefts from vehicles are from unlocked cars, so please remember to lock up!! OPD also recommends backing in when parking in the driveway to facilitate police security checks while driving by.

I'd also like to stress that OPD encourages us all to call the non-emergency number (407-971-5700) anytime you observe any worrisome or suspicious activity in the neighborhood.

Do NOT approach suspicious persons!

PARTICIPATE

As always, I'll end with a final plea for more participation in our community by all our members. There are positions available on every committee and there are always opportunities for assisting on special projects. I'd also like to ask you all to consider signing up to volunteer for occasional assistance in any of your areas of expertise.

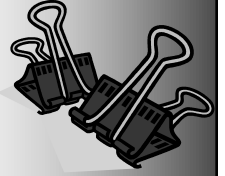
For example, we've had members who have offered their services in IT, electrical work, engineering, plumbing and other areas where we every so often need a quick assist in some task or project.

One of the purposes of our Association is to build a sense of community in The Sanctuary—offering to contribute in this fashion is one way you can play a part in building that community.

So please consider offering your expertise. Call the Amenity Center or email me or any of the Board members.

Have a great spring! *

Covenants Corner



Submitted by President Bob Howard

Last month we reviewed four basic governing documents, the Covenants and the Community Standards, and how they lay out the main principles and standards for our community's appearance and what we can do with our individual properties.

This time I'd like very quickly to go over what's required when you want to modify anything significant to your lot or home's exterior.

All such modifications are

managed by the Architectural Review Committee, or ARC. The ARC, as with all of our committees, is staffed by fellow homeowners like you, volunteers who meet once a month to review applications and apply the standards outlined in our governing documents.

Many minor alterations do not require an ARC application, such as adding new plants to an existing flower bed, routine maintenance

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Covenants

continued

nance or other changes that do not appreciably alter the appearance of your property.

When in doubt, please submit an application.

PAINTING

One of the most confusing issues for many homeowners remains painting. The process is outlined in detail in the Community Standards document, available on the website or at the clubhouse (also from PPM, but you will be charged for a new copy).

Older homeowners likely have an outdated version of the Standards, so please check the website to ensure you know all the rules.

Basically, ALL repainting requires an ARC application, even if you are repainting the same color currently on your house.

We have established an official "palette" of approved body and trim colors and you MUST choose from that list. Other than choosing an approved color, your only other requirement is to verify your immediate neighbors do not have the same color.

There are additional restrictions to be aware of, particularly the requirement to paint garage doors with the body color, and that all architectural detailing, such as corbels, must be painted the trim color.

In many cases, you may choose a trim color for your body color and vice versa, so that you have a lighter

color body and darker trim, which some owners seem to prefer.

A final note: please take a sample color "chip" from the stock at the clubhouse and have it scanned by your paint provider to ensure an accurate color match.

Some painters have "eyeballed it" sufficiently wrong to require repainting!

LANDSCAPE CARE

We've seen great improvements throughout the community, and we often get compliments on our great neighborhood.

Naturally, there are still a number of lawns in violation, but we understand that the winter dry season was not an optimum time for lawn renovation.

PPM allowed extra time for owners to get their landscaping in shape, but spring has arrived and notices have resumed going out for those lawns still in violation.

We will continue to grant limited extensions under certain circumstances, so contact PPM if you are having difficulty getting your lawn back in shape.

The Association strongly supports the Florida-Friendly Landscaping principles and we encourage you to explore ways to lower your dependence on irrigation with alternative turfs and by increasing your plantings of native and drought-tolerant, cold-hardy shrubs, grasses, trees and ground covers.

As you do your spring landscaping and clean-up, please remember that you

may place yard waste on the curb at dusk on Wednesday evening for Thursday pickup. If you are trimming over the weekend, please store the waste out of sight until that time.

Piles of debris left for four or five days on the curb are unsightly and also can wash into the storm drains, causing drainage problems as well as contributing to pollution in our retention ponds.

