



NORTH SHORE AT LAKE HART HOA NEWSLETTER

FEBRUARY | 2015



HOLIDAY FUN AT NORTH SHORE!

The 2014 Children's Holiday Party for the families of North Shore at Lake Hart, held at the Rec Center this past December, was a huge success! Kids of all ages enjoyed the many crafts and activities, as well as meeting Santa Claus, Mrs. Claus and Olaf from Arendelle. The Center was transformed into an active craft area where children created a variety of projects that were part of their goody bag of gifts. There was a face painting station, bounce houses and a train ride. The line to visit Santa Claus and Mrs. Claus was non-stop as more than 200 children visited the jolly man and received gifts. Instant group photos were provided to preserve

this special memory. In addition to all of the activities, guests enjoyed a delicious hot lunch. Just Fantastic provided all of the entertainment and we are grateful for their help. **A huge thanks goes out to all of the residents who volunteered their time, especially the members of the Social Committee and Janet and Frank of the Lake Shore subdivision.**

This year's tentative events include a movie night and another annual July 4th celebration. Details to follow as well as a request for volunteers. Please bear in mind that without volunteers, these events are not possible.

FROM YOUR PRESIDENT OF THE BOARD OF DIRECTORS

Let me start by saying thank you for giving us the opportunity to serve you. We have been in office for a little over six months and have made some great progress. Let me share just a few items that we have accomplished.

Improvements at the golf course. Because the condition of the golf course has a significant impact on our home values, we reached out to see where we could work with North Shore Golf Club to improve the overall look of the course and our community. Since then, the golf course has brought in a new superintendant and the course looks much nicer.

Improved landscaping. Having seen the improvements at the course, we invited their landscaping vendor, CGM, to compete for our contract. We selected them because their bid included onsite service seven days a week, mulching, tree trimming, irrigation, and baseball field maintenance, for less money. Additionally, by using the same vendor, they provide a consistency of service across the whole community, including the golf course.

Shade canopy at the playground. The previous Board planned to install a 10-foot fence around the basketball court and playground. After reviewing the contract, we felt this was not a good use of association money, and stopped the project. Based on community feedback, we installed a canopy to shade the playground area. We believe this adds significantly more value for a much lower cost and improves the quality of life for the community.

Pool maintenance. Under the previous Board, there were numerous complaints about the condition of our pool. We have since switched pool vendors and the complaints nearly disappeared.

Improved traffic flow. We have spent many hours working with Moss Park Elementary staff and Dr. Cantrell, as well as the Orange County Sheriff's Office and Commissioner Thompson to improve traffic flow. While it has gotten better, there is still room for improvement. Eagle Creek Elementary opens in August, which should provide some relief.

Consolidation of legal services. When the new Board took over, we discovered that we were using three overlapping legal services vendors who did not effectively communicate. We are in the process of transferring these services over to a new firm that will save the community substantial funds while providing a superior level of service.

In other news, I have met several times with Orange County officials to discuss gating North Shore Golf Club Blvd., similar to Eagle Creek, Stoneybrook, and many others. Although this process is in the preliminary stages, gating this road would have a positive impact if we are successful. It should increase property values, help deter solicitors, reduce crime, and reduce speeding. If this turns out to be a viable option, we plan on polling the community before moving forward. If the gating becomes a reality, and that is a big if, we don't expect a substantial dues increase. Instead, we would offset these costs with savings from efficiently managing our vendors.

The Board has promised to schedule meetings to accommodate residents' varying schedules and encourage more participation. While we have held some meetings at 4 p.m., the 6 p.m. schedule seems to work best so that will be our typical start time. On occasion, we have held meetings earlier in the day to interview candidates for the Community Manager position, as well as to have all Board members trained by First Service Residential on their programs. We have also conducted two closed-door Board meetings to discuss management staff and legal matters. We do our best to address individual resident questions at the beginning of meetings, but if you are unable to make it to a Board meeting when it starts, feel free to drop in anytime during the meeting and express any concerns you may have. The meetings typically last an hour and a half.

We are once again switching property managers. In the last year, we have had three different Community Association Managers on site. We have firmly told FSR that this level of service and constant turnover is unacceptable. Also, when a resident comes to the Rec Center, they should be treated with respect and consideration. We are adamant that this must be a "Resident Friendly" interaction and nothing short of that will be acceptable. We ask that you show staff the same respect and politeness as you expect from them.

Finally, as we move forward, we plan to migrate this from a printed newsletter to an email version. Therefore, it is important that we have your current email address. If we do not have your preferred email address or if you're not sure, please send it to manager@northshoreatlakehart.org and we'll make sure it gets into the system.

