

Windsor Hills

Master Community Association, Inc.



Homeowners Welcome Manual

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Dear Homeowners and Guests,

On behalf of the entire staff we welcome you to Windsor Hills, *"Your Home in Paradise!"*

Windsor Hills has established a marvelous reputation as one of the best communities in Central Florida. Many families come from all over the world to stay here and will remember this trip for the rest of their lives!

We have created a premier family vacation community with several amenities which includes a 140,000-gallon pool, a game room and a fitness center just to name a few. We are located just minutes away from all your desired attractions and we neighbor some of the best towns in Florida.

Our large 24/7 manned, gated community has 999 villas to choose from that include condos, townhomes, and single-family homes spacious enough to fit any family size needs. We are proud to say our associates' services and attention to detail goes above expectations.

We pride ourselves on having a distinct community dedicated to providing a safe, comfortable and enjoyable environment.

Sincerely,

Aura Zelada, LCAM
General Manager



Community Amenities

Clubhouse



A range of activities and services are available around the clubhouse for you and your guests to enjoy!

Slide and Pool



Our pool is 140,000 gallons of clear blue water! Heated in season, it opens at 8am and closes at 10pm. Enjoy our hot tub as well, but no children under the age of 13 years please. Our 80ft. winding pool slide opens at 10am. Children who are 42" or taller and are able to swim can enjoy the slide. We also have a dancing water fountain your younger children can play in as well!

Welcome Center & Guest Services



Our staff is happy to help you and your guests with any information you need from 8am to 10pm every day. In our Welcome Center, we also have Guest Services, available to further assist guests and owners with vacation plans from 10am-6pm Wednesday-Saturday. Brochures, maps, ticket information, and HOA services are available as well.



Game Room

Billiards and arcade games are available for all ages. Pool table is a \$5 deposit.

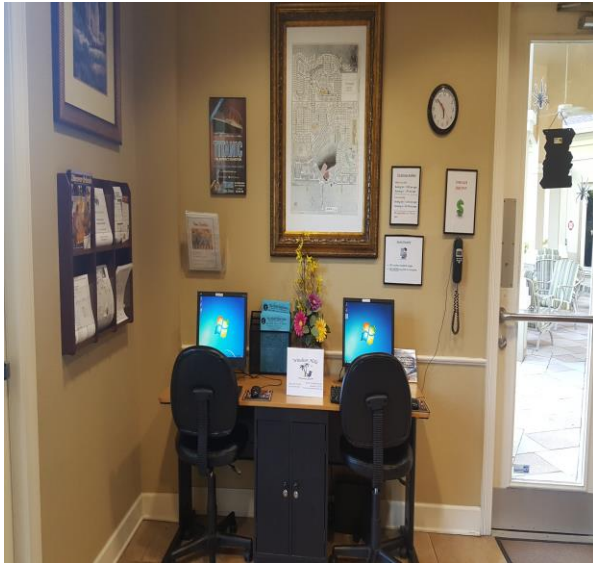
Movie Theatre

Choose from over 800 movie titles! Come to the Welcome Center, select a movie & time and enjoy! You are also welcome to watch any movies other guests have chosen for the day.



Cyber Café

The Cyber Café is located in the Welcome Center. Printing, copying, faxing and scanning services are available. Computer time is limited to 30 minutes. Printing charges apply.



Ping Pong

Ping Pong is located right beside the pool. Equipment is available to rent at the Welcome Center for a \$1.00 fee and a \$10.00 refundable cash deposit.



DVD Rentals & ATM

Located in the Game Room is a DVD rental kiosk and an ATM. A credit card is required to use the DVD Rental machine.



Windsor Hills Marketplace & Grill

Come on over to the Market Place & Grill where you can buy basic grocery items for your stay at Windsor Hills. Open 7 days a week, the hours of operations are 8:00AM – 8:00PM. Enjoy fresh sandwiches, assorted beverages, newspapers, and fun pool items.



Recreation Park

At Windsor Hills, the Recreation Park is open from 8am to 10pm. A range of activities are available for you and your guests including volleyball, basketball, tennis, and a putting green. Also at the recreation park are charcoal grills. Right next to the park is an oversized parking area used for oversized vehicles and overflow parking. Sporting equipment is available to rent at the Welcome Center for a fee and a refundable cash deposit.

Sports Equipment Rentals

Deposit	Fee	Total	Description	Duration
*\$5.00	\$0.00	\$5.00	Billiards	1 hour
*\$10.00	\$1.00	\$11.00	Ping Pong	1 hour
*\$10.00	\$5.00	\$15.00	Basketball/Volleyball	3 hours
*\$20.00	\$5.00	\$25.00	Tennis/Golf	3 hours

*Deposit is refundable upon rental equipment return. Equipment can be checked out as late as 9:30pm. Failure to return equipment by the allotted time frame will result in a **loss of deposit**. Equipment rentals are due by 10pm daily. **No Exceptions.**



Communication with the HOA



Owners Website

www.windsorhillsmaster.com

This site is intended to provide accurate and up to date information to all guests, home owners and management companies. Click on “homeowners” tab to register.

Aegis Website

www.aegiscms.com

This site is provided by Aegis Community Management Solutions. On this website owners can contact the manager, look at account balances, and pay association fees. Please email Aegis at lolsen@aegiscms.com or call 386-597-2840 ext. 105 for assistance. As always, you can email the Welcome Center at whreception@welcometowindsorhills.com or call 407-787-4255 for additional assistance.

Confidential Resident Information Form

Along with the benefits of the websites, we ask that you fill out the Confidential Resident Information form (**See Appendix A**). The information you provide will help us keep in touch and send you important documents. It will also aid the Welcome Desk in assisting your guests when they are in need.

Correspondence

Great News! Chapter 720 Florida Statutes now allows sending out all correspondence and electronic voting systems via email. This will create big savings for the Association and requires two simple steps from you as a homeowner.

First Step: Become the Designated Voter for your home.

Individually Owned Homes

- If you own 1 home or 10, we need a Designated Voter Certificate for each property.
- The Designated Voter for a home would be one of the Owners of the Property who acts as the representative for all the other owners concerning the Association. Please contact the Welcome Center and we would be more than happy to assist you with any questions or required paperwork needed.

Corporation Owned Homes

- The Corporation must have your Designated Voting Member for the Association to sign and Date the Authorization Form.
- If you are unsure who the Designated Voting Member is or to appoint a Designated Voter Member please contact the Welcome Center and we would be more than happy to assist you with any questions or required paperwork needed.

Second Step: Email Authorization Form

- This can only be completed by the Designated Voter making the system easier not only for the Association, but also you the Homeowner. You will receive everything via email and be able to return any required correspondence back to the Association faster. However, one of the requirements to be able to implement this new capability is your permission to have correspondence sent to your email address.

These Forms need to be submitted to the Association only **ONCE** during your ownership unless changes need to be made by you. You are obligated to notify the Association of any changes to assure we have accurate means to contact you.

Benefits: Not only does this mean cost savings to the Associations by not having to print copies required and postage, but a more effective way for you, as a Homeowner, to ensure you receive ALL communications.



Important Homeowner Information

Community Entry

Owner access cards are available from the Welcome Center for a \$10 refundable, deposit. With an owner card, you can access the front and back gates with ease, 24/7.