On the same topic, please remember it is against both St. John's River Water Management rules and our own standards to blow grass and yard debris into the street, for the same reasons, so please direct your grass clippings back onto the lawn—it's better for the environment and your

lawn, and preserves our nice streetscape!

As we get into the wet months, please remember to adjust your irrigation schedule to meet the changing requirements of the season.

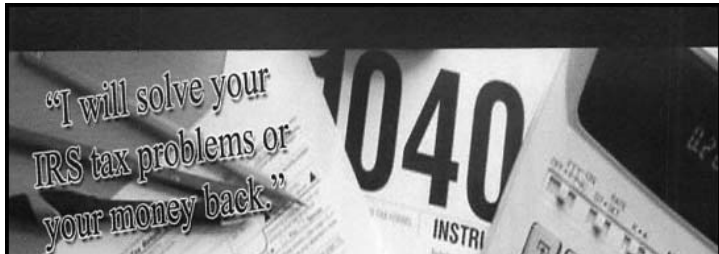
Also, now that the city has dramatically improved the reclaimed water system, we encourage you to shift your watering time to the early morning, which is the most efficient and the most beneficial to the lawn, particularly as day-time temperatures rise.

Be careful to avoid over-watering, as that can promote disease and pests.

RENTING A HOUSE

Some homeowners who rent their houses are confused

Continued on page 4



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Covenants

continued

about (or unaware of) the "single family" rule.

Paragraph 17 of the Covenants' Exhibit B, "Use Restrictions," states: "...no Unit may be leased to other than a Single Family, ...one or more persons related by blood, adoption or marriage

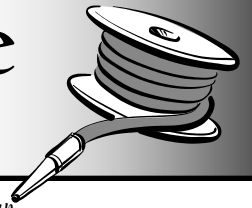
living and cooking together as a single housekeeping unit...A number of persons not exceeding two living and cooking together as a single housekeeping unit, though not related by blood, adoption, or marriage shall be deemed to constitute a family."

The most troublesome violation of this rule we have

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An important note on enforcement: recent changes to FL Statute 720, the main HOA law, allow Associations to deny access to community amenities to owners who are in violation of rules and covenants. The Board has addressed this issue and decided to use this tool to assist in enforcement of our standards. Henceforth, all owners who have received second notices and either have not responded or not corrected the violation will be suspended from access to the Amenity Center. This will include renters in those properties, as well.

Landscape Update



Submitted by Kay Petruzzi, Chairman

Spring has Sprung

The lush green foliage is making its comeback with the onset of spring. We have planted colorful and sparkling flowers in our flower beds, which have brightened the look of the community.

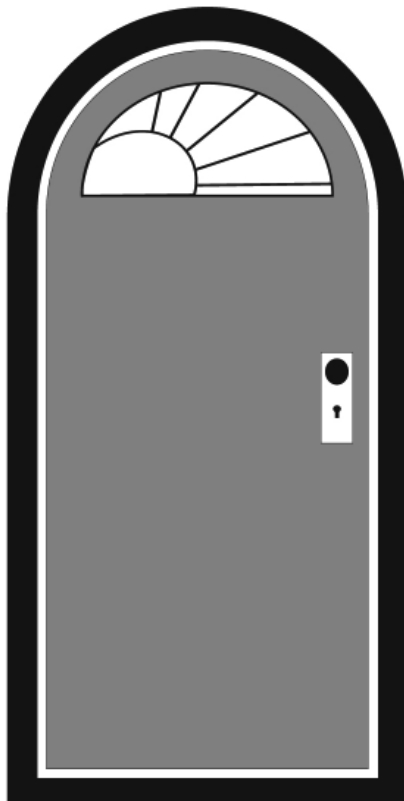
Beautification of our neighborhood is an ongoing process so there is still much to do throughout the community. The goal of the Landscaping Committee is to get The Sanctuary looking exceptional.

