



# The Villages Homeowners Advocates

VHA Far South Area Presents  
Community Watch  
Customer Service  
Community Standards

# ***VHA Mission***

**The Villages Homeowners Advocates (VHA) is a lifestyle organization whose members are committed to championing the needs of Villagers through:**

- Positive, constructive dialogue
- Problem solving
- Education
- Philanthropic efforts

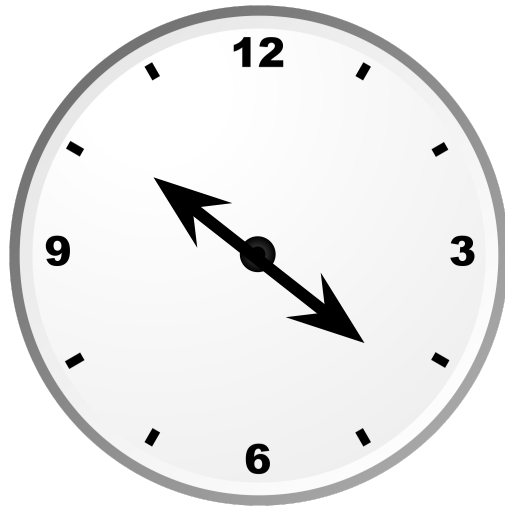
**The Villages®**  
**Community Development Districts**  
**Community Watch**



**(352) 753-0550**  
**1135 Bonita Blvd.**  
**The Villages, FL 32162**

# Mission

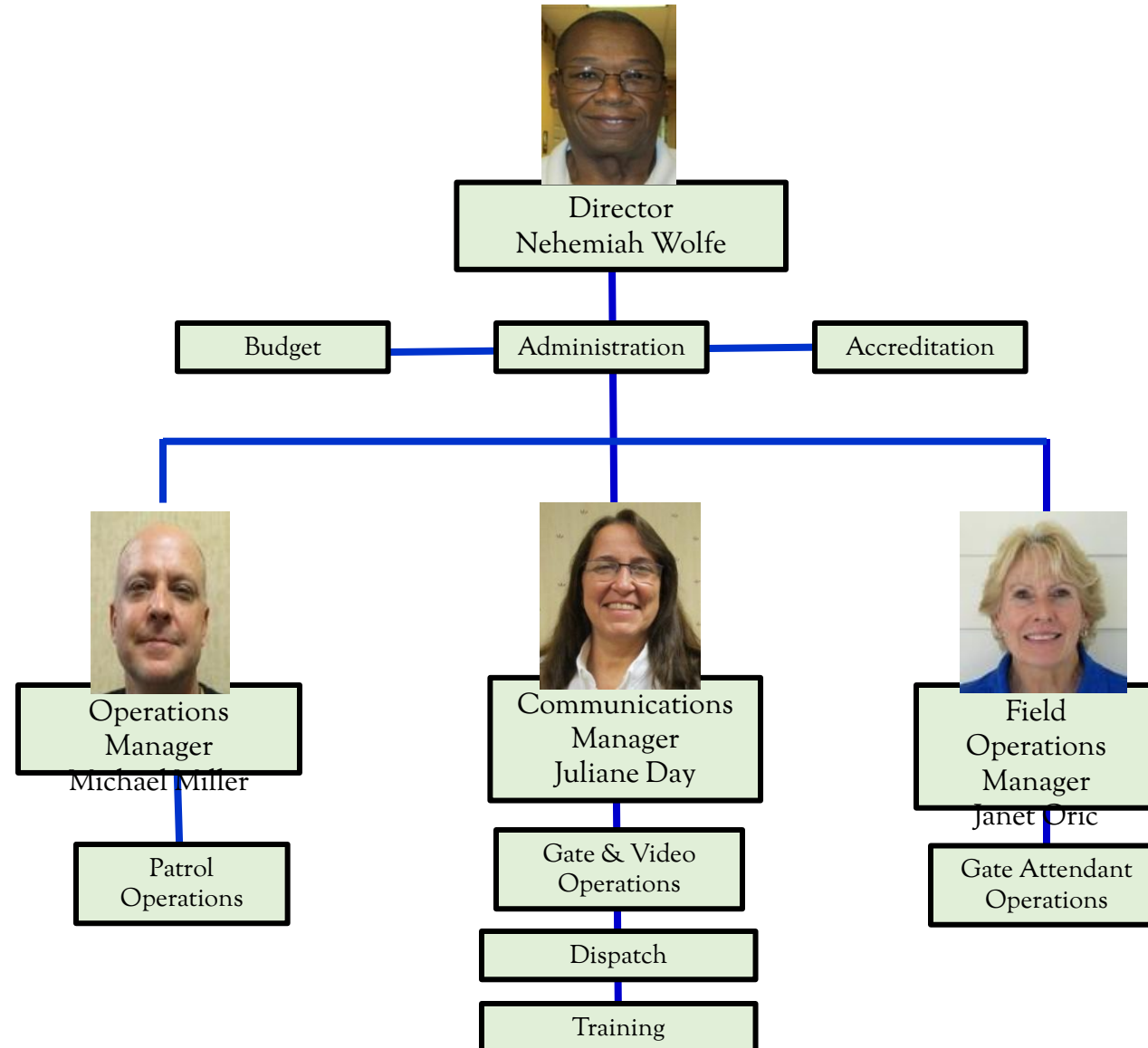
To provide a safe community for Villages residents by keeping a watchful eye around the clock.



