

October 2009 – January 2010

The Sanctuary

O V I E D O • F L

www.thesanctuaryhoa.org
PROPERTY MANAGEMENT
Pinnacle Management, LLC
Anne Smith, *Property Manager*
407-977-0031

Clubhouse Directors

Kay, Pam •
Jose Rivera, *Pool Monitor*
407 971-9749

Clubhouse Reservations

Kay, Pam •
407 971-9749

clubhouse@thesanctuaryhoa.org

Architectural Review

Applications

Download from Website or pick up at
the clubhouse.

**THE SANCTUARY
BOARD OF
DIRECTORS**

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president@thesanctuaryhoa.org

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Alta Calcagno, *Director
Amenity Center*

director3@thesanctuaryhoa.org

Bob Howard, *Director*

director1@thesanctuaryhoa.org

John Ciesko, *Director*

director2@thesanctuaryhoa.org

Obtaining official records: All requests for records must be submitted, in writing, to Pinnacle Property Management. Pinnacle will have ten (10) business days to respond to the request. The resident will be notified by Pinnacle, the date and time the records will be available for viewing. Pinnacle Property Management, 1511 E State Rd 434, suite 3001, Winter Springs, FL 32708.

The Sanctuary 2009 Fall Festival

Saturday, November 14, 2009
4-7PM

Join your neighbors for
an afternoon of fun!

**Pony Rides,
Carnival
Games, Field
Games,
Obstacle Course, Miss Clown,
Cotton Candy, Snow Cones and
BBQ from All About
Grills.**



In order to have an accurate account of the number attending please come to the Amenity Center for your admission ticket.





The Sanctuary

O V I E D O • F L

The Sanctuary Community Association, Inc.

ANNUAL MEETING

January 28, 2010

6:30 p.m.

Lawton Chiles Middle School Cafeteria

You are a “stockholder” in The Sanctuary Community Association, Inc., a \$.9 million nonprofit business governed by deed restrictions and Covenants and subject to Chapter 720 of the Florida Statutes. Don’t pass up this opportunity to have your say in person. Don’t turn over your proxy vote for someone else to decide for you.

- Election of HOA directors (3 seats open)**
- Community information session**
- Question and answer time**
- OPD children’s safety fingerprinting**
- OPD K-9 Unit**
- Movie for the kids**

Want to serve on the board of directors or participate on a committee? See the Website for board nomination forms and committee questionnaires. Copies also available at the Amenity Center and Pinnacle Properties Management offices. Contact PPM at 407-977-0031.

President's Message



Submitted by Valerie Williams, HOA President

AMENITY CENTER ABUSE

We need your help to keep The Sanctuary's Amenity Center a great place for homeowners to meet, swim, exercise and play.

Maintaining the facility in tiptop condition is no small expense, even at the best of times. Recent abuse has resulted in big bills for repairs. Some of the abuse has been the result of Sanctuary youth either not knowing or not caring about how their behavior affects the rest of the community.

A few examples... *Problem:* screens kicked in at the pool cabana. *Result:* costs to repair; *Problem:* fire extinguisher discharged in an outdoor restroom. *Result:* bill for cleaning restroom and replacement of fire extinguisher; *Problem:* sand from the volleyball court tracked into the pool. *Result:* pool pump replacement, removal of sand volleyball court.

Unauthorized use of the facility by non-residents and underage, unsupervised youth also has degraded the quality of service to homeowners. Security staff on several occasions has had to ask unauthorized soccer and basketball players to leave. They are authorized to check for Sanctuary IDs and, if necessary, remove or even arrest for trespassing those who should not be using your facilities.

And do you know where

your kids are? We have had problems with unsupervised youth not obeying orders to get out of the pool pending an approaching thunder storm. Security has encountered couples getting up close and personal in a cabana restroom (I can't think of a less romantic place) and evening skinny dipping, Blue Lagoon style, in the pool. Our security staff enjoys making these discoveries as embarrassing as possible for the perpetrators, and has the option of confiscating Sanctuary IDs and access cards and notifying parents.

Another pool problem involves swimming with too much clothing.

Pool rules require proper swim suits. Homeowners whose religion or other custom requires them to swim with clothes on will be asked to find another pool more suited to this practice.

