

Contact Us:

Customer Service
(352) 753-4508

Administration
(352) 751-3939

Budget
(352) 674-1920

Community Standards
(352) 751-3912

Community Watch
(352) 753-0550

Property Management
(352) 753-4022

Finance Customer Service
(352) 750-0000

Human Resources
(352) 674-1905

Public Safety
(352) 205-8280

Purchasing
(352) 751-6700

Recreation Administration
(352) 674-1800

Risk Management
(352) 674-1828

Utility Operations
(352) 751-3939

District Weekly Bulletin



CDD Orientation

This valuable program is held each Thursday at 10:00 a.m. at the District office located at 984 Old Mill Run in Lake Sumter Landing. For additional information, please contact the District Customer Service Center at 352-753-4508.



The following facilities will be temporarily closed or have scheduled maintenance:

⇒ **Paradise Recreation Center and Pool**

The Paradise Recreation Center and Pool will be closed for maintenance February 29th.

⇒ **La Hacienda Recreation Center & Sports Pool**

The La Hacienda Recreation Center and Sports Pool will be closed for quarterly cleaning on March 8th.

⇒ **Mulberry Grove Recreation Center**

The Mulberry Grove Recreation Center, Fitness Center and Sports Pool will be closed for quarterly cleaning and maintenance on March 21st.

⇒ **Lake Miona Recreation Center Outdoor Courts and Sports Pool**

The Lake Miona Recreation Center Outdoor Courts and Sports Pool will be closed March 14th until 4 pm for the Spring Craft Fair.

⇒ **Ashland Neighborhood Pool**

The Ashland Neighborhood Pool will be closed for maintenance March 2nd through March 13th.

⇒ **Odell Recreation Center**

The Odell Recreation Center will be closed for cleaning on March 7th.

⇒ **SeaBreeze Recreation Center Outdoor Courts and Sports Pool**

The SeaBreeze Recreation Center Outdoor Courts and Sports Pool will be closed on March 14th until 4 pm for the Spring Craft Fair.

⇒ **Pennecamp Neighborhood Pool and Outdoor Facilities**

The Pennecamp Neighborhood Pool and Outdoor Facilities will be closed for maintenance March 2nd through March 4th.

⇒ **St. James Neighborhood Adult Pool Parking Lot**

The St. James Neighborhood Adult Pool Parking Lot will be closed in sections for sealcoating March 9th through March 12th.



⇒ **Tamarind Grove Neighborhood Adult Pool Parking Lot**

The Tamarind Grove Neighborhood Adult Pool Parking Lot will be closed in sections for sealcoating March 9th through March 12th.

⇒ **Sanibel Neighborhood Recreation Center Adult Pool Parking Lot**

The Sanibel Neighborhood Recreation Center Adult Pool Parking Lot will be closed in sections for sealcoating February 24th through February 27th.

⇒ **Captiva Recreation Center**

The Captiva Recreation Center will be closed for cleaning on March 7th.

⇒ **Charlotte Neighborhood Recreation Center Adult Pool Parking Lot**

The Charlotte Neighborhood Recreation Center Adult Pool Parking Lot will be closed in sections for sealcoating February 24th through February 27th.

⇒ **Eisenhower Recreation Center Outdoor Courts and Sports Pool**

The Eisenhower Recreation Center Outdoor Courts and Sports Pool will be closed March 14th until 4 pm for the Spring Craft Fair.

Save The Date

We invite you to join us for the annual District Government Update Meeting. Presentations will be given by District Staff pertaining to the District Governments goals for this year.

District Government Update Meeting

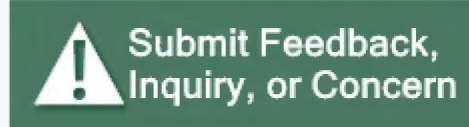
February 28, 2020

Laurel Manor Recreation Center

8:00 a.m. to 10:00 a.m.

Frequently Asked Questions and Answers

The Villages®
Community Development Districts
Property Management



What items are included in the quarterly cleaning, in addition to the daily and weekly cleaning, of the recreation centers?