# Who We Are

Nehemiah Wolfe, Director  
Juliane Day, Communications Manager  
Michael Miller, Operations Manager  
Janet Oric, Field Operations Manager  
Sharon Gwin, Staff Coordinator  
Administrative Assistant  
Two Training Coordinators  
Video Coordinator  
9 full time Patrol Supervisors  
4 full time Dispatch Supervisors  
18 full time Dispatchers  
323 part time Personnel

# Community Watch Organizational Chart



# Working Together to Serve You

- Administration 8hrs
- Dispatchers 12hrs
- Patrol Drivers 8hrs
- Gate Attendants 6hrs
- Gate Operations 6hrs
- CW Manages 64,970+ Shifts Annually
- For more details, please see CW link on District Website:  
[www.DistrictGov.org](http://www.DistrictGov.org)



# Community Watch Dispatch

The Community Watch Dispatch Center operates 24/7 with 18 Dispatchers and 4 Supervisors. Utilizing 4 to 5 Dispatchers and 1 Supervisor per 12-hour shift.





# Dispatch Accreditation

June of 2021, CW Dispatch Center became the first Non-911 Call Center in the State of Florida to be awarded Accreditation status by the Florida Telecommunications Accreditation Commission.



# Incoming Calls Recorded 2021

378,500+

## 226,655 OF THE MOST COMMON CALLS

- ASSIST RECREATION & PARKS – 175,964+
- ASSIST FACILITY RESOURCES – 5,977+
- **OPEN GARAGE DOORS (2400-0400) – 8,511+**
- RESIDENT ASSIST/INFORMATION – 4,619+
- GATE REPAIR – 3,129+
- WATER INCIDENTS – 14,643 +
- ASSIST DISTRICT PROPERTY MANAGEMENT – 4,420+
- **WELL BEING CHECKS (Non-Adult Watch) – 2,122+**
- DEAD ANIMALS – 1,841+
- MOVE-IN/OUTS – 729+
- **911 RELATED – 1,505+**
- TRESPASS (SOLICITORS/RELIGIOUS/FISHING) – 660+
- IMPROPER PARKING – 1,016+
- LOST & FOUND – 747+
- **SUSPICIOUS PERSONS/VEHICLES – 605+**
- LOST PETS – 167+

# Patrols

- Patrols – 14 Neighborhood Regions – 24/7, 3 Squares
- 2 Supervisors on every shift (1 North, 1 South) – 24/7
- 100,000+ Miles per Month – Each Neighborhood 2 X/Day Average
- Fleet costangers



# Gates

Currently, **23** Gates feature a Gate Attendant (**13** of which are 24/7) who provides Traffic Control and Promotes Safety, Security Attention, and Directions for Residents and their Guests...Plus another **102** Unstaffed Gate Complexes.