With just as much potential for facility damage are unsupervised youth who use the clubhouse for a pizza or movie party (without paying the rental fee and security deposit), or who climb the fence from the basketball court or soccer field to get to the cabana restroom. This latter dangerous practice is almost sure to result in suspension of Amenity Center privileges.

Specific rules for using your center are posted on site, in your homeowner documents and on the Website. Taking the time to know and the effort to follow them—and to properly inform and supervise your children—will help keep costs to a minimum and your Amenity Center in good condition for you and your neighbors.

ANNUAL MEETING

This is the last newsletter before our HOA annual meeting on January 28th. I would be remiss in not reminding you that your attendance is encouraged and sincerely welcomed. This, of course, goes for all the meetings during the year, but especially applies to this opportunity for you to cast your vote for those whom you will entrust to lead the operation of this close to \$.9 million corporation. If you want to throw your hat in the ring for election to serve on the board of directors or appointment to any of the several committees critical to The

Continued on page 4

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President's Message

continued

Sanctuary's wellbeing, go to www.thesanctuaryhoa.org for a board nomination form or a committee member questionnaire. The Amenity Center and Pinnacle Property Management offices also have copies.

This January during the meeting we're hoping to have some activities for the kids, including the OPD K-9 unit and fingerprint identification to protect your kids. And for all, chances to win a door prize and to hear presentations by selected community speakers. ✨

sue violations that we feel have a negative impact on the appearance of our community, even in relatively minor matters like mailboxes that need painting—again, those little things that are the difference between a community that obviously cares and one that does not. That our home values have held up better than many other, similar developments shows that such attention does matter!

House Colors: As I mentioned last time, the ARC has been working with several paint companies to present The Sanctuary's official color palette in a more user-friendly color book. The revised color book is now available. The book will offer a selection of acceptable colors to help homeowners choose the best match to their desired color. Under current rules, no ARC application is necessary if you are repainting the

existing color of your home, but we STRONGLY recommend doing so anyway—we have had several instances where homeowners thought they were getting the same color, but ended up with something quite different. This could result in having to repaint at your expense if you fail to match the original color! We hope to approve the color book at the October ARC meeting, after which all painting applications will require an application for ALL repainting, even for these approved samples, because the Committee wants to consider how the color will look in relation to your surrounding homes. For example, we don't think it looks right to have

Continued on page 5

Covenants Corner

Submitted by Bob Howard

I began last issue's article with a brief statement about our view on applying and enforcing the standards in our governing documents, and actually received a few comments (almost all positive, amazingly!). The Board feels the majority of our homeowners understand and accept our adherence to established Sanctuary standards. The majority of complaints we receive are about correcting violations, with very few commenting that the Association is too rigorous or strict in enforcement. Many of us have experienced the problems that arise in planned communities where the Board was either too lenient or too authoritarian. We strive to fall somewhat in between, but are uniformly concerned over the long-term impact on our community if we fail to abide by our covenants and standards. All too often, the decline of a neighborhood begins with ignoring the little things, like leaving trash cans out or failing to keep a lawn neatly trimmed. Most of our members, fortunately, take pride in their

homes and pride in our community and do their best to keep both looking great.

That said, we're not out to become, as one unhappy member emailed, "Neighborhood Nazis." We certainly do make mistakes, but we will promptly correct any error you bring to our attention. We also pledge, however, to vigorously pur-



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Covenants Corner

continued

the same color on adjacent homes.

See also Roger Mauzey's article on how the builder's color palette was re-created and what we hope to accomplish with our "new" color book. Paint color has overtaken parking as the number one homeowner complaint in The Sanctuary. Some of these non-standard colors are on homes that were painted without prior ARC approval, but the ARC approved several that are now generating complaints. This underscores the difficulty in making objective decisions in what is inherently a very subjective evaluation process. In reviving the original builder's color palette, we hope to reinforce emphasis on the original, professionally planned "theme" for our development. Given the impact of the harsh Florida climate on house paint, most homes will have to be repainted within a few years. As all new painting will be limited to the approved color book selections, The Sanctuary will soon return to the design scheme as originally planned.

Meanwhile, homeowners who paint without prior ARC approval are subject to corrective action by the Covenants Committee. We are dealing with several such instances and will strictly enforce the requirement to obtain ARC approval before painting. In some cases, the paint chosen is acceptable and the ARC will routinely approve these retroactively, without penalty. However, should the paint color not be approved after the fact,

the homeowners must repaint in an approved color at their own expense.