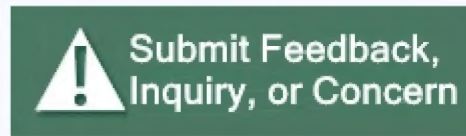
The District Property Management Facilities Division, in addition to daily and weekly cleaning, is tasked with providing quarterly cleaning to 85 recreation centers. Items included in the cleaning are:

- Ashtrays-Empty & wipe clean
- Baby Stations- Wipe clean & sanitize
- Chairs- Wipe clean & dust
- Doors- Clean & polish
- Windows- Clean
- Walls- Wipe clean
- Drinking Fountains- Wipe clean, polish, & use stainless steel cleaner
- Exercise Equipment- Wipe clean & sanitize
- Toilets- Wipe clean & sanitize
- Urinals- Wipe clean & sanitize
- Furniture- Clean/dust
- Gates- Wipe clean
- Ice Machines- Wipe clean, polish & use stainless steel
- Appliances- Wipe clean inside & out
- Lamps- Clean
- Lamp Shades- Dust clean
- Mirrors- Clean
- Paper Towel Holders- Wipe clean & fill
- Sanitary Napkin Holders- Empty, clean & sanitize
- Showers- Wipe clean & disinfect
- Signs- Wipe clean
- Soap Dispensers- Wipe clean & fill



Frequently Asked Questions and Answers

The Villages®
Community Development Districts
Property Management



- Phones- Wipe clean & disinfect
- Carpet Floors- Spot clean & steam clean
- Tile Floors & Grout- Steam clean & disinfect
- Laminate Floors- Dry mop, wet mop, strip wax, re wax & buff
- Courts- Empty trash & blow off courts
- Logo Mats- Vacuum
- Stairs & Landings- Dry & wet mop
- Chandeliers- Dust & polish
- Lights- Dust & polish
- Fans- Dust & polish
- Coat Racks- Wipe clean
- Benches- Wipe clean
- Stacked Chairs- Wipe clean
- Tables- Wipe clean
- Pictures- Dust & wipe clean
- Plants- Light dusting
- Artificial Plants- Light dusting
- Hand Rails- Wipe clean
- Chair Rails- Wipe clean
- Exterior Windows- Clean
- Exterior Lights- Clean
- Air Conditioning Vents- Wipe clean & dust
- Window Dressings- Wipe clean & dust
- Trash cans- Empty, clean inside & out & disinfect
- Janitorial Closets- Clean & stock



Frequently Asked Questions and Answers



Submit Feedback,
Inquiry, or Concern

The Villages[®] Community Development Districts Community Watch

Did you know that Community Watch provides a multitude of services to residents of The Villages?

To learn more about the functions of the Community Watch department, please view information provided by Nehemiah Wolfe, Division Chief of Community Watch on the following pages.



To: Richard Baier, P.E., LEED, AP, District Manager

Date: February 3, 2020

From: Nehemiah Wolfe, Division Chief

Re: COPS vs CTI vs Community Watch

The following is a comparison of The Villages Community Watch, Sumter County Sheriff's Office CTI Program, and Wildwood Police Department COPS Volunteer Program. The services are very limited as to the areas noted and due to very limited staffing/volunteers.

Sumter Community Traffic Investigator (CTI) Paid Employee limited to their jurisdiction.

- Document and handle abandoned vehicle
- Conduct traffic control or direction
- Assist disabled motorists
- Complete VIN Verifications
- Transport materials or information
- Respond to crashes not involving serious injury
- Issue parking citations
- Has their own dispatch
- Not 24 hour coverage – 9 hour shifts (Monday – Saturday 0800 – 1700, NO coverage on Sundays)

Wildwood Citizens Observer Program (COPS) Volunteer

- Assist law enforcement in Fenney, Desoto, McClure, Marsh Bend, Linden, and Monarch Grove only
- Assist with Special Events limited to events conducted at Brownwood
- Provide crowd control assistance at special events, educational programs and other community tasks limited to their jurisdiction.
- Has no dedicated dispatch, relies on Sumter County Sheriff's Office.
- Coverage is based on volunteer participation.