Guests and their visitors will be required to validate their reservation with Security at the front gate and will be issued a parking pass. On the parking pass is a barcode that the guest can scan to enter and exit the property at the front gate.

- Every guest should be preloaded into the **dwellingLIVE** Visitor Access System by their booking agent, so that the Security Staff at the Guardhouse are able to access this information upon guest arrival.
- The guest(s) should have been provided with a reservation voucher by the owner, Management Company or booking agent to present to Security. The Rental Voucher must say that the guest has been pre-registered into **dwellingLIVE**.
- The driver of each car must present a valid driver's license to confirm ID. You must have a valid driver's license to drive onto the property.
- The registration in the **dwellingLIVE** Visitor Access System and on the voucher, will contain the address where guests are staying, their details and the length of their stay and identify the host who made the booking.
- After validating the reservation, the Security Officer will issue each car with a Parking Pass. This pass will allow guests to enter/exit the community when they present the barcode at the scanners at the Main Gate to Windsor Hills.
- Guests must display the Parking Pass on the dash board, with date side **UP** while on property. When off property the parking pass should be date side **DOWN** for security.
- All owners, management companies and rental agents are aware that a guest must be pre-loaded and have the reservation voucher before arriving at the property for the first time. If it is misplaced or otherwise cannot be located, access into the community will be denied.

Windsor Hills		DAILY GUEST	
Valid Through:		License Plate #:	
SEP 23, 2016		MANAGER	
Sun Mon Tue Wed Thu Fri Sat			
Guest Of:		GV	
7600 Comrow St Lot Clubhouse		Guest Name:	
		AURA ZELADA	
Directions:		Issued: 9/23/2016 9:18 AM	
		Issued by: William Graham	
			

These procedures are in place to ensure guests' vacations are not ruined by owners or management companies not adhering to the Association's legal documents and membership qualifications. If you are affected by this, please do not blame our employees who are acting under direct orders from the Board of Directors to stop unauthorized entry into the community.

MANCO Cards

Management companies and contractors, who enter the community three or more times a week, will need to purchase a MANCO card. This access card has a \$25 **refundable** deposit that will allow the management company/contractor to enter the front/back gate. MANCO card applications are available at the Welcome Center and must be completed along with a copy of the business license and a valid driver's license.

Visitors

Visitors (including family and friends) will be allowed into the community if the owner/guest contacts the front guardhouse. The front guardhouse can be reached at 407-397-1464. Please contact the guardhouse for food deliveries as well.



Vehicle Parking

- There is a 5-car maximum per property address. Exceptions must be entered into dwellingLive.
- Do not block sidewalks and do not park on the streets or grass.
- Single-family homes can hold up to 2 vehicles in the driveway.
- Townhomes can hold one vehicle in the driveway.
- Condos have their own parking spaces located in front and around the buildings.
- Additional parking is available in the oversize parking lot off Comrow street (next to the recreation park) and in front of the clubhouse.
- All over-sized vehicles must be approved by the General Manager and:
 - a. Obtain an oversize parking permit at the front gate.
 - b. Display the permit on the vehicle.
 - c. Park at the oversize parking lot.

Vehicles

Vehicles are not permitted to park on the community roads, sidewalks, footpaths or grass areas. Vehicles must park either on the home driveway or in a designated parking space. The only exceptions to this rule are:

- Vehicles may park on the road for loading and unloading purposes.
- Vehicles servicing a home may park on the road for a short time.
- The community has a speed limit of 25 mph throughout.
- Vehicles are not permitted to park on roads or sidewalks at the express request of the emergency services. The community roads are quite narrow and not designed for street parking. It can be very dangerous for pedestrians when vehicles are parked on sidewalks.
- Vehicles that can't park on the home's drive must park in the oversize car parking area.
- Offending vehicles will be towed at the driver's expense if the driver ignores the request to move.
- Boats, trailers, commercial vehicles, oversize vehicles and campers are not permitted to park on driveways or roads. We have an oversize vehicle park close to the tennis courts. A permit is required which is available from the Gatehouse. This permit is time limited and free. All vehicles with a trailer attached should use the front gate.
- Overnight camping is not permitted in the oversize car park or anywhere on the community.
- RV vehicles must be parked in the oversize car park and under no circumstances may they be used for overnight sleeping arrangements.
- **In exceptional circumstances only, the Community Association Manager may authorize different parking arrangements, but this is at her sole discretion.**

Quiet Hours – 11pm to 7am

Windsor Hills is a family oriented community and we have designated “**quiet time**” between 11pm and 7am. Please respect this policy and remember to keep the noise down, particularly in the open areas at night. Noise from talking and music around your pool area and elsewhere carries a long way in the mild Florida climate.

Excessive noise and events of concern can be reported to the Osceola Sheriff's Office at 407-348-2222 and they will settle the issue.

- If there is an immediate emergency dial 911.
- The Security guards are not permitted to leave the gates.
- We encourage all owners and guests to immediately report any suspicious behavior to the Sheriff and then to the Windsor Hills Mgt. Office at 407-787-4255.
- In the event of any thefts occurring please report to the Sheriff or 911 immediately and then, as soon as possible, complete an incident report with the assistance of staff at the Welcome Center.

Food Delivery

All owners and guests must notify **Security (407-397-1464)** of any food delivery orders they made and the company involved. Any delivery not notified to the guards and without a contact phone number for customer will be denied access.

Soliciting

We have a **NO SOLICITING** policy and this will be strictly enforced. Any vendor found to be placing flyers will be banned from the community. Anyone witnessing the distribution of flyers is requested to immediately phone the office at **407-787-4255**.

Overcrowding

Each home is designed to sleep a certain number of people due to fire code. This typically means two people per bedroom, including children. Every properly licensed home has a certificate showing the total occupancy permitted by law. Overcrowding of homes is prohibited and violators will be evicted.

Trash

At Windsor Hills, each condominium, town home and pool home is equipped with a bench-mate to store trash until it is collected. The bench-mate for your home is located just outside the front door of the home. Trash will be collected after 7:00 am every day except for Wednesdays and National Holidays. We ask that owners and guests help us by doing the following:

- Do not put loose trash inside the bench-mate. All trash and garbage must be placed inside trash bags.
- Do not put liquids in the trash bags or inside the bench-mate. Pour all liquids in the kitchen sink.
- Please close the bags securely, and place in the bench-mate. Close lid on the Bench-Mate securely.

If you have extra trash items or boxes which cannot be placed inside trash bags and/or the bench-mate, you can take them to one of the four community trash compactors in Windsor Hills:

- Corner of Comrow St. & Almaton Loop (*opposite 2821 Almaton Loop in the condo area.*)
- Next to the Children's Playground on Dinville St.
- Corner of Archfeld and Teascone Blvd at the hilltop.
- In the Recreation Area Parking Lot, off Comrow St.

Please note that oversized items such as mattresses and such cannot be placed in the compactors, please see the Welcome Center Staff on what to do with these items.

If you have any questions, please contact our Welcome Desk at 407-787-4255.

National Holidays are as follows:

- New Year's Day - January 1st
- Memorial Day – Last Monday in May
- Independence Day - July 4th
- Labor Day – First Monday in September
- Thanksgiving Day – Fourth Thursday in November
- Christmas Day - December 25th

Please note: It is **VERY IMPORTANT** you do not leave any food outside of the trash bins. Ants will find it almost immediately & could find their way into your home.