# Gate Operations

Wall displays/rotates the 800+ cameras in The Villages 304 views at a time. Staff provides Quality Assurance, creates Reports on Suspicious Activity, Accidents, and Malfunctions of any Gate Equipment.



Gate Operations Center Employees:

**18** Part-Time Operators

**3** Substitute Operators

# How We Can Help

- Partnership with 9 Law Enforcement Agencies
- CW Patrols provides Crime Deterrent
- Public Safety Responses
- Customer Service Responses
- Assist other Departments  
(Community Standards, Water Conservation, Recreation, Special Events & District Property Mgt/Commercial Property Mgt)



# Law Enforcement Partners

Lt. Robert Siemer

Sumter County Sheriff's Office

352-689-4600

[rsiemer@sumtercountysheriff.org](mailto:rsiemer@sumtercountysheriff.org)

Chief Randy Parmer

Wildwood Police Department

352-330-1355

[rparmer@wildwood-fl.gov](mailto:rparmer@wildwood-fl.gov)

Lt. Scott Byrd

Marion County Sheriff's Office

352-572-1810

[sbyrd@marionso.com](mailto:sbyrd@marionso.com)

Chief Robert Tempesta

Lady Lake Police Department

352-751-1567

[rtempesta@ladylakepd.org](mailto:rtempesta@ladylakepd.org)

Deputy Walter Wolf

Lake County Sheriff's Office

352-636-1898

[Walter.Wolf@lcsso.org](mailto:Walter.Wolf@lcsso.org)

Chief Erik Luce

Fruitland Park Police Department

352-360-6655

[eluce@fruitlandpark.org](mailto:eluce@fruitlandpark.org)

Chief Rob Hicks

Leesburg Police Department

352-728-9860

Major Anthony Sapp

Florida Highway Patrol

813-558-1800

Greg Workman, Regional Director

Florida Fish & Wildlife

352-732-1225

888-404-3922

# VERY BUSY BEHIND THE SCENES

Some of the 74 most frequent types of calls for service

Water/Utilities After Hours

Residents Move In or Move Out

Dead animals on roadway

Resident Assist

Law Enforcement Video Requests

Solicitors

Well Being Checks

Traffic Control

Open Garage Doors



# Services

- House Check Program 3x A Week

11,779+ checks done in 2021 (\$5.35 a week)

- Resident Out-of-Area Program

Saves Lives and Resources

- Adult Watch Program 24/7

Provides Peace of Mind with 39,124+ calls made in 2021

To register for these programs, contact the Customer Service Office at 352-753-4508 or [customerservice@districtgov.org](mailto:customerservice@districtgov.org).

# Contact Us

## Community Watch

1135 Bonita Boulevard

The Villages, FL 32162

Admin M-F 8am-5pm:

352-750-8201

Fax: 352-753-9400

Dispatch 24/7: 352-753-0550

Website [www.Districtgov.org](http://www.Districtgov.org)

# The Villages®

Community Development Districts

Customer Service

(352) 753-4508

984 Old Mill Run

The Villages, FL 32162

&

4856 South Morse Boulevard

The Villages, FL 32163

# Customer Service Team



- Matthew Armstrong – Director of Resident Services
- Becky Perkins - Customer Service Manager
- 8 Full Time Customer & Administrative Support Representatives
- 1 Part Time Customer & Administrative Support Representative
- 5 Part Time District Couriers

# **The District Customer Service Center is dedicated to providing each resident with friendly, accurate, and quality customer service!**