The Villages Community Watch Paid Employee:

- Mission – To provide a safe community to The Village residents by keeping a watchful eye around the clock.
- Patrol All 13 Districts 24 hours a day, roughly driving 1.2 million miles per year.
- Patrol All 89 Villages 24 hours a day, each Village patrolled twice a day.
- Patrol All 39 recreation centers, including checking doors.
- Patrol All 3 squares and conduct routine washroom security checks.
- Patrol and check 94 pools.
- Assist 8 different law enforcement departments and Villages Public Safety Fire Rescue in traffic control and direction as needed.
- Assist DPM with lane closure.
- Provide special details for District events.
- Approximately, 43 House checks a day – Totaling 16,000 per year
- Opens and closes pools on holidays.
- Opens and closes dog parks on holidays.
- Has own dedicated dispatch that is interfaced with all levels of District infrastructures.
- Have 24-hour gate operations staff viewing and monitoring cameras throughout the District.
- Have 22 staffed gatehouses throughout the District.
- All Operations offers 24-hour coverage 365 days a year.

Documented Community Watch Actions

- 0004B - Assist Facility Resources - Cleaners 10,889
- 0004F - Assist Recreation Dept. - 1,765
- 0007B – Report Called In - 2,617
- 0007C - Disabled Vehicle - 709
- 0007CK - Supervisor GH Ck – 1,990
- 0007D - Residential/RV Lot Patrol – 101,839
- 0007H - Security Check - 121,387
- 0007I - Ready Alert / Pulse Point - 459
- 0007M - Gate Repair – 3,486
- 001A - Animal Issues – 1,660
- 001B - AED Foot Patrol Squares - 273
- 001C - Lost Pet - 273
- 001T - Animal Trap Placed – 6
- 002A - Adult Watch Issues/Changes – 1,330
- 002B - Adult Watch No Answer Patrol Sent – 165
- 002C - Adult Watch Law Enforcement Sent - 24
- 002D - Well Being Check (Not AW) – 1,528
- 002GH - Gate House Call In - 62
- 003A - Assist Community Standards - 183
- 003B - Assist Customer Service - 73
- 004A - Assist Corp Property Management - 128
- 004C - Lights Out - 378
- 004D - Assist Sales Dept. - 40
- 004H - Assist DPM Palm Frond Removal - 286
- 004I - Assist District Property Management – 1,856
- 004I Ad - Assist DPM Advertisement Removal - 403
- 004I Campaign - Assist DPM Campaign Sign Removal - 1
- 004J - Assist Water Dept. - 115
- 005A - Assist Sumter County Sheriff Office - 322
- 005B - Assist Florida Highway Patrol – 1
- 005C - Assist Fruitland Park PD - 5
- 005D - Assist Lady Lake PD - 26
- 005E - Assist Lake County Sheriff Office - 14
- 005F - Assist Marion County Sheriff Office - 7
- 005H - Assist Wildwood PD - 25
- 005I - Assist Law Enforcement Other - 7
- 005J - Assist Villages Fire Department - 59
- 005L - Assist Fire Dept. Other - 20
- 005N – Hazmat - 6
- 005P - Assist Utilities Other Than Water Dept. - 13
- 005Q - Assist Lk Miona Restrooms - 593
- 007A - Fill In Sick Employee - 681
- 007E - RV Lot Issues - 54
- 007F - Supervisor Approved - 242
- 007G - Water Incident – 1,255
- 007GAH - Water Incident AFTER HOURS - 625
- 007J - Move In or Move Out - 974
- 007L - Gate Relief – 1,897
- 007M-P/U - Stop Barricade Pick Up - 437
- 007N - Resident Complaint - Gate Attendant – 55
- 007NA - Administration Observation - 1
- 007O - Gate House Issues -169
- 007P - Resident Complaint - Patrol Drive - 41
- 007Q - Tower Lights OK - 714

- 007R-B - Tower Light Issue Center Lights - 1
- 007S - Sharon Building Checked – 1,053
- 007U - Power Outage (s) - 58
- 009A - House Check Issues / Problem - 637
- 010A - Escort Resident/Visitor - 45
- 010B - Escort Sales Potential Buyer - 250
- 010C - Lost and Found - 712
- 010D - Lost Person Assist Search – 15
- 010H - Escort Hometown Property Mgmt. - 40
- 011B - Depression - 163
- 011C - Street Signs Down or Damaged - 29
- 011D - Traffic Light Issues - 25
- 011E - Weather, Natural Disaster - 4
- 011F - Hazardous Condition - 918
- 012A - Resident Assist - General - 363
- 012B - Resident Assist-Other – 3,631
- 012C - Resident Issue Complaint – 1,009
- 013B - Fishing Issues - 191
- 013C - Solicitor / Religious Issues - 805
- 013E - Improper or Unauthorized Parking – 1,079
- 013H - Suspicious Vehicle - 145
- 013I - Political Solicitors - 18
- 013J - Suspicious Person or Activity - 225
- 014A - Unsecured Door District Property -125
- 014B - Unsecured Door Corporate Property - 60
- 014C - Unsecure Garage Door – 8,280
- 014D - Unsecure Door (Not Garage) - 126
- 015A - Communication Issues - 15
- 015B - IT Issues - 6
- 020A - IT TEST - 19
- 911 - Emergency 911 – 1,715
- 911B - Smoke Detector Battalion Chief - 273