Recycling

Single Stream Recycling is available at the Recreation Area. Owners and guests are urged to deposit their recyclables from 8am to 10pm daily.

Access to the Community

Owners have full access to the Community unlike the Guests, Contractors, and Management companies. An Owner's card must not be shared, loaned out or borrowed. For safety and security reasons, if an owner's card is found to be used by someone other than the rightful owner, the card will be confiscated and deactivated.



Guests

- Guests will be required to provide proof of occupancy by a rental voucher. This information must show the name of the guest(s), the address they will occupy and the specific length of their stay.

Contractor Access


- The contractor parking pass is issued for the current day only and will expire on the day of arrival. The contractor may be any person performing services or delivering food or products for the association, owners or guests.

Management Company Personnel

- If your management company comes into the community three or more times a week, they may be eligible for a "MANCO" (Management Company) card. The card will allow express entrance at the front gate. To apply for a MANCO card, stop by the Welcome Center for an application. Once completed, submit the application with a copy of the business license, a valid driver's license, and a \$25 refundable deposit. The deposit is refunded when the MANCO card is returned.

Guest Parking Pass

The Guest parking pass allows entry into the Community.

Windsor Hills		DAILY GUEST
Valid Through: SEP 23, 2016		License Plate #: MANAGER
Sun Mon Tue Wed Thu Fri Sat		
Guest ID: 7600 Comrow St Lot Clubhouse	Guest Name: AURA ZELADA	Issued: 05/03/2016 9:10 AM
Directions:		Issued by: William Graham
		

Package/Letter Policy

Due to limited and unsecured space at the clubhouse, The Windsor Hills Welcome Center does not accept deliveries of mail/post, parcels/packages, child strollers, wheelchairs, motorized wheelchairs or any other items.

Guests and owners should coordinate rental and mail deliveries (this includes FedEx, UPS and the United States Postal Service) to coincide within their arrival and departure dates. Packages or deliveries sent to the Welcome Center will be declined and returned to sender.

If pre-arranged, many of the rental companies will deliver directly to the home.

Mailbox

If you belong to the Enclave Association (single-family homes), then you can install a freestanding mailbox. Complete an Architectural Control Committee Application (found in **Appendix C**) and return it to the Windsor Hills clubhouse for board approval. All mailbox installation questions should be forwarded to the community association manager at whmanager@welcometowindsorhills.com. If you own a condo or a townhome you may be eligible for a mailbox on property. These mailboxes are located near the clubhouse and are controlled by the U.S. Post Office. If there are none available on property, you can rent a box off property. The Post Office can be contacted at 407-846-0999.

United States Post Office

601 Market St. Celebration, FL. 34747 Tel: 407-396-7001 Hours: Mon-Fri 9-4:30pm, Sat: 8:30-2pm, Sun: Closed

Directions from Windsor Hills

1. Take a left onto Old Lake Wilson Rd.
2. Turn right onto Hwy 1-92/Irlo Bronson Memorial Hwy. Go 3.6 miles.
3. Turn right onto Celebration Ave. Go 1.2 miles.
4. Turn left onto Sycamore St. Go 0.2 miles.
5. Turn right onto Front St. Destination will be on the right.

To reserve a box at the Post Office you can visit their office or you can go online to: <https://www.usps.com/manage/po-boxes.htm>. Suggested mailbox prices are as follows:

Post Office - CELEBRATION				2.90 Miles
601 MARKET ST, KISSIMMEE, FL 34747				Phone: (407) 396-7001 On-site parking available: Yes
Size ?	3 months	6 months	12 months	Availability ?
1 (3 IN X 5.5 IN)	<input type="radio"/> \$16.00	<input type="radio"/> \$28.00	<input type="radio"/> \$56.00	Yes
2 (5 IN X 5.5 IN)	<input type="radio"/> \$22.00	<input type="radio"/> \$38.00	<input type="radio"/> \$76.00	Yes
3 (11 IN X 5.5 IN)	<input type="radio"/> \$39.00	<input type="radio"/> \$68.00	<input type="radio"/> \$136.00	No (wait list me)
4 (11 IN X 11 IN)	<input type="radio"/> \$67.00	<input type="radio"/> \$116.00	<input type="radio"/> \$232.00	No (wait list me)
5 (22.5 IN X 12 IN)	<input type="radio"/> \$115.00	<input type="radio"/> \$200.00	<input type="radio"/> \$400.00	No (wait list me)
PO Box lobby hours				
Business hours				
Special message: Automatic renewal payment is required for 3-month payment option.				

The UPS Store

7862 W. Irlo Bronson Hwy. Kissimmee, Fl. 34747 Tel: 407-390-1899, Mon-Fri 8:30-6:30pm, Sat 9-4:00pm, Sun-10-3:00pm.

You can stop by the UPS Store to reserve a P.O. Box. Prices are as follows:

3 months - \$54 for a small box or 6 months - \$96 for a small box

You can also send your packages to the UPS Store for pickup. Simply address the package to the office address with your name. The holding fee is \$8.50 per package under 40 pounds, and \$15 per package over 40 pounds. If you reserve a mailbox, the package will be held for you at no additional charge.

Directions from Windsor Hills

1. Take a left onto Old Lake Wilson Rd.
2. Turn left onto Livingston Rd.
3. Turn right onto Formosa Gardens Blvd.
4. Near the end of the road, turn left into the Plaza, the UPS Store is near Giordano's Pizza

PakMail

14900 E. Orange Lake Blvd. Kissimmee, Fl. 34747, 407-238-9560, Mon-Fri: 9-5:30pm, Sat: 9-2:00pm, Sun: Closed

To obtain a mailbox, stop by the PakMail office. Prices are as follows:

3 months- \$47.93 for a small box 6 months- \$79.88 for a small box

You can also send your packages to the PakMail office for pickup. Just address the package to the office address with your name. The holding fee is \$5.00/per envelope and \$10/package. If you buy a mailbox, the package will be held at no additional charge.

Directions from Windsor Hills

1. Take a left onto Old Lake Wilson Rd.
2. Turn left onto Hwy 1-92/Irlo Bronson Memorial Hwy. Go 1.9 miles.
3. Turn right onto E. Orange Lake Blvd. Make the first U-turn
4. Destination will be on the right.

Community Contacts

Your Community Association Manager is Ms. Aura Zelada. She can be reached at 407-787-4255 or via email: whmanager@welcometowindsorhills.com. Aura and her team are dedicated to making guests' vacation enjoyable. She welcomes feedback, good or bad, and please know she is handling dozens of issues every day and will prioritize accordingly. The Board of Directors of the Windsor Hills Master Community Association can be contacted anytime via email at: windsorhillsmaster@gmail.com.

Aegis Community Management Solutions

8390 Championsgate Blvd
Suite 304
Championsgate, FL 33896

Aegis Office Phone: 863-256-5052
Aegis Email Address: edoras@aegiscms.com

ASSOCIATION RESPONSIBILITIES

Master Community Association:

The Master Association is responsible for all common area maintenance including:

- 24/7 Manned Entry into Community
- Clubhouse Amenities
- Community Pool
- Tennis Courts
- Sport Courts, Putting Green
- Roadways, Sidewalks
- Maintenance and Office Personnel
- Oversize and RV Parking Area
- Perimeter Enclosure
- Clubhouse Related Areas
- Exterior and Interior Painting of Clubhouse
- Retention Ponds & Conservation Areas
- Roof Replacement of Commonly Owned Buildings
- Reserves for Future Replacement and Resurfacing
- Insurance on All Association Owned Structures and Property.
- Basic television cable and internet Wi-Fi.