We have two locations in which you can accomplish many of your District needs

- Obtain general information on all District departments
- Obtain community information and phone numbers
- Speak to a Bond Specialist regarding the bond on your home
- Speak to a Customer Service Utilities Representative regarding your monthly utility / amenity bill
- Purchase The Villages area maps
- Executive Trail Fee & Guest ID Card services

# Villages Resident ID & Gate Access Cards

## Resident ID Cards

- Replace ID cards due to loss, theft or damage
- 30-day Temporary ID available at no charge
- Permanent ID replacement - \$15.00
  - New picture
  - New Resident ID Number
- Non-owner Resident ID Card
  - Issued to residents not listed on the deed of the home
  - Must meet residency requirements and obtain homeowner authorization

## Gate Access Cards

- Replace gate access cards due to loss, theft or damage
- Current replacement charge - \$15.00
- Please bring in all remaining cards as they are issued in sets
- Up to four (4) cards can be issued per home

# RV Storage Facility Space Rentals

- **Alhambra Lot & Industrial Lot**

20' Space:           \$32.00 + tax

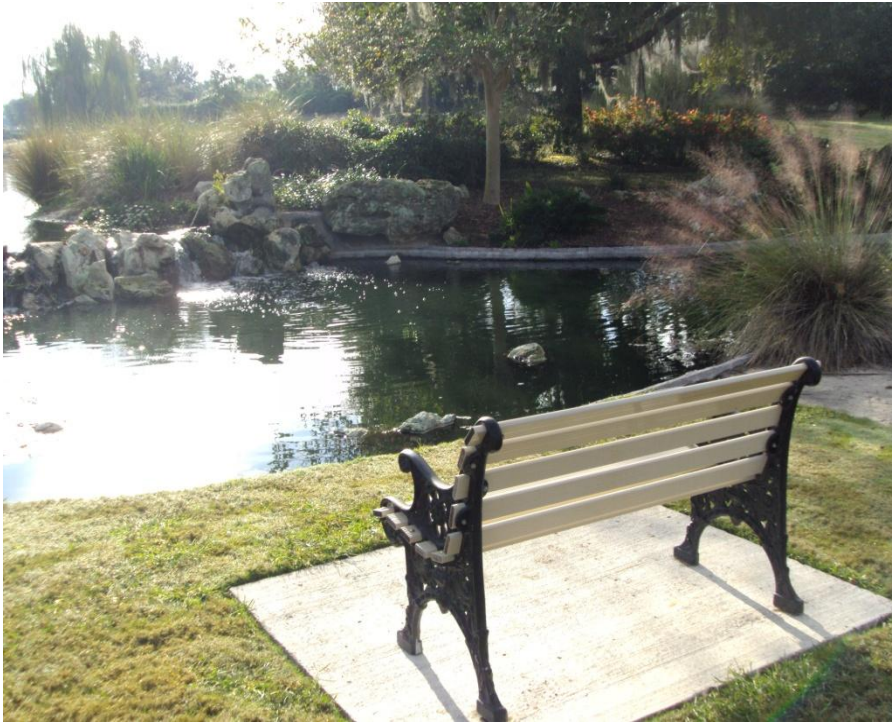
30' Space:         \$40.00 + tax

40' Space:           \$43.00 + tax

50' Space:         \$49.00 + tax

- Fee placed on monthly utility / amenity bill
- Waiting list
- Temporary Space: \$6.00 + tax per day

# Adopt-A-Bench



- Current cost: \$1,400.00
- Price includes: bench, plaque, concrete slab, freight & installation
- Benches located on District property
- Executive Golf Courses
- Postal Stations
- 921 Benches sold as of April 2022



# Other Services

- Update Contact Information
- Register for Community Watch programs
- Pay your utility / amenity bill
- Veteran Brick Sales
  - Dedication ceremony each Veterans' Day – November 11<sup>th</sup>
  - Bricks cost \$55
  - 400 bricks will be dedicated during the 2022 ceremony
  - Must be purchased by March 31<sup>st</sup> to be included in current year's ceremony



# Postal Facilities

## District Couriers

- Couriers pick up correspondence from the Utility, Amenity & District Correspondence Box located at each postal facility
  - Monday - Friday
  - Utility/Amenity Payments
  - Bulletin Board Requests
  - Questions / Suggestions
  - No Postage Required!