2019 DISPATCHED CALLS RECORDED 284,203

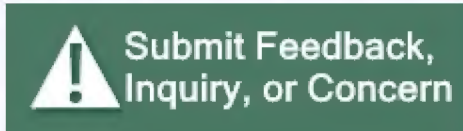
Gate Operation Calls

• Adult Watch –	33,580
• Gatehouse Attendant Safety and Well-being checks Calls –	96,360
• House Checks –	<u>16,200</u>
Total	146,140

Gate Operations –	<u>146,140</u>
Dispatch -	<u>284,203</u>
Total 2019 –	<u>430,343</u>

Did you know that you can submit a question, comment or concern 24 hours a day, 365 days a year?


Visit www.DistrictGov.org and click on the Submit Feedback, Inquiry, or Concern button on Quick Links to contact us.



Choose the subject that best matches your inquiry or feedback. Not sure? Choose 'General/Other' and we will make sure it gets to the appropriate District department!

Community Development Districts Request Form

Please enter the requested information in each field.
When you have completed the form, click the submit button.

Category 

Last Name

First Name

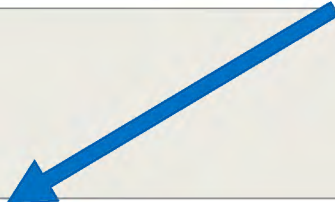
Street Address

Phone Number

E-Mail Address

Repeat E-Mail Address

Question / Comment



Fill in your information and click 'Submit'. We will respond within 48-hours!

Information Provided by...

The Villages®
Community Development Districts
Recreation & Parks



Lost and Found

Depending on where items are found, inexpensive items will be held for one month at La Hacienda, Laurel Manor, Eisenhower or Everglades Regional Recreation Centers. Valuables will be turned over to the Lady Lake Police Department, Sumter County Sheriff's Office or Marion County Sheriff's Office within 72 hours. At the end of each month, unclaimed items will be donated to local charities. The Recreation Department is not responsible for lost items.

Special Events / Tournaments / Socials

Special events, tournaments and socials are not done on an everyday basis but on select days and times. They offer a variety and change from the normal programming. These programs sometimes consist of a nominal fee to cover cost of food, beverages, prizes etc. These programs are listed on the monthly special events calendar that is published on the last Thursday of the month prior or can be found at <https://www.DistrictGov.org/images/RecCalendar.pdf>. Registration for the events begins the last Thursday of every month can be done in person at any regional recreation center or online at www.DistrictGov.org>Departments>Recreation>Socials.

2020 The Villages SENIOR GAMES

SAVE THE DATE!

APRIL 18-26

HOSTED BY
The Villages Recreation & Parks
Properties of The Villages

For more information, call 352-753-1716
or visit www.TheVillagesSeniorGames.com

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The banner features a collage of images showing seniors participating in various activities: a group of people on a track, a person playing tennis, a person playing basketball, and a person running. The text is prominently displayed in gold and white on a dark green background.

Information Provided by...

The Villages®
Community Development Districts
Office of Management and Budget

The District has officially kicked off its Fiscal Year 2020-21 Budget Process! The Boards recently approved the Fiscal Year 2020-21 Budget Calendar which you can view on the District's website at www.DistrictGov.org for budget workshop and meeting dates.

A kick-off meeting was held earlier this month with the Budget Preparation Team and District staff is busy preparing their requested budget packets! This budget process will result in a final adopted budget for Fiscal Year 2020-21 which will begin on October 1, 2020 and end on September 30, 2021.