Enclave and Vistas Homeowner's Association

Lawn service to individual lots, irrigation, maintenance to individual lots, plant replacement, lawn spraying service for sod related pests and fertilization, mulch once a year and daily porter garbage removal. The HOA will pay for exterior paint (except front door) for owners belonging to the Vista Townhome Association only.

Architectural Control Committee

The Architectural Control Committee (ACC) is responsible for approving landscaping, structural changes, exterior paint colors, etc. For example:

- All permanent structures and temporary structures, such as tents and kids' bounce houses require prior written approval by the Homeowner Association Architectural Control Committees and possibly by Osceola County.
- Unapproved structures will be removed by the Community Association Manager and owners will be fined.

Enclosed with this manual, you will find the guidelines and application Appendices B-D.

For further information, please contact the Welcome Center at 407-787-4255.

Assessments (HOA Fees)

As an owner, you will pay HOA fees to the Master Association and to either the Vistas (townhomes) or the Enclave (single-family home) Association. Condo owners pay to the Master Association and to the Ventura Condo Association. **Please note that Ventura Association is managed by First Service Residential, and has a separate Community Association Manager. FSR can be reached at 954-378-1099.**

HOA Fees are set annually and due quarterly on the 1st of January 1st of April 1st of July, and 1st of October. Please refer to page 22 for payment options. It is the owner's responsibility to keep the HOA informed of change of address, phone number, email, and Property Management Company.

Kindly log into your account at www.Aegiscms.com and submit the change under "contact us" and email the reception team at whreception@welcometowindsorhills.com.

Board Meetings

The Board Meetings are as follows: All owners are encouraged to attend!

- The Master Board meets the 3rd Tuesday of the month.
- The Enclave Board meets the 4th Tuesday of the month.
- The Vistas Board meets the 4th Thursday of the month.

Voting Member Designation Certificate

The Designated Voter Certificate is required by the Association Documents. This Certificate must be kept in the official Association's records for each homeowner. A properly completed Certificate is used to establish the person on the behalf of your residence who is authorized to vote on Association business requiring a vote of the Membership.

Directions for Completing the Designated Voter Certificate: Individually Owned Homes

- If you own one (1) or ten (10) properties we need a Certificate for each property.
- The Designated Representative is selected from one of the owners of the property making them the official voter for the property.
- **All Owners** must sign the Certificate no matter if there is one (1) owner or six (6) owners for the property (husband and wife are considered separate owners).

Corporation Owned Homes

- The Corporation can designate whomever they wish to represent their interest.
- The President or Vice President and the Secretary must sign the Certificate and state their position. If one member of the Corporation is the only officer then they must indicate their position/positions.

This Certificate needs to be submitted only once during your ownership unless changes need to be made by you. It will always be sent once a year in case a change is needed.

Assessment Fees 2018

Windsor Hills Master Community Association, Inc.

Due	January 01, 2018	\$797.41
Due	April 01, 2018	\$797.41
Due	July 01, 2018	\$797.41
Due	October 01, 2018	\$797.41

When paying full assessment of
\$3,189.63 include all coupons.
Write 5-digit account number on check.

The Enclave at Windsor Hills Homeowners Assoc., Inc.

Due	January 01, 2018	\$379.90
Due	April, 01, 2018	\$379.90
Due	July 01, 2018	\$379.90
Due	October 01, 2018	\$379.90

When paying full assessment of
\$1,519.59 include all coupons.
Write 5-digit account number on check.

The Vistas at Windsor Hills Townhome Homeowners Assoc., Inc.

Due	January 01, 2018	\$372.68
Due	April 01, 2018	\$372.68
Due	July 01, 2018	\$372.68
Due	October 01, 2018	\$372.68

When paying full assessment of
\$1,490.71 include all coupons.
Write 5-digit account number on check.

The Ventura at Windsor Hills Condominium Assoc., Inc.

Due	April 01, 2017	\$560.00
Due	July 01, 2017	\$560.00
Due	October 01, 2017	\$560.00
Due	January 01, 2018	\$560.00

When paying full assessment of
\$2,240.00 include all coupons.
Write 14-digit account number on check.

Contact Ventura Manager at
407.644.0010 ext.7231 for more
details.

WINDSOR HILLS ASSESSMENT PAYMENT OPTIONS

Online Payment by Credit Card

Go to <http://aegiscms.com/>, and login under "About us" and follow the prompts. You'll need your Aegis user ID and password. The user ID and password was mailed to each owner with their welcome letter. For any questions, please call the Aegis receptionist at 863-256-5052 or requests@aegiscms.com.

Fixed Rate Payments or Echeck

You'll need to complete an Aegis ACH form. You must complete one application for each account/association. Scan completed application and the voided American Bank check to requests@aegiscms.com. Please copy the General Manager, Aura Zelada, at whmanager@welcometowindsorhills.com on your email to requests@aegiscms.com so we are aware that you have submitted your request!

Check

You can mail your check to Aegis Community Management at:
Association Name (Windsor Hills Master or Enclave at Windsor Hills or Vistas at Windsor Hills)
c/o Aegis Community Management
PO Box 64203
Phoenix, AZ 85082
863-256-5052
Please write your Windsor Hills address and your Aegis account number on the check.



dwellingLIVE

As of summer 2016, Windsor Hills started using **dwellingLIVE** to check in guests and contractors into the Community. As an owner, you can log into **dwellingLIVE** and pre-register your guests. You can also view who has been registered to your home including vendors. You or your management company can pre-load guests into the computer before they arrive. Once a guest arrives, they will have to present their rental voucher and driver's license to the guards. From there, the guest will be handed a parking pass with a bar code they use to enter and exit the community. Here's how you use **dwellingLIVE**:

1. Login: Please and password or Go to:

contact Reception Team for your username either by phone or email: Tel: 407-787-4255 whreception@welcometowindsorhills.com.
<https://community.dwellinglive.com/>

2. The directions on how to use **dwellingLIVE** are on this link: <https://dwellingliveuniversity.wordpress.com/>. This video explains how to use the system in the first 7 minutes. There is also an APP you can purchase for 99cents that will keep you in constant contact with your home.

3. Please update your personal details. Your screen will look like this:

Resident: 2568 Maneshaw Ln (Windsor Hills IV)				
Account Info	Guest List	Vendors	Vehicles	Access Devices
Account Info				
Property Details				
HOA Account #:		Edit		
Address:	2568 Maneshaw Ln Kissimmee FL 34747	Edit		
Lot #:		Edit		
Primary User:	Assoc.Inc Windsor Hills Master	Edit		
Name on Passes:	Assoc.Inc Windsor Hills Master	Edit		

*If you have any questions about **dwellingLIVE**, please contact the Reception Team at 407-787-4255 or via email at whreception@welcometowindsorhills.com*

WINDSOR HILLS OWNERS DIRECTORY

Emergency.....911

Non-Emergency Osceola Sheriff's Dept.....407-348-2222

Pulte Homes Tampa813-265-3343
pultedelight@pulte.com for warranty information.