Trash Cans: As I mentioned in the last two newsletters, we are now citing homeowners for leaving trash cans outside. We certainly understand some find it difficult to fit the new cans into their garages, but cans left outside are unsightly and really make the neighborhood look bad. You may store the cans to the side of your garage, but only with ARC approval. Submit your application through PPM as usual, with details on a buffer plan (landscaping and/or fencing) sufficient to hide the can from view. Please do the neighborly thing and hide these unattractive cans from view! Also, remember that you may place your cans on the curb *after sunset* on Tuesday (yard trash: Wednesday) and they must be removed *by dawn* on Thursday (yard trash: Friday).

Parking: Still a big issue for many members—please remember parking on the street is limited to six hours, and commercial vehicles may only be parked while conducting business at your home. Also, OPD can and will ticket cars blocking the sidewalk or parked facing the wrong direction (the officer will always give the owner a chance to move the vehicle before ticketing, of course). Using your garages for storage rather than parking does not excuse excessive street parking.

Single-Family Rule: Some homeowners who rent their houses are confused about (or unaware of) this 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 (2) 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 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



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Covenants Corner

continued

renting your home, please remember you are required to submit all leases to the property manager within ten days of signing.

Enforcement: One of the complaints we receive quite frequently is that it sometimes seems we are not pursuing every possible means for correcting various violations in the neighborhood. Our enforcement process involves sometimes lengthy steps of notice letters, mediation, fines and, potentially, legal action. We do our best to move this process forward quickly and, thankfully, many homeowners are cooperative in resolving these violations. When a homeowner resists, however, the violation might persist for many months. Our biggest problem, of course, is upkeep on abandoned foreclosed homes.

Violations that continue even after repeated notices can lead to fines of up to \$100 for each day of violation, to a maximum of \$1,000. A homeowner failing to address violations also can be suspended from using the Amenity Center. Unfortunately for renters, if your landlord (the homeowner) is behind on Association dues or your home is otherwise in violation, your AC access also can be suspended. If you are a renter and your access cards have been deactivated, you must deal with your landlord to resolve the issue—once the violation is corrected, your access will be restored.

Irrigation: This is not a covenants violation—just wanted to remind everyone that our authorized watering days are as follows:

The Sanctuary Annual Garage Sale



**Saturday
October 17
8am–Noon**
Place your balloons
out on your mailbox.
Please call the
Amenity Center @
407-971-9749 to get
your name on the list.

For Alafaya customers (re-claimed water): Sunday for odd-number addresses, Monday for even, and both water on Thursdays. (Alafaya's schedule is at odds with various ordinances, but they say they have specific authorization

based on their utilization plan.)

For Oviedo city water customers: Even addresses on Sunday/Thursday, odds on Saturday/Wednesday.

Also, please remember to water before 10 am and after 4 pm, only.

Please email the Covenant Enforcement Committee (CEC) at covenants.chair@thesanctuaryhoa.org if you have any questions about enforcement issues, or the Architectural Review Committee (ARC) at arc@thesanctuaryhoa.org for questions about specific standards or restrictions. Every homeowner has the right to report any violation and can remain anonymous when they do so. Every member has the right to attend all committee meetings, as well—Covenant Committee meets the second Monday of every month, ARC on the second Thursday, both at 7 pm in the Amenity Center. 🌿



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The Sanctuary's Color Palette

Submitted By Roger Mauzey

Based on your comments, the new hot topic these days is house paint colors. In addition, those of us on the ARC (Architectural Review Committee) have been reevaluating the procedures for reviewing and approving painting applications. The following is a summary of what we've done so far to improve our paint approval process.

First, what are our goals? The ARC's responsibilities are spelled out in the Covenants & Community Standards; "to ensure an aesthetically pleasing and architecturally compatible environment for the enjoyment

of all residents," as well as doing our best to preserve community property values. Our research found that The Sanctuary covenants (and restrictions) are similar to 99% of all other US Planned Communities.

How do we determine **what is aesthetically pleasing?** This one required some thinking, but the answer was obvious... **YOU the homeowner made the choice** when you purchased your home and signed an agreement to abide by the covenants. In other words, you toured the neighborhood, liked what you saw and decided it was pleasing to you.