All meetings are open to the public and residents are encouraged to provide input. You may provide your comments by attending the budget workshops or monthly board meetings; calling Richard Baier, District Manager or Barbara Kays, Budget Director at 751-3939; emailing Barbara at Barbara.Kays@districtgov.org or contacting your District Board Supervisors.



SOLID WASTE MANAGEMENT PLAN

SPECIAL WORKSHOP

**SEABREEZE REGIONAL RECREATION
CENTER**

2384 BUENA VISTA BOULEVARD

MARCH 27th, 2020

9:00 AM - 12:00 PM



Please mark your calendars for this important decision making event on the future of your Solid Waste and Recycling Programs. Join the North Sumter County Utility Dependent District (NSCUDD) Board of Directors, District Staff, and our Solid Waste Contractor, Jacobs (CH2M) to review and discuss the long-term Solid Waste Management Plan (SWMP) to address the disposal of solid waste and recycling. This workshop will be utilized by the NSCUDD Board to provide direction to Staff so that a rate structure can be determined.

Jacobs

For more information please contact District Administration at 352-751-3939

**NSC
UDD** North Sumter County
UTILITY
Dependent District

Construction Update

The Villages® Community Development Districts Property Management

The Villages Public Safety Department Fire Station #40 located at 2455 Parr Drive:

The renovation is complete.



District Field Ops Facility for District Property Management (DPM), Community Watch and South Sumter Utilities (SSU) located at 4890 Morse Boulevard:

The new District Field Operations Annex is complete. Staff moved in on Monday, February 24, 2020.



The Villages®

Community Development Districts

Property Management

On February 18, 2020, the District began a construction project at the Shay Gate located at the corner of Shay Boulevard and Griffin Road. The project consists of the renovation of the interior and exterior of the existing gate house, as well as constructing a restroom addition to the building. Other site improvements included in the project include utility upgrades, lane improvements and parking improvements.

All of the construction and site improvements will take place in the right of way along Shay Boulevard. There should be no interruption in utility services to your home. **Shay Boulevard from the corner of Shay Boulevard and Tarrson Boulevard to Griffin Road will now be closed while this work takes place to address safety concerns.** Detour signage and other means of directing traffic will be used to guide the flow of traffic safely through the neighborhood. The gate house will remain closed during the construction. Thank you for your patience while we make these improvements. If you have any questions or would like additional information, please contact District Property Management at 352-753-4022.

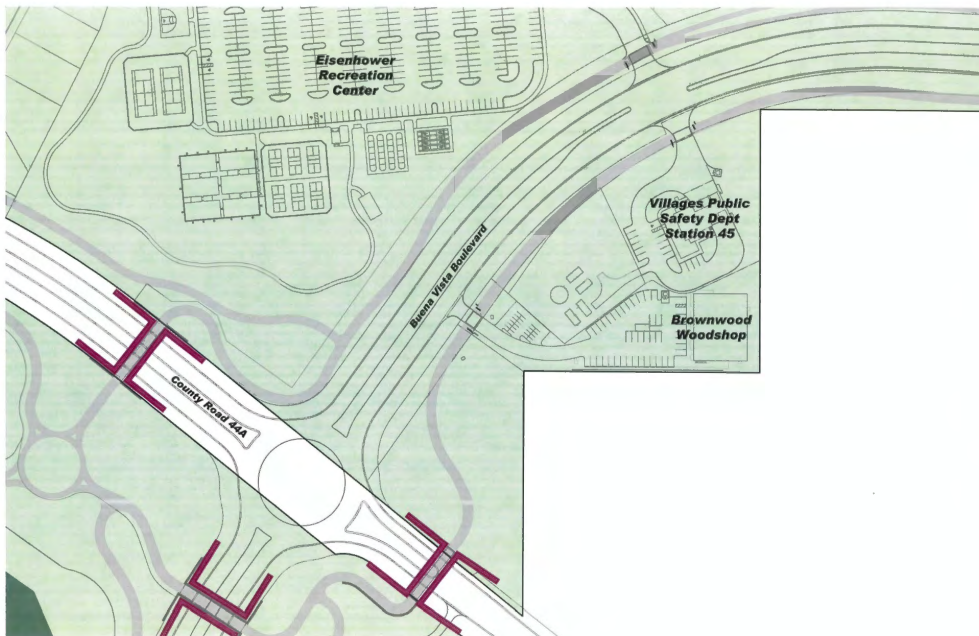


Information Provided by...