Spectrum (formally Bright House) Bulk Customer Service407-215-5544 option 3
.....Monday through Friday 8:30am to 4:30pm
(live person 24/7) 407-291-2500
or voice mail only.....727-329-2797
or via email at dl-scs-ops-florida@charter.com
.... Windsor Hills Master Association Bulk Account Covers Basic TV Cable, Wi-Fi and internet....

Century Link Telephone.....1-800-339-1811
Classy Pool..... Contact Pulte Homes Tampa

Duke Energy.....1-800-700-8744
(To Report Power Outages)1-800-228-8485

TOHO Water Authority. Water, Sewer & Reclaimed Water Customer
Service.....407-944-5000

Master, Enclave, Vistas HOA (Clubhouse Welcome Center)407-787-4255
Board of Directors can be contacted via email at: windsorhillsmaster@gmail.com

Ventura HOA (First Service Residential Group) 954-378-1099
The FSR Group Call Center
Domestic.....866-378-1099
International.....1-954-378-1099

General Mgr. & Welcome Center.....407-787-4255

The Market Place & Grill.....

Main Gatehouse (Deliveries).....407-397-1464

Massey Pest Control (Enclave Homes)407-846-6620
Apex Termite Control (Clubhouse)..... 407-292-7770
Home Team Pest Defense (Vista Townhomes) 407-830-0299

Sherwin Williams..... 352-241-2014
(Has all paint information. Located on Hwy 27 Near Walmart)

RULES AND REGULATIONS

Windsor Hills Master Community Association Clubhouse Rules & Regulations

The following Rules and Regulations have been adopted and will be administered by the Windsor Hills Master Community Association Board of Directors. The Rules and Regulations may be changed at any time by the Board. It is the intent of the Board to limit these Rules and Regulations so that every member and their guests will obtain maximum use and enjoyment of the facilities.

Exterior of Clubhouse

Slide and Dancing Waters.....	10:00AM - 6:00PM October to March 10:00AM - 8:00PM April to September
Swimming Pool.....	Mon - Sun 8:00AM - 10:00PM
Barbeque Area.....	Mon - Sun 8:00AM - 10:00PM
Basketball Court.....	Mon - Sun 8:00AM - 10:00PM
Putting Green.....	Mon - Sun 8:00AM - 10:00PM
Tennis Courts.....	Mon - Sun 8:00AM - 10:00PM
Volleyball Court.....	Mon - Sun 8:00AM - 10:00PM

Interior of Clubhouse

Market	Mon - Sun 8:00AM – 8:00PM
Fitness Center.....	Mon – Sun 6:30AM – 10:00PM
MUST BE 18 YEARS OR OLDER TO USE EQUIPMENT – PHOTO ID REQUIRED	
Game Room.....	Mon – Sun 8:00AM – 10:00PM
Movie Theater – Choose from over 800 movie titles!	
Ping Pong – Located right beside the pool area.	
Pool Tables – Located in the game room.	
Video Games – Located in the game room.	

Sporting equipment is available at the Welcome Center. A small fee and refundable cash deposit will be required to insure against damage or loss. A change machine is provided in the game room for game usage.

Clubhouse General Rules and Regulations

1. Age Requirements - Please refer to the specific activity for information on age requirements. All age requirements will be strictly enforced. It is the duty and responsibility of the member to become familiar with these requirements and to cooperate in the enforcement thereof.
2. Dress Code - Proper attire is to be worn at all times in accordance with acceptable practice for the particular facility. Shirts, cover ups and shoes must be worn at all times while in the Clubhouse and when in the Windsor Hills Market. Wet bath suits are not allowed in the shop due to health code. Appropriate attire and footwear must be worn while in the Fitness Center.
3. The hours of operation may be adjusted seasonally as usage dictates.
4. Parents are responsible for the conduct of their children at all times. Improper conduct may lead to denied access to community areas.
5. Members and Guests using the facility are responsible for leaving it clean after its use.
6. The cost of replacing any property that is broken, damaged, or removed by a member or guest shall be charged to the member concerned.
7. Wagering is not permitted while engaging in any activity in the clubhouse.
8. Behavior - We operate a **"Zero tolerance"** policy toward anyone annoying other guests. We will not tolerate excessive noise, anti-social behavior including the use of foul language in public areas, harassment of any type, drunkenness or any action which upsets the peace and tranquility for other guests. **Abusive or threatening behavior toward any member of staff or other guests can result in eviction from the community.** We advise guests to phone the sheriff (407-348-2222) in the event of any of the above behavior and then report it to the Welcome Center at the earliest opportunity (407-787-4255). The Association has direct contact with almost all the owners or rental agents at Windsor Hills and will not hesitate to request the immediate eviction of any guests who are behaving inappropriately. Please note the Security staff at the gates are **NOT** authorized to deal with any incidents as described above. Their duties are confined to the gate houses.

Community Pool

- The operating hours are from 8:00AM - 10:00PM, unless closed due to thunder, lightning, or repairs.
- **There is NO LIFEGUARD at the pool. Swim or play in the pool at your own risk.**
- Children under the age of 16 are NOT permitted at the pool unless under the direct supervision of their parents, guardian or an accompanying adult.
- A shower must be taken prior to entering the pool. Suntan oils, body lotions, and deodorant clog the pool filter and drain. These products must be removed before entering the pool.
- No glassware of any type is permitted in the communal pool area, shop, game room or fitness center. This includes drinking glasses, glass bottles or any crockery made of breakable material.
- Management reserves the right to inspect diaper bags, backpacks, coolers and any other container, for glass bottles or any crockery made of breakable material.
- Only plastic or paper glasses, bottles or crockery are allowed in the entire pool area.
- It is not permitted to reserve any chairs or lounge chairs by placing towels or other objects on them. The staff monitors the pool area and any items found on the chairs or lounge chairs which are unused for more than **30 minutes** will be removed.
- Towels are not provided by Windsor Hills Community Welcome Center. All persons using the pool must bring their own towels.
- No running, pushing or boisterous play is permitted on the pool deck.
- All radios, CD's, tape decks, etc. are required to have a set of headphones when listening to audio programming.
- Pets are not allowed on the pool deck or in the pool.
- Persons with open sores, cuts, or communicable diseases will not be allowed into the pool.
- Diapered age children MUST wear swimmers and rubber pants in the pool.
- Food or drinks must be kept a minimum of 3 feet away from the pool edge.
- Floats may only be used if not creating a nuisance for other bathers.
- Please DO NOT hold the gates open for another person when entering the pool area. Only owners and other guests have access to the clubhouse amenities.
- The pool area will be cleared in the event of bad weather, lightning or thunder. It will remain closed for 30 minutes afterwards to allow the weather to improve.