Our primary goal is to preserve and increase home values while improving and enhancing the quality of life and recreation for our residents, thus ensuring that North Shore at Lake Hart continues to be a great place to live. We are committed to maintaining a safe community where we can build excitement and participation in community activities. At the same time, we strive to be a Board that is responsive to you while managing our dues and reserves efficiently. It is our promise to you that we will treat all residents with respect and consideration and welcome and encourage dialog and participation.

Thank you,

Dave Gordon
HOA Board President

Randolph Pinna
Vice President

Donald Zaremba
Treasurer

Mark King
Director

John Baker
Secretary

UPDATE FROM THE ARCHITECTURAL REVIEW BOARD

Spring is nearly here and that makes this a great time of year to get some of the ugly items on your "to do" list handled while it's still cool outside. As our properties age, items like painting the exterior of the house, refreshing the landscape before growing season and trimming trees in time for storm season become increasingly important.

Please remember to factor in a couple of weeks to get approval from NSLH's ARB committee before getting started. It's a very easy process that requires little more than completing a one-page application and providing information the ARB committee needs to understand your request. Our covenants and the application are clear with respect to what is required for requests. If you are in doubt, please ask for assistance. If your application is complete, you'll likely have a response from NSLH within a couple of weeks. On rare occasions when a committee is unable to meet, it could take longer. Also, it speeds the process up if you attend the ARB meeting where your application will be reviewed.



AND ONE FINAL NOTE... WE ARE LOOKING FOR VOLUNTEERS!

The ARB committee now has several long-standing members, which makes it a deceptively simple committee to serve on. It's also a good opportunity to learn what's going on in your neighborhood and meet some neighbors. Meetings are held twice a month and typically last less than an hour.

Please email the committee at arb@northshoreatlakehart.org or stop by the office if you are interested in helping us out.

SUMMER SWIM LESSONS

We are happy to announce that **SwimKids USA** will be providing swim lessons at our community pool again this Summer! Classes include Infant Swimming, Survival Swimming and Stroke Technique.

Registration is NOW OPEN!

To register, visit www.SwimKidsUSA.com and click on the "schedule" tab, then click on "Register your child!" Or call us at **352-394-3040**.



COMPLIANCE COMMITTEE

The Compliance Committee, formerly known as the Compliance and Fining Committee, was renamed to reflect a more positive tone toward ensuring that residents comply with the covenants, conditions, and restrictions we all agreed to when we purchased our homes.

The North Shore at Lake Hart Board of Directors is dedicated to protecting the investments made in your home, enhancing the appearance of our community, and keeping property values high. As a courtesy to our residents, we are providing the list below as a reference.

Our goal is to be as transparent as possible about these priorities and, as much as possible, avoid sending out violation notices.

RECURRING VIOLATIONS

Basketball – Conceal from View

Inappropriate Behavior – Misconduct

Nuisance – Excessive Noise

Pets – Excessive Noise

Pets – Not on Leash

Other – Water Hose

Trash – Improper Disposal

Trash – Out Too Late

Trash – Plastic Bags Not Permitted

Vehicles – Watercraft / ATV

Vehicles – Improperly Parked

Garage – Keep Door Closed

Lawn Ornaments & Signage – Not Approved

Nuisance – Other

Pets – Unattended

Pets – Clean Up After Pet

Trash – Remove Debris

Trash – Improper Storage

Trash – Out Too Early

Unauthorized Object – Other

Vehicles – Commercial Vehicle

Vehicles – Parked on Grass

MINOR VIOLATIONS

Driveway – Remove Grass From Pavers

Sidewalk – Needs to be Cleaned

Gutters – Clean

Mailbox – Clean/Paint

Mailbox – Repair

Other – Holiday Decorations

Driveway – Needs to be Cleaned

Fence – Clean

Landscaping – Need Edging

Mailbox – Display House Number

Maintenance/Repair – Address Numbers

MAJOR VIOLATIONS

Architectural Modification – Not Approved

Exterior of Home – Needs to be Cleaned

Fence – Repair

Landscaping – Fertilize Lawn/Shrubs

Landscaping – Other

Landscaping – Remove Weeds from Plant Beds

Landscaping – Trim Trees

Landscaping – Palm Trimming

Landscaping – Cut Lawn

Landscaping – Replace Dead Sod

Mailbox – Non Compliant

Maintenance/Repair – Screening

Maintenance/Repair – Garage Door

Paint – Clean and Paint

Rear of Home – Exterior maintenance

Driveway – Repair

Fence – Need Approval

Garage – Clean Doors

Landscaping – Replace Dead Landscaping

Landscaping – Remove Weeds from Sod

Landscaping – Trim Shrubs

Landscaping – Remove Tree Stump/Dead Tree

Landscaping – Needs to be Maintained

Landscaping – Borders: Repair or Replace

Mailbox – Replace

Maintenance/Repair – Clean Roof

Maintenance/Repair – Light Fixtures

Rear of Home – Landscape

Rear of Home – Dirty Roof

RECREATION COMMITTEE

Your HOA Board has made the fitness committee part of the newly-created Recreation Committee, which encompasses the fitness center, facilities and recreation activities.

