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Dear Southpointe Owners,

Since we have so many new owners and residents that have joined us this year, we would like to take this opportunity to remind everyone of some important rules and maintenance tips. If your property is rented out, please pass this information on to your renters. As owners you are responsible for your property and the actions of your contractors, tenants, and guests.

Noise: Please remember to keep noise to a minimum and be mindful of your neighbors, especially if you own an upstairs unit. There should be no noise between the hours of 10pm and 7am as per the City of Orlando noise ordinance. This also applies to vehicles and playing loud music in vehicles while driving through the complex or parked in the parking lot.

Trash: ALL trash must be put INSIDE the dumpster, NOT next to the dumpster or on the ground. Please do not drag trash bags down the stairs and cause them to leave food and liquid stains. If you make a mess on the stairs, please clean it up. There are also green recycling dumpsters here located by Buildings 2 and by the carwash area. These are for recyclable items ONLY. For any large items (furniture, appliances etc.), YOU must contact the City and ask for a large item pick up. The number to call for that service is 407 246-2314. The City will fine anyone who does not follow the trash/recycling rules. Their fine is \$100. If you see someone using the dumpsters who does not live in Southpointe, please report it to the Southpointe office, with photos if possible.

Pets: Pets must be on a leash at all times when outdoors. You may not leave your pet outdoors or on the patio, or it will be reported to animal control. Please remember to clean up after your pet or you will face fines from animal control. If you see anyone not following the pet rules, please report it to the office immediately. If your pet becomes a nuisance to the community, you will have to remove the pet. Renters are not allowed to have pets.

Vehicles: All vehicles must be properly registered with a proper license plate and must have a Ventura decal/pass. Commercial vehicles cannot park overnight, the City defines overnight as the hours between 10pm and 7am. All vehicles parked here must be in operable condition. If you will be leaving for an extended period of time, we ask that you park away from the buildings to allow others to use the parking spots closer to the buildings. All vehicles using handicapped parking spaces must have a handicapped placard on display or it will be towed immediately.

Dryer Vents: If you have a washer/dryer in your unit, please remember you must have your dryer vent cleaned out once a year. This will help your dryer function more efficiently and also prevent fires. The dryer vents are located on the roof, therefore you must hire a licensed contractor to service the vent. For more information regarding this, please contact the Southpointe office.

AC units: Please remember to change your AC filters regularly. If you notice your AC is leaking or if the pan is full of water, you must contact a licensed AC company to repair it. Please remember to flush your AC drain at least every 60 days. We suggest getting routine maintenance on your AC every year to prevent issues from happening. Please report any leaks to the Southpointe office in case the leak has affected a neighboring unit.

Water Heaters: If your water heater is old, please look into replacing it. Water heaters are only designed to last so long. Do not wait until your hot water heater fails and floods your unit or a neighboring unit, before you replace it. Please check your water heater regularly for leaks and issues, and if you see rust on it (particularly by the bottom of the tank), then it is time to replace it. You could be held liable for damages caused to surrounding units if your hot water heater fails.

Keys: As per the association documents, we must have a key or code on file for each unit. This is for emergency purposes only. If there is an emergency in your unit and we do not have a key or code on file, you will be charged for a locksmith to come open your door, the current cost for that service through Discount Lock is \$85 per lock. If you are unsure if we have a correct key/code for your unit, please verify with the Southpointe office.

Common Areas: All common areas should be free from all personal items. This includes the stairs, under the stairs, the atriums, the hallways and the areas outside of the patios. If you have ANYTHING in any of these areas currently, (with the exception of a doorbell, a storm door, and/or a doormat), it must be removed immediately or it may be confiscated. Charcoal and Gas grills are not allowed on the patios under any circumstances. Furthermore, if you have pavers outside of your patio it is YOUR responsibility to keep them clean and presentable. Patios and balconies shall not be used for storage space but must be kept neat at all times. Outdoor blinds and curtains of the proper size may be used inside the patio. Sheets, and shower curtains in the patio will not be accepted. All window blinds must be white and in good condition with no broken or missing slats.

Pool: Please make sure you have the proper pool pass and that all pool rules are followed. The rules are posted at both pools and security patrols pools multiple times per day. You will be required to leave the pool if you are not following the rules and do not have the proper pass. If there is an incident at the pool, please notify security immediately. If there is lightning/thunder in the area, you must leave the pool.

Vendors: Please do not hinder vendors, workers, or employees or make any requests or favors from them when they are trying to complete work requested by the board and management. Please contact if you need the office if you need assistance. The employees cannot work on items until a work order has been submitted.

ARC Form: Please be advised that ANY changes made to your unit that are visible from the outside, must be approved prior to the work being done. This includes but is not limited to: doors, windows, patio enclosures. Please contact the office if you need this form.

Sewer: Please do not flush anything down the toilet that is not meant to be flushed. Do not pour grease or paint down any drains, this includes the sinks in the laundry room. Flushable wipes are STILL not actually flushable. We have had multiple issues with our sewer system this year due to residents pouring items down drains and flushing items that the sewer system cannot handle. If there are any further issues and it is able to be traced to a unit, the unit owner will receive the plumbing/sewer repair bill.

On behalf of the Board of Directors and management, we would like to thank you in advance for your cooperation.

China Benson



Property Manager
Southpointe Condominiums