Windsor Hills Slide Rules

- The slide requires the supervision of a pool attendant. Pool attendants are there for safety of use of the amenity. The attendant is not intended to be an enforcer or to act as a referee. They are not lifeguards or child minders.
- **You must be 42" tall and able to swim to use this slide. No exceptions.**
- Bathing suits are required. No zippers, buckles, or loose clothing is permitted.
- No flotation devices including tubes, lifejackets, or water wings are permitted inside of the slide.
- Single user, feet first on your back only! No chain of people or the holding of small children while sliding.
- An attendant is required to be present at the pool during slide operation.
- Due to health risks, use of the pool slide is not recommended for pregnant women or people with heart or back conditions.
- Users must not be under the influence of alcohol or drugs.
- Users must wait for the splash area to be cleared before sliding down the flume.
- No stopping inside of the slide.
- Absolutely NO diving or any other head first entry down the slide.
- Maximum occupancy: 1 person per flume.
- Maximum weight per user is 250 pounds. Recommended minimum weight is 70 pounds

Hot Tub

- Only persons 13 and older, may use the hot tub, when accompanied by an adult. Children 12 and under are NOT permitted even when accompanied by an adult.

Fitness Center

- The Fitness Center is available for use by members and guests. It is strongly recommended that you consult your physician before beginning any exercise program.
- **In case of emergency use the phone to call 911.**
- You must be at least 18 years old to enter the fitness center and photo ID may be required. Persons under the age of 18 are not permitted in the workout room.
- Pets are not allowed under any circumstances.
- Everyone using the Fitness Center is required to bring a towel to wipe the equipment dry after use.
- Tennis or like, soft-soled athletic shoes must be worn at all times in the Fitness Center. Bare feet, sandals and flip flops are expressly prohibited.
- Proper exercise clothes must be worn in the fitness center. Jeans, cut-off shorts or bathing suits are not permitted attire. Under no circumstances will owners and guests be permitted in the Fitness Center bare-chested.

Tennis and Basketball Courts

- Owners and guests shall have the right to use the Courts at any time during operating hours, 8:00AM until 10:00PM. Lights will be accessible via a timer and can be set for one-hour intervals. Sports equipment is available in the Welcome Center.
- No food will be permitted on the courts. Courts are not to be used for any purpose other than to conduct a game of that specific sport.
- Court attire shall consist of tennis shorts, shirts and/or appropriate warm-up suits and skirts for women. Under no circumstances will owners and guests be permitted to play bare-chested.
- Bathing suits are not permitted.

Volleyball Court

- Please do not hold onto or hang on the net.
- Equipment is available at the Welcome Center. A small fee and refundable cash deposit will be required to insure against damage or loss.

Courts and Recreation Area

- Courts are not reserved. They are used on a first come, first serve basis. Please be prepared to relinquish the court after one hour's play when others are waiting.
- Lights will be turned off after use. For the safety and enjoyment of others, please no excessive noise, racquet throwing, ball abuse, or profanity.
- Do not lean or climb on nets.
- Sporting equipment is available in the Welcome Center. A small fee and a refundable cash deposit will be required to insure against damage or loss.
- If equipment is not returned on time, deposits will be forfeited.
- No skateboards, bicycles, or rollerblades are allowed on the courts.

Playground/Tot Lot

- Play area is reserved for children **12 and under years of age**. All Children must be under the direct supervision of an adult at all times.
- PLEASE BE CAREFUL. Use of Playground equipment is at your own risk.
- No rough playing on play equipment.
- Use play equipment properly. Please do not jump off swings or slides.



- NO GLASS CONTAINERS OR FOOD IS PERMITTED IN PLAY AREA.
- No bare feet – proper footwear must be worn.

Picnic/Grill Area

- Multiple charcoal grills are provided for your enjoyment. They require charcoal (either regular charcoal or packaged briquettes). You will need to provide your own implements.
- Trash containers are provided as well as containers for used charcoal.
- Picnic tables are also provided. Please make sure to clean them off when finished and dispose of all refuse in the containers provided.



Pets

- Osceola County has a leash policy which means dogs must be on a leash at all times. Dogs are permitted in the Enclave and Vista Townhomes areas and throughout the community as long as they are leashed. Owners must pick up messes immediately.
- There is a Dog Park located next to the tennis and basketball courts for the convenience of owners and their guests.

Windsor Hills



Your home in paradise

Windsor Hills Owner Information Form

We request that each owner complete the following form so that we may contact you in case of an emergency or provide you with important Windsor Hills information when necessary. Please have each owner provide one email address for the Master association and for the Windsor Hills associations. The move to correspond via e-mail with the owners will improve communicating information in a timelier manner and will also save on postage costs.

Please email the completed form to both: board@windsorhillsmaster.com and whreception@welcometowindsorhills.com.

Owner's Name (s): (Please enter legal names as they appear on the deed)

Owner Primary Contact Information (1)

Mailing Address:

E-mail Address: _____

Telephone: Home: _____ Work: _____ Cell: _____

Windsor Hills Property Information (2)

Home Type: _____ Condominium _____ Pool Home _____ Town Home

Property Address: _____ Condo Unit# _____

Property Phone#: _____

Property Management Company

Name: _____

Mailing Address: _____

Representative Name: _____ Office Phone#: _____

1. All association correspondence and assessment billing will be mailed to the mailing address.
2. All changes to the primary contact information must be in writing.
3. Please inform us of any mailing address changes and/or any property management changes.
4. You must complete and submit a separate form for each property that you own.

Owner Signature: _____ Date: _____

Appendix B

The Enclave at Windsor Hills Homeowners Association, Inc.
2600 N. Old Lake Wilson Road, Kissimmee, FL 34747-2124
Office: 407-787-4255 Fax: 407-787-4258

ARCHITECTURAL CONTROL COMMITTEE APPLICATION

The homeowner must complete this application prior to making any exterior changes to your home. Submit this application, with requested information, to the association address above. The homeowner may not commence the work until you receive approval of your application from the Architectural Control Committee.

Homeowner Name		Telephone No.	Application Date
Property Physical Address			Lot Number
Residence Mailing Address	City / State	Zip Code	

Type of Changes: ☐ Home Exterior ☐ Landscaping ☐ Pool Addition ☐ Other _____

The homeowner must provide complete description of what changes will be made. Applications must include lot survey, site plans, diagrams, color chips, material specifications, sample products, photographs and any other information which will adequately describe the finished project. All landscaping plans must include the size, number and type of plants to be approved. Failure to complete all the information necessary to consider your application will delay the approval process. *Application process may take up to 30 days after application is completed and accepted by ACC.*

NOTE: All requests must conform to all applicable zoning and building regulations. It is the homeowner's responsibility to obtain all necessary permits if application is approved.

Homeowner Signature – *If not signed by homeowner, a signed and executed POA must be attached.*

THIS SECTION TO BE COMPLETED BY ARCHITECTURAL CONTROL COMMITTEE

Request: **Date Approved** _____ **Date Denied** _____

Board Member's Signature: _____

COMMENTS: _____

SUBSTANTIAL COMPLETION: Inspection Date _____
Final Inspection Date _____

WORK MUST BE COMPLETED WITHIN A YEAR. IF NOT, A NEW ACC MUST BE SUBMITTED

The Vistas at Windsor Hills Townhome HOA, Inc.
2600 N. Old Lake Wilson Road, Kissimmee, FL 34747-2124
Office: 407-787-4255 Fax: 407-787-4258

The homeowner must complete this application prior to making any exterior changes to your home. Submit this application, with requested information, to the association address above. The homeowner may not commence the work until you receive approval of your application from the Architectural Control Committee.