From the builder's viewpoint, professional planners built a paint color palette that was the unifying factor in blending each home's architecture to our community environment. In addition, the builder's original color palette is a market tested tool that was intended to be attractive to the largest cross sec-

tion of people. From the Planners' perspective, the paint palette is an important "signature" that defines The Sanctuary community.

Therefore, it is natural for complaints to arise when new colors outside the original color families begin to appear. Professional planners intentionally design communities such that colors enhance the architectural building features while maintaining a pleasing streetscape by having no individual house stand out. A hodge-podge of color creates a disjointed effect and generally repels the viewer's senses.

When Crosswinds turned over the legal responsibility for the Homeowner's Association, they did not leave us with adequate documentation regarding the original paint colors. Thus, the present ARC undertook formal research to understand the original planners' intent

Continued on page 8



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Color Palette continued

and to identify the original paint colors used. Little did we know that this would turn into a 16-week project.

THE SEARCH

Normally, identifying paint for a planned subdivision is a straight-forward process, since the paint companies keep palette databases by builder and subdivision. However, Crosswinds & Engineered Homes (EH) did not maintain this documentation of their paint colors.

We found the Engineered Homes' paint palette for Florida through the paint supplier; however, it had been updated in 2007 and was therefore invalid for The Sanctuary 2001 through 2007. Interviews with EH staff were of little help.

Our search for purchasing records led us to a south Florida supplier, who had records of the Crosswinds and EH procurements from 2002 through 2006. We have a 99+% confidence factor that we have identified all the Crosswinds exterior colors; however, we have only a 90% confidence factor that we have identified all the EH original colors before 2002.

Before we finalize the Color Book, we would like to hear from you regarding paint color identification information that you may have in the form of paint can labels or builder documentation. If you know that your house was painted (by the builder—Crosswinds or EH) with a color not represented in the color book, please let us know. We have posted the list of paint names and Colorwheel product numbers at the Amenity Center. Email Roger Mauzey at rmauzey@cfl.rr.com or ARC@TheSanctuaryHOA.org.

We also uncovered disconcerting information about the quality of

some of the paint purchased for use on Sanctuary homes. I chose not to repeat the gruesome details here, since I only have hearsay evidence.

In general, it was easy to conclude that our original paint quality may be a leading contributor to the need to repaint some of our homes after only two or three years. A 10 year life expectancy from your original paint is probably unrealistic.

Search Results

Recently, the ARC completed a color sample book. It is at the Amenity Center for homeowners to review and identify their exterior base & trim colors. In addition, the HOA intends to provide paint sample strips to aid homeowners in properly identifying colors when specifying or purchasing paint.

The paint samples are also necessary to verify that the paint was, in fact, correctly mixed. An often repeated nightmare story was that paint was incorrectly mixed. It is absolutely critical that the homeowner inspect the initial application of paint to verify that the painted color matches the sample.

To make purchase of paint easier, the ARC is also building a manufacturers' cross reference chart of

Sanctuary paint colors. Initially, the chart will contain three leading manufacturers recognized for their quality by professional painters, but homeowners naturally are free to select any paint brand they chose.

To further assist homeowners with contracting with a painter, we have acquired a professional painting specification specifically created for repainting stucco homes within Florida weather conditions. Following this specification will assure maximum life from your paint investment. This specification will also be maintained at the Amenity Center and, if you desire, you may use it in laying out your contract with your painting company. Eventually, we will post an electronic copy on the HOA web site.

Lastly, a very special thank you goes out to Philip Brewer with Michael King Painting Inc. and the Colorwheel Paint Co. for their exceptional assistance in researching and identifying The Sanctuary color palette. Without this assistance, our success would not have been possible. 🌸

Ready to Paint Your House?



The Sanctuary's official color palette book, available for inspection at the Amenity Center, shows colors authorized by the ARC. Check the book &

**Get ARC approval
before you paint.**

**Download the ARC Approval Form from the
Website or pick up from the Amenity Center**

F.Y.I.

Architectural Review Committee Membership

The ARC is seeking volunteers to replace two recently-departed members. The ARC serves a very important function in preserving the appearance of our community and supporting our property values. Please consider volunteering a bit of your time to support your community! A membership form with more information about the committee is available on The Sanctuary Website on the "Online & Documents" page.

Color Palette Book Available

The ARC has revived our builder's

original color palette book, which is available for homeowner review in the Amenity Center. The ARC requires all new painting applications to adhere to the original design colors reflected in the color book.