Fitness Center hours have expanded until 11 p.m.; we will continue this if the facility is respected. Defibrillator and 911 emergency phones have been added to the Fitness Room and Pool Area. We have also added additional cameras for monitoring and security. TV and speakers are working well. We've added sani-wipes as well as antibacterial hand gels. Also, we have budgeted and received proposals to replace and upgrade two elliptical machines.

The Fitness committee would like to support North Shore residents with Tennis and Basketball Leagues. If someone would like to manage, please volunteer. Also, we are considering the idea of sponsoring a North Shore little league baseball team. Maybe we can play North Lake Park, Eagle Creek etc. We also invite interested parties to volunteer for this.

The long awaited canopy is over the playground. Yes, this took a very long time. However, the old Board had quotes for \$93,000 and over \$52,000. We didn't want to spend and could not justify that expense. After months of work (and a big shout out to Shirley Stoffer for her assistance with identifying the selected vendor), we were able to get this done for approximately \$20,500.



We have added benches to the pavilion, making that area more usable, and shortly our new beach volleyball court will be completed. Some residents have shown an interest in a dog park area. We invite comments and discussion to see if this is a worthwhile idea.

Please note, the Fitness Center has had a large influx of trespassers. There have been altercations between staff and non-North Shore residents using the facility. Please do not lend or allow unauthorized people to use the facility. Your privileges will be suspended and the non-residents will be charged with trespassing by Sheriff's Office personnel. Those who use the facility must present the Individualized ID upon request by fitness committee volunteers, staff, Board members and our off-duty Sheriff personnel, who will be checking.

HERE IS A BRIEF SUMMARY OF FITNESS CENTER RULES:

- The Fitness Center closes and locks at 11 p.m.
- No one under the age of 16 is allowed on the Fitness Room floor, no exceptions.
- Facilities users must bring a North Shore ID badge to use the facility. If you do not have your ID badge in your possession, you will not be allowed access and will be required to leave the facility.
- Residents will be allowed two accompanied guests per household. Anyone permitting others to enter the facility without the proper ID badge could lose their privileges.
- The Rec Center is under video surveillance. Doors firmly lock at 11 p.m. North Shore personnel, Sheriff's Office, Fitness Committee members and the Board of Directors have the right and will verify ID's.
- Non-compliance will result in suspension of privileges and possible trespassing charges.

GROUNDS COMMITTEE

Sidewalk upkeep and improvements were recently completed. Our vendor, Maxter, did a nice job. We reviewed various companies and this vendor was more than \$20,000 lower than the next bidder. Some sidewalks were vandalized, and we are working to hold those individuals and families responsible for the repair costs.

The fountain pumps are broken and we are soliciting bids to fix or replace. Please advise us or the office staff of anything that needs attention or suggestions.



SAFETY COMMITTEE

Please call the FSR office 407-207-0520 or after-office number 407-644-0010, x1 for gate issues or to report anyone forcing a gate open.

We have had numerous trespassing issues with the pool, ball field, playground and fitness center. Please do not be offended if authorized personnel or staff ask to see your North Shore Rec Card.

Please remember to have the 2015 orange PARKING Sticker to use the parking lot at the Rec Center. They are free and cars without the sticker are subject to towing without notice.

There has been a significant problem with our narrow streets when vehicles park across from each other. This makes passing very difficult, and sometimes delivery vehicles can barely get through, let alone an emergency vehicle. The

suggestion of alternating the side of the street available for parking has continued to come up. This allows for safer passage and is commonly used in many other communities that allow street parking. With this system, on even-numbered dates, parking is allowed on the even-numbered side of the street and on odd-numbered dates, parking is allowed on the odd-numbered side. We are considering this request, which has been recommended by responders as well. If someone has any suggestions or comments we welcome this, and expect to make a decision after a two-month review.

Our off-duty and on-duty Sheriff's personnel continue to handle speed enforcement along with their regular patrols. Please watch your speed, as well as yielding to vehicles in the roundabout. Also two golf carts have been hit in the "right of way" crosswalk near the course.

SPECIAL THANK YOU!

We would like to thank all of our Committee members, who volunteer their time and energy to making our community a great place to live!



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