## Postal Facility Bulletin Boards

- Provide a valuable tool for communicating District and Village neighborhood information
- The Postal Facility Bulletin Board guidelines can be found at [www.DistrictGov.org](http://www.DistrictGov.org)
- To submit a request:
  - Use the utility/amenity box at each postal station
  - Email item to [customerservice@districtgov.org](mailto:customerservice@districtgov.org)
  - Drop off item at District Customer Service Center

**The Villages®**  
Community Development Districts  
Customer Service

**(352) 753-4508**

**CustomerService@districtgov.org**



**984 Old Mill Run**



**4856 South Morse Boulevard**

**The Villages®**  
Community Development Districts  
Community Standards

**(352) 751-3912**  
**984 Old Mill Run**  
**The Villages, FL 32162**

# Community Standards

Mission:

To assist residents in upholding  
the aesthetic value of their  
property in The Villages.

# Community Standards

- Two Divisions:

- Architectural Review

- Deed Compliance

# Why Is An ARC Application Required?

- Architectural Review Committee (ARC) approval is required prior to any external modification / alteration being done to the outside of your home / homesite.
- The District's adopted Rule to enforce certain external deed restrictions and have architectural oversight states that no reconstruction, additions, alterations or modification to the home / homesite will be permitted without prior written approval of the ARC.

# Application Instructions And Requirements

The application is easy to complete but if you need assistance, the Community Standards Department is available to assist! Our hours of operation are Monday through Friday from 8:00 a.m. until 5:00 p.m.

The following shall be attached to each ARC Application:

- Current tax bill, deed or property record card. This is required to ensure the property owner is submitting the application.
- A site plan, boundary survey, or sketch (if site plan is not available) which shall identify: All existing easements, the placement of the home, and all proposed modification(s) shall be drawn on the site plan.
- Building plans or elevation drawings, if available.



# Architectural Review

It is the property owner's responsibility to obtain all necessary permits, governmental approvals and maintain compliance with all governmental laws, water management district plans, and private restrictions, including but not limited to: Building regulations, zoning regulations, plat requirements, permitting and declaration of restrictions.

# Landscaping

Florida State Statute 373.185 states: A deed restriction or covenant may not prohibit or be enforced to prohibit any property owner from implementing Florida-friendly landscaping on his or her land. (Effective 7/1/09)

Florida-friendly landscaping refers to the utilization of drought tolerant “ground cover.” It does not mean that sod may be replaced with rocks, decorative stone, pine straw, mulch, pine bark or similar non-plant material; however, those non-plant materials may be used as an accent in approved landscaping beds.

# Architectural Review

The Architectural Review Committee (ARC) and Architectural Review Hearing Officer shall administratively review for approval or denial all owner applications seeking to make **EXTERNAL** structural alterations (including but not limited to landscaping, fencing, sheds, arbors or similar items) home re-paintings, additions, repairs or improvements to their home.

- Districts I – 10 & LL/LC – ARC
- District 11-13 – Architectural Review Hearing Officer

# Architectural Review

- The Architectural Review process is purely administrative in nature.
- Applications are either approved or denied based on the adopted Rule, guidelines, procedures and standards for the respective district.
- Enforcement power remains with the respective District's Board of Supervisors.