We also will contract with a professional architectural color consultant to look at a modest expansion of the color palette, but still in keeping with the builder's planned theme for the community. Color sample chips will be available for your use in ordering your paint from whatever supplier you choose.

HOA Dues Due

Quarterly HOA dues are due October 1 and January 1. Homeowners delinquent in dues payment may face loss of Amenity Center privileges and legal action to collect money in arrears. Don't get behind! If you need payment coupons, call Pinnacle Property Management at 407-9977-0031. 🌸



New Board Baby

Board member Alta Calcagno announced the arrival of her son, Evan, on Saturday, September 19. Evan came into the world at 7:07 p.m., 7 lbs. 1 oz. and 20" long. Mommy, Evan and family are doing just fine.

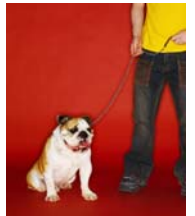


Reserve the Clubhouse for Private Parties.

You, as a homeowner, can reserve the Clubhouse for parties. There is a \$50 charge for rental and a \$100 security deposit. Maximum of 25 people. Rental for residents only. Please call 407-971-9749 to reserve. 🌸

Pooch Pickup!! Don't throw away \$50.

Please pick up after your pet. Not only is it a health issue, you will be fined. The City of Oviedo can levy a fine of \$50 when you get caught. We urge you to just pick up. For more info: <http://www.seminolecountyfl.gov/dps/ansrvs/ordinances.asp> or call Dept. of Public Safety, Animal Services Division @ 407-665-5110. Also: www.seminolepublicsafety.org. 🌸



Watering Schedules

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Even Addresses: MONDAY/THURSDAY

City of Oviedo

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Even Addresses: Sunday/Thursday


The Sanctuary (Common Areas)

Tuesday/Friday



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	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
OCTOBER					1	2	3
	4	5	6 BUNCO 6:30pm	7	8 7pm ARC	9	10
	11	7pm COVENANTS MEETING 7:30PM FINING COMM	12	13	14	15 6:30pm . OPEN FORUM 7pm BOD	16 ANNUAL GARAGE SALE 8AM-NOON
	18	19	20	21	22	23 SCRAP-BOOKING 6-9pm	24 <i>United Nations Day</i>
	25	26	27	28	29	30	31 <i>Halloween</i>

	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
NOVEMBER	<i>Daylight Saving Time Ends</i> <i>All Saints' Day</i>	1 <i>All Souls' Day</i>	2 <i>Election Day</i>	3 BUNCO 6:30pm	4	5	6
	7	8	9 7pm COVENANTS MEETING 7:30PM FINING COMM	10	11 <i>Vetexans' Day</i>	12 7pm ARC	13
	14	15	16	17	18	19 6:30pm . OPEN FORUM 7pm BOD	20 SCRAP-BOOKING 6-9pm
	21	22	23	24	25	26 <i>Thanksgiving</i>	27
	28	29 <i>First Sunday of Advent</i>	30				

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1 BUNCO 6:30pm	2	3	4	5 SCRAP-BOOKING Noon-3pm
DECEMBER	6	7	8	9	10 7pm ARC	11 Hanukkah begins SANTA Morning
	13 7pm COVENANTS MEETING 7:30PM FINING COMM	14	15	16 6:30pm . OPEN FORUM 7pm BOD	17	18 Hanukkah ends 19
	20 Winter Begins	21	22	23	24 Christmas	25 OFFICE CLOSED
	27	28	29	30 New Year's Eve	31 	

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1 New Year's Day	2
JANUARY					HOA DUES due	
	3	4	5 BUNCO 6:30pm	6	7	8
	10 7pm COVENANTS MEETING 7:30PM FINING COMM	11	12	13 7pm ARC	14	15
	17	18	19	20	21	22
	24	25	26	27	28 ANNUAL MTG 6:30pm @ Lawton Chiles MS	29



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Amenity Center

FEES

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RESIDENTS

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ADDITIONAL CARD	\$10.00
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LOST PHOTO ID CARDS	\$5.00
LOST TENNIS KEY	\$5.00

For all residents: only one tennis key will be given out.

AMENITY CENTER RENTALS

Rental Fee \$50.00

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Time line is for three hours/ 25 people maximum/ security deposit will be returned within one week as long as guidelines have been met.



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