We are currently in the

process of obtaining a design for the main entrance which we hope will make our community stand out. Providing more appeal to this location will benefit the value of our community.

Naturally, we are not overlooking other areas that need improvement.

As always, input from homeowners is always welcomed. Anyone interested in joining the Landscape Committee can send an e-mail to me at: TheSanctuaryLandscape@hotmail.com *



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Security Update



Submitted by Kay Petruzzi, Chairman

Recently vehicles have been broken into while parked at Oviedo Daycare Centers or city parking lots. Victims leaving their vehicles to drop off their children, upon returning have discovered valuables were taken.

On some occasions the vehicles have had the passenger side windows smashed and items removed, and on other occasions the vehicles have been left unattended and unlocked.

Always remember to lock your vehicle at all times, and store your valuables in the trunk area, or have them

well hidden before you get to your destination. This prevents someone who may be staking out a parking lot from seeing you place your items in the trunk once you arrive. Always lock your vehicle while parked in your driveway. Making the thief work just a little harder may just prevent you from becoming a victim of a crime.

As always, Safety First.

We are in need of volunteers for the Community Watch Committee.

Please e-mail me at: SanctuaryCommunityWatch@hotmail.com *

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HAGERTY BASKETBALL CAMP

Session 1: June 11-15

Session 2: June 18-22

Session 3: July 2-6

Camp time is from

9:00 AM – 12:00 PM

Early arrival and late pickup can be arranged

1 session \$80.00 - 2 Sessions \$150.00 - 3 Sessions \$200.00

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Registration forms available at the clubhouse

Covenants

continued

experienced is when owners rent to several college students.

While some of these rentals cause few, if any, problems, many have generated dozens of complaints over noise, excessive parking, trash, failure to maintain the property and the like.

The Association will continue to aggressively pursue corrective action against these violations.

If you are a homeowner contemplating renting your home, please remember you are required to submit all leases to the property manager within 10 days of signing. *

Advertise in The Sanctuary News

Quarterly Publication

Size 1x Annual (4x) Business

Card \$35 \$125

1/4 Page \$65 \$225

1/2 Page \$100 \$375

All ads must meet approval of HOA BOD.

Preferred ad formats. Ad layouts and art:

• JPEG at 300 ppi minimum resolution.

• PDF created from high resolution art saved at "Press Quality" or "High Quality Print" setting.

Acceptable but create extra work

• Ads created with MS Publisher or any of the Adobe graphics programs must have all images and fonts embedded. If you use a strange font and we don't have it, your layout may not reproduce properly.

• Images in MS Word files may reproduce low quality depending on the original.

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Y		<i>May Day</i>	1	2	3	4 <i>Cinco de Mayo</i> 5	
6	7	8	9	10	11	12	
				7pmARC			
<i>Mother's Day</i>	13	14	15	16	17	18	19
A	7pm Covenants 7:30pm..... Fining Committee			6:30pm.....Open Forum	7pmBOD		
20	21	22	23	24	25	26	
27	<i>Memorial Day</i>	28	29	30	31		
M	<i>Office Closed</i>						

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY		
E							1	2
3	4	5	6	7	8	9		
N								
10	11	12	13	14	15	16		
	7pm Covenants 7:30pm..... Fining Committee			<i>Flag Day</i>				
				7pmARC				
<i>Father's Day</i>	17	18	19	20	21	22	23	
U			<i>First Day of Summer</i>		6:30pm.....Open Forum			
					7pm BOD			
24	25	26	27	28	29	30		
J								

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
Y	2	3	<i>Independence Day</i>	4	5	6	7
			<i>Office Closed</i>				
8	9	10	11	12	13	14	
L	7pm Covenants 7:30pm..... Fining Committee			7pmARC			
15	16	17	18	19	20	21	
				6:30pm.....Open Forum			
				7pmBOD			
U	22	23	24	25	26	27	28
29	30	31					
J							



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