# Architectural Review Committee Membership

- The current Architectural Review Committee consists of eleven (11) **volunteer** members.
  - A) District No. 1
  - B) District No. 2
  - C) District No. 3
  - D) District No. 4
  - E) District No. 5
  - F) District No. 6
  - G) District No. 7
  - H) District No. 8
  - I) District No. 9
  - J) District No. 10
  - K) VCCDD for Lady Lake / Lake County portions of The Villages
- Each District Board of Supervisors has appointed a primary and alternate member from its respective District.

# Architectural Review

- The ARC for Districts LL/LC & 1 – 10 meet every Wednesday at 8:00 a.m.
- The Architectural Review Hearing Officer for District 11-13 meets every Wednesday at 1:00 p.m.
- Meetings are open to the public
- Operates under the Florida “Sunshine Law”
- Meets for approximately 2 – 4 hours each week
- Review approximately 100 applications per week

# Deed Compliance

- New residents may be unfamiliar with the deed restrictions placed upon their property and the importance of maintaining the overall aesthetic qualities desirable in a first-class community.
- The Community Standards Department is tasked with educating residents as to what **EXTERNAL** deed restrictions are and how deed restrictions enhance our community.

# What Are Deed Restrictions

Deed restrictions are declarations between the declarant (developer) and property owner. Through the document (contract) the owners agree to certain standards of maintenance and aesthetic values in order to make the community as attractive as possible to maintain or enhance property values.



# Deed Restriction Summary

This summary is meant to call attention to some of the major deed restriction items and by no means is a comprehensive list.

Overgrown lawns, window air-conditioners, lawn ornaments, signage, fences, arbors, pergolas, additions, etc.

# Who Can Enforce Deed Restrictions

- Any property owner of any lot may seek to enforce external and internal restrictions against another property owner.
- The Declarant (developer) may seek to enforce external and internal restrictions.
- The Districts through adopted Rule may enforce certain **EXTERNAL** restrictions that have been adopted by each Board to enforce as authorized by Chapter 190, Florida Statute.

# How To Provide A Concern To Staff

The Community Standards Department is a complaint driven department and we do take calls of concern anonymously with the exception of District 5. You may call us at 352-751-3912, e-mail, regular mail or stop by the office.

Please keep in mind that we are subject to public records law and if you provide an e-mail address, your name or your home address, staff is required to disclose that information if it was requested.

# Procedures for Compliance On Residential Property

- Staff receives a complaint.
- Staff verifies the violation – if no violation exists the case is closed. If a violation is verified, staff knocks on the door to make contact with the resident.
- If no contact is made staff initiates a phone call, when they return from the field, to educate the resident regarding the deed restrictions.
- If no contact is made through a phone call, staff returns to the property the following day and knocks on the door. If contact is made staff strives for voluntary compliance. If no contact is made at that time, a Deed Restriction Reminder is written.
- Staff follows its process to bring the property into compliance which is up to three letters and a Public Hearing to be held before the respective Board of Supervisors.

# Thank you!

- Information provided in this presentation may be found on the Village Community Development District web site: [www.DistrictGov.org](http://www.DistrictGov.org).
- Contact information for Community Standards

984 Old Mill Run  
The Villages, FL 32162  
Phone: 352-751-3912

# **Upcoming VHA Events:**

**July 12<sup>th</sup> – New Resident Night La Hacienda Recreation Center 7pm – 8:30pm**

**July 18<sup>th</sup> – Pop Culture Trivia Night for Baby Boomers! Featuring Mr. Trivia Tom Gourlay  
Everglades Recreation Center 7pm – 9pm \$5 to play, Prizes will be awarded  
Bring your own team or join a team when you arrive BYOB snacks and drinks**

**July 20<sup>th</sup> – Golf Cart Safety Clinic – Colony Cottage Recreation Center 9am – 10am**

**July 26 – VHA Bingo La Hacienda Recreation Center 6:30pm – 8:30pm**

**For more information:**

**VHA website - [thevha.net](http://thevha.net)**

**VHA Facebook page - <https://www.facebook.com/thevha4you>**