



## Professional Management

9419 Tradeport Drive  
Orlando, FL 32827

Dear Jackson Park Community Member:

Welcome to your new home! We are pleased to inform you that the Board of Directors of Jackson Park Condominium Association has contracted with DWD Professional Management, LLC to manage your neighborhood.

As the Community Manager for Jackson Park Condominium Association, I wanted to review a few questions that you may have about your new Community. This letter is designed to answer most of the common questions and is presented in easy-to-read language, unlike the Declaration of CC&R's, By-Laws and Rules & Regulations. By all means, ***these documents are important and should be reviewed prior to purchasing or leasing a home in Jackson Park.***

Our offices are conveniently located at 9419 Tradeport Drive, Orlando, FL 32827. We are located just north of Boggy Creek Road next to the Orlando International Airport. Our office staff is available for appointments from 9 AM – 5 PM Monday through Friday. You may reach us by phone at 407-251-2200, by fax at 800-759-1820, and by email at [info@dwdpm.com](mailto:info@dwdpm.com).

**ASSESSMENTS** for your community are currently **\$383.00 per month**. Payments may be mailed to the pre-printed address on your statement. In addition, you may drop off or mail these payments at our offices located at 9419 Tradeport Drive, Orlando, FL 32824. Finally, you may use the following payment options:

You may pay online through the Association's bank using a credit card, debit card, or e-check. The website is as follows for these payment options:

<https://onlinepayments.truist.com/paymentservices/start.aspx>.

You will need the following identification numbers in order to make these payments:

**Bill Pay Number:**

**Serial Account Number:**

**Unit Number:**

You may also use on-line **bill pay** with your bank. If you choose this option, you will need the following information:

**Payee Account Number:**

**Check Payable to:** Jackson Park COA

**Mailing Address:** Jackson Park COA, PO Box 628207, Orlando, FL 32862-8207.

You may also set-up **auto debit**. If you would like to use this option, please contact our office so that we may assist you with this process.

If you have any questions concerning your assessment, please e-mail us at [info@dwdpm.com](mailto:info@dwdpm.com).

**A COMMUNITY PORTAL** is available for all members of the Association through Enumerate. The community portal will provide you with access to your community's governing documents and your account balance and history. You may also submit maintenance requests and Architectural Review Change applications as well as perform several other convenient functions to keep you in touch with our office and your community. We will send a notification to you via email to join the Enumerate portal so you may gain access to this service. If you do not believe the Association has an email address on file for your account or if you do not receive an email to join the portal within the next couple of weeks, please contact our office to provide us with your email address and we will add this information to your account so we may provide you with access to the on-line portal.

**EMERGENCY** after-hours situations: Please call (407) 251-2200 and follow the recorded instructions. Emergencies are defined as issues pertaining to safety, flooding, and other catastrophic situations. In other words, please leave a message for things that cannot wait until our regular office hours, which are Monday through Friday, 9:00 AM to 5 PM. For medical, police, or fire department attention, please call **911**.

Please be aware that **ARCHITECTURAL CHANGES** to your home, such as windows, doors, and any other such appearance changing alterations, require prior written approval of the Jackson Park Condominium Association Architectural Review Board. The Architectural Review Change application form and the Architectural Review Board guidelines are available on the Jackson Park portal and on the community website ([www.jacksonparkcondos.com](http://www.jacksonparkcondos.com)). If you have any questions regarding this process, please contact our office.

**THE SWIMMING POOL AND TOT LOT AREA** are only for the use of owners, residents and their accompanied guests. These areas open at sunrise and close at sundown. Anyone caught in these areas after sundown may be arrested for trespassing. Please observe the posted rules at the swimming pool and tot lot area. If you need access to the pool, pool fobs cost \$8.00 and may be purchased at our office. If you have any questions regarding the recreational facilities, please contact our office.

**GATE ACCESS** to the community is by gate remote only. **Please see the gate access form included with this mailing to request gate access.** You may also request that your name and telephone phone number are added to the call box for providing guest access.

**TRASH PICK UP:** Tuesdays and Fridays

Please remember that trash containers may be placed curbside at sunset on the evening before collection and must be stored out-of-sight by dawn the day following pickup.

**THE RULES & REGULATIONS** for Jackson Park Condominium Association have been established by the Board of Directors to protect property values and desirability of the neighborhood. The governing documents discuss the responsibilities of the Condominium Association as well as the responsibilities of all of the homeowners. We encourage you to review these documents so that you are aware of the rules and regulations. The governing documents are available to you via the TOPS [ONE] portal. The documents are also available on the community website: [www.jacksonparkcondos.weebly.com](http://www.jacksonparkcondos.weebly.com).

If this leaves you with any unanswered questions, please call us at 407-251-2200 or e-mail us at [info@dwdpm.com](mailto:info@dwdpm.com) and we will be delighted to assist you. I hope this information is helpful and I look forward to working with you and the Board of Directors of your community.

Sincerely,

**William C. Webb, LCAM**  
Community Association Manager, Managing Partner  
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