The homeowner must provide complete description of what changes will be made. Applications must include lot survey, site plans, diagrams, color chips, material specifications, sample products, photographs and any other information which will adequately describe the finished project. All landscaping plans must include the size, number and type of plants to be approved. Failure to complete all the information necessary to consider your application will delay the approval process. *Application process may take up to 30 days after application is completed and accepted by ACC.*

NOTE: All requests must conform to all applicable zoning and building regulations. It is the homeowner's responsibility to obtain all necessary permits if application is approved.

THIS SECTION TO BE COMPLETED BY ARCHITECTURAL CONTROL COMMITTEE

WORK MUST BE COMPLETED WITHIN A YEAR. IF NOT, A NEW ACC MUST BE SUBMITTED

Appendix D

The Enclave at Windsor Hills HOA, Inc.
Architectural Control Committee Rules and Guidelines
(Revised March 2017)

Notes for homeowners

The purpose and function of the Architectural Control Committees are to preserve and enhance the original master development plan for Windsor Hills Rules and Guidelines and to ensure the architectural style of the community is preserved and if possible improved.

Any improvement, modification addition or alteration to the exterior of your property or within your lot must have approval from the Architectural Committee. Interior changes are exempt except those that would change the exterior appearance of the building and/or structure.

Each section of Windsor Hills has a homeowner's association (HOA) (Master, Enclave, Vistas Townhomes and Ventura). Each HOA has an Architectural Control Committee (ACC) appointed by its Board of Directors.

All proposed improvements, modifications, additions or alterations to the exterior of your property and/or within its boundary must be submitted to the relevant ACC for approval. This application must be on the prescribed form which is available from the Community Association Managers office or by email upon request to (whmanager@welcometowindsorhills.com).

All applications must be accompanied by any supporting documents such as construction drawings, surveys, color charts, product specifications, material samples or any other information necessary for the committees to make an informed decision. The committee may, at its own discretion, request extra information before reaching a decision.

Windsor Hills operates a two-tier ACC approval system

Individual ACC's (Enclave, Vistas Townhomes and Ventura) may approve certain changes (as defined by that ACC) but structural or major changes, modifications, additions or alterations which may impact the community as a whole must also be approved by the Master ACC.

All applications, together with supporting documentation, must be submitted to the Community Association Manager (CAM). They may also be sent by email or fax. Upon receipt, they will be date stamped. The Cam will determine whether a specific application requires Master Approval in addition to individual (Enclave, Vistas Townhomes and Ventura) ACC approval.

Owners normally receive a written decision on your application within 30 days of receipt, but if the application is particularly complicated or the ACC requests further information the decision may be delayed.

If you are unclear if any proposed work needs approval, contact the CAM who will provide an answer within seven days. DO NOT commence work until you receive approval.

We list below the type and nature of circumstances in which ACC approvals are necessary, but this list is not exhaustive and is for guideline purposes only

Improvements to Existing Buildings or Additions

Application process to be submitted to include but not limited to the following: any exterior painting, re-roofing, exterior lighting, landscaping structure, lawn ornaments, statuary, additional parking, landscape redesign, pools and screen enclosures. Included are any additions or modifications to the primary structure, outbuildings or other structures. All additions and repairs must be made with materials and products which, to the extent possible, match the original quality, "look", color and texture used by Pulte and their subcontractors.

Acts of Nature

If there is damage due to acts of nature (hurricanes, floods, heavy winds, earthquakes etc.) repairs or refurbishment of exterior (roofs, structure, etc.) will be equal to or better than original materials.

Any shingle roof damaged as a result of an Act of Nature can be:

- (1) Patched with 3-tab shingles in the same color and texture as used in the original installation or
- (2) The entire roof can be replaced with architectural shingles. The ACC application must include the name of the manufacturer and the exact color of the shingle. A sample of the proposed replacement shingle must be submitted with the ACC application

All proposed work must be coordinated with the Community Association Manager's office before the actual work is started.

Garage Air Conditioning

In addition to the equipment originally installed in the home, the only type of AC approved for installation is the type that consists of an externally mounted unit with ducts/pipes routed to an indoor unit. The AC unit and pipes/duct colors must be consistent with the Enclave color palette. "Window" or through the wall ACs are not permitted. (Note: some homes in Phase 1 were designed and built by Pulte with "through the wall" AC units. These are "grandfathered" and therefore do not require ACC approval).

Gutters

Gutters must be white. Any exceptions must be approved by the ACC.

Screen Enclosures and Pools

Screen enclosures must be maintained in their current form. Enlarging, altering position or otherwise changing pools original appearance requires ACC approval.

Colors

All exterior colors shall be of an earth-tone variety, an approved color chart is available upon request and any and all color samples shall be submitted for review and will need approval in advance of painting. Painting the same color and on-going touch-up paint maintenance is encouraged and no approval is needed. See page 7 for New Enclave Exterior Color Palette

Windows and doors

Any changes to windows, doors and exterior finish need ACC and Master ACC approval due to the variety of changes that may be made. All plans for changes must be submitted with application and accompanying documentation detailing elevations, locations, size, scale, color, materials and pictures of items as may be needed.

Privacy Hedges

Hedges, not exceeding 5 feet to provide pool privacy may be permissible, subject to exact location and type. Any hedge approved by the ACC must be maintained by the Association contractor to ensure continuity. The association may pass on to the homeowner any extra charge made by the contractor. Replacement of plant material and relocation of sprinklers is the responsibility of the owner. Approved privacy hedges are Hibiscus, Podocarpus and Viburnum Odorotissimum. See page 6.

Trees

Removal and/or relocation of any tree, requires ACC approval. In most instances the preferred method to deal with a "problem" tree, is to relocate it. Relocation will be at the Owner's expense. If the tree does not survive the relocation then it must be replaced with a tree from the approved list.

Removal of existing trees requires the following; 1) tree must be removed by a certified arborist or landscape professional, 2) stump must be ground to a minimum of 12 inches below grade, 3) area shall be filled in with topsoil and be resodded. Replacement tree or palm must be in close proximity to removed tree. A replacement list of approved trees and palms are available upon request.

Landscaping

Landscaping and irrigation is carried out by the association's landscape contractors. Any additional landscape item must be approved first and then maintained by the owner at the owner's expense. Additional items may require modifications to the irrigation system. Items such as lawn ornaments and statuary are not permitted on front or side lawns.

Satellite dishes

Satellite dishes are allowed, but are not to exceed 18 inches in diameter. Approval must be obtained and an exact location approved by the ACC. They must be as unobtrusive as possible and may not be installed on any common property.

Solar panels

The community supports the government's policy on renewable energy, therefore solar heating panels will be permitted, subject to approval of exact location, specifications and normally only on the rear of the building. This section only applies to the Enclave as roofs on the Vistas and Ventura are the Sub-Association's responsibility. Please refer to Florida Statutes, Title XI, Chapter 163, Section 163.04 Energy devices based on renewable resources.

Exterior Lighting

Decorative solar lighting is allowed, but subject to approval regarding exact location, appearance, and size. Harsh security lighting will not be permitted as it can become a nuisance to nearby homes.

Temporary Structures

Gazebos and tents for temporary social occasions need approval for the requested and specific time period.

Sidewalks, Driveways, Retention Walls

Sidewalk repairs are the responsibility of the Master Association and should be reported to the Association office. Cleanliness of the retention walls, driveways and sidewalks (within property lines) are the responsibility of the owner. They should be clear of dirt, mold, mildew, stains and graffiti.

Storage Shed and Garages

Storage sheds are not allowed. No temporary or portable building or structure shall be permitted. It is not permitted to convert a garage into a living area. The original exterior design of a garage, including door(s) may not be changed in any way.

Miscellaneous Items

No type of antenna, aerial or devices to receive or transmit communications will be allowed except by the express consent of the ACC. Any permanent basketball hoop request requires ACC approval.

Mail boxes

Mail boxes may be permitted at the Enclave subject to ACC approval of the exact specification and positioning. The approved style is white aluminum rural style mail box on a white aluminum post located in front of the home at curbside. (This mailbox is available at Home Depot model number HCPLWPBK1.) Address numbers will be in black. The owner is expected to maintain the mailbox in good condition and is responsible for contents in and outside of mailbox. All approved mailboxes must comply with USPS regulations.

Flagpoles and flags

Flagpoles and the American flag are permitted subject to the American flag being lit at night time and ACC approval regarding the exact location. The ACC would prefer the flag is only erected by full time residents as it must never be allowed to become tattered and worn. Any consents given are conditional upon the HOA having complete authority to remove any flag which, in the CAM's sole opinion, is looking worn.

Trash Collection

The HOA is solely responsible for contracting and managing trash collection and disposal throughout the development. Trash pickup and disposal by any company other than that contracted with by the HOA is not

allowed. The trash bins installed by Pulte shall not be removed, moved or altered. Should there be a reason to replace a trash bin the owner must request ACC approval of the replacement unit.

Pool covers, tarpaulins and other large covers

All Pool Covers, tarpaulins and large covers used by homeowners or management companies shall not be left on sidewalks, driveways, front walks and front or rear lawns overnight. It is permissible to spread them out but, for a period not to exceed one hour. The homeowner or management company must be in the care and control at all times when the pool covers, tarpaulins and any large covers are spread out. If this rule is not adhered to and there is damage to the sod or other common areas, the responsible party will be charged to repair same.

Privacy Screens

The use of privacy screens in the lanai is allowed as long as: (1) the screen is not higher than 36 inches (~92 cm), (2) the screen is applied to the entire lower panel being covered/replaced, (3) the approved screen material is from New York Wire and the type of screen product is called Florida Glass. Prior approval to install a privacy screen is not required as long as the above conditions are met. Owners wishing to use other material must complete an ACC application for approval.

Retention Walls

Retention walls are those walls which typically run along property line(s), and are primarily intended to support the ground because one lot is higher than the adjacent lot. Retention walls are the responsibility of the owner of the property if they are located within the property line. Owners are required to maintain Retention Walls, including cleaning and removal of debris, mildew and stains.

General Rules

It is the applicant's responsibility to ensure alterations or additions conform to all local and national zoning and building regulations and ordinances.

If request is approved then applicant must obtain any and all required permits and inspections.

Any approved applications must be completed within twelve months of the approval being given. Failure to do so automatically rescinds the approval.

The Architectural Control Committee reserves the right to inspect, or have inspected on their behalf, the workmanship of the modifications. Any work considered sub-standard may be removed or reinstated by Association staff or contractors and the owner will be billed for all costs involved.

FINES CAN BE LEVIED FOR NON-COMPLIANCE.

ADOPTED ON March 28, 2017

President signature on file

Vice President signature on file

For The Enclave at Windsor Hills HOA, Inc.

Privacy Hedges Approval Guidelines – The Enclave at Windsor Hills HOA Inc.

1. It is recommended that Owners prepare a comprehensive ACC application for the installation of Privacy hedges.
2. Privacy hedges are allowed along the lanai screen room and on the edges of the homeowner's lot lines.
3. The hedges must not impact any setbacks or easements. It is the responsibility of the Owner to make sure that all such clearances are maintained, and that the expansion does not infringe upon them.
4. It is the responsibility of the Owner, or their representative, to meet with Association Landscaper and coordinate the work, so as to minimize any impact on existing landscaping and irrigation systems.
5. The Owner is responsible with any costs associated with modifications to the existing irrigation system.
6. Any impact on sewer, water, electric, cable and/or any other utilities, is the responsibility of the Owner.
7. The Owner is responsible for any expenses associated with the removal and/or relocation of existing landscaping.
8. Privacy hedges must be installed a minimum of 3 feet away from screening to assist future growth and trimming of the shrubs.
9. Maintenance of the plant materials is the responsibility of the homeowner. The maximum height is 5 feet.
10. The recommended plant material for privacy hedges are Hibiscus, Podocarpus and Viburnum Odorotissimum.
11. Applications must include:
12. Completed application form
13. Lot plan with a clear and precise location of the location of the Lanai, plants, trees, patio doors, easements, setback, property lines, etc.
14. Photos of the proposed work area are highly recommended
15. Applications received by the Community Association Manager (CAM), which meet the above requirements, can be approved by the CAM.
16. Work must not be started prior to receipt of approval, in written form, from the CAM.
17. The Board may change this process/conditions/specifications at any time. It is the responsibility of the owner to check with the CAM prior to submission of the application.

ADOPTED ON _____ October 28, 2014 _____

President _____ Signature on File _____

Vice President _____ Signature on File _____

New Enclave Exterior Color Palette

In January of 2017 the Enclave Architectural Committee and Board of Directors approved a new exterior color palette for use throughout the Enclave. This new color palette is intended for use when Owners are repainting the outside of their home. ACC Approval is required prior to the use of any of the options described below.

“Touch-up” must be done using **the exact original colors**. As noted below some of the original Pulte Sherwin Williams colors may no longer be available. It is the responsibility of the Owner to determine that an exact match is being used for the touch-up. If an exact match is not available then the only option available is to repaint the home as described below.

When repainting their home, Owners have two options:

- (1) Use the existing “Pulte/Sherwin Williams color palette, or
- (2) Use the new “2017” colors, also from Sherwin Williams.

Please note that some colors from the existing Pulte/Sherwin Williams color palette are no longer available, and that no substitutions are allowed. If all of the Pulte/Sherwin Williams colors are not available, then the Owner has two options

- (1) Use another palette from the existing Pulte/Sherwin Williams list. In order to determine whether the available colors from the Pulte/Sherwin Williams palette properly match the existing color of the home, Owners must consult with the Maintenance Supervisor or the General Manager at Windsor Hills (whreception@welcometowindsorhills.com) or,
- (2) Use a palette from the new 2017 color schemes.

There are several restrictions/conditions that apply to use of the new 2017 color schemes, these will be evaluated by the Board/ACC as part of the approval process.

Use of the colors must be used exactly as defined in the palette, that is, outside paint, trim and door colors cannot be interchanged or substituted.

The Owner is required to coordinate all work with the Maintenance Supervisor or General Manager at Windsor Hills. This includes the application of samples of the proposed colors to the outside of the house, trim and door in order to validate that the correct colors are being used.

The proposed colors must be complementary with, but not very similar to, the colors used in the homes surrounding the home to be painted.

It is the responsibility of the Owner to secure all of the required permits and approvals prior to touching up or repainting. Any misapplication of the guidelines by a vendor/subcontractor is ultimately the responsibility of the Owner and may require re-work at the Owner’s expense.

All ACC applications must include exact, accurate information including color/color palette id numbers and color samples.

ADOPTED ON _____ March 28, 2017 _____

President _____ Signature on File _____

Vice President _____ Signature on File _____