The Villages®
Community Development Districts
Property Management

Brownwood Woodshop

To ensure the safety of golf cars and workers, STOP signs have been placed on both sides of the multi-modal path where vehicles will be crossing from Buena Vista Boulevard into the construction area. This area is located along Buena Vista Boulevard in front of The Villages Public Safety Department Station #45. Please use caution and pay attention to all signage.



Rio Grande Air Gun Range:

The contract for the construction of Rio Grande Air Gun Range has been executed, permitting is underway and the construction should begin mid-March.

The Villages®

Community Development Districts

Risk Management



From year to year, Florida has seen the amount of hit and run crashes remain steady, with nearly 25 percent of all crashes involving a hit and run. Although the majority of hit and run crashes only result in property damage, hit and run crashes can be deadly. The *Stay at the Scene* campaign aims to reduce the number of hit and run crashes in Florida by educating drivers on their responsibilities if involved in a crash and the serious consequences they face if they choose not to *Stay at the Scene*.

The Florida Department of Highway Safety and Motor Vehicles (DHSMV) and its division of the Florida Highway Patrol are recognizing Hit and Run Awareness Month this February and reminding all motorists to Stay at the Scene when involved in a crash. In partnership with the Florida Police Chiefs Association, Florida Sheriffs Association and Florida Association of Crime Stoppers, the initiative seeks to reduce the number of hit and run crashes in Florida and encourage individuals to anonymously report information to solve hit and run investigations.

“It is your responsibility to remain at the scene and immediately report the crash to law enforcement” said FHP Director Colonel Gene S. Spaulding. “You should do your best to provide immediate assistance to other motorists, passengers or pedestrians that may have been injured in the crash and wait for emergency first responders to arrive.”

Source: <https://www.flhsmv.gov/safety-center/driving-safety/hitrn/>

FYI: In January 2020, there were 127 gates struck by vehicles (this includes strikes by golf carts.) Striking a gate is damage to government property and not reporting the accident is leaving the scene, which is a crime. Currently, a Board Resolution fee of \$250 is charged for gate damage or replacement. The District would like to remind you that you are breaking the law when you do not report damage to a gate. When you are involved in any incident involving property damage, please stop.

Damage to gates can be reported to Risk Management at 352-674-1828 (Monday-Friday 8 AM-5 PM) or to Community Watch (7 days a week/24 hours a day) at 352-753-0550.



Information Provided By...

The Villages® Community Development Districts District Management

The Villages® Community Development Districts

To: Candidates for Election
From: Richard Baier, District Manager
Date: February 26, 2020
Subject: Political Campaign Activities

Each election period raises questions about allowable campaign activities within the Village Community Development Districts. In order to assist all candidates, we have prepared the following overview. However, any questions with regard to activities allowed or prohibited should be directed to District Administration at (352) 751-3939.

Signs:

1. As it relates to political signage, the Declaration of Restrictions provides that no exterior signs will be permitted without the express written consent of the Developer. The Developer provided consent for properties north of C.R. 466 for the placement of one (1) professionally prepared sign not exceeding 24"x24" affixed to an exterior window of a residence. The Developer provided consent for properties south of C.R. 466 for the placement of one (1) professionally prepared "For Sale" or "For Rent" sign not exceeding 12"x12" affixed to an interior window of a residence. As information, the Board of Supervisors for Village Community Development District No. 1 elected not to enforce the deed restriction prohibiting signage within their respective District boundary.
2. Signs may not be affixed to the exterior walls of District-owned property.
3. Signs may be affixed to golf carts or Low-Speed Vehicles. Signs may be held by candidates or their supporters.
4. Signs may not be placed on District property. Signs placed on District property will be removed and the District is not liable for the return of removed signs.

Election Day Polling Places:

1. Activities at polling places shall be in accordance with the interpretation of state statute or local ordinance by the applicable Supervisor of Elections. The Supervisor of Elections is the entity to interpret the statutes and local ordinances.
2. Persons in support of candidates or issues shall not interfere with any member of the public accessing/using District property or voters attempting to enter a polling place located on District property.

Community Development District Public Facilities

1. Candidates and their supporters are allowed to stand on the exterior of District-owned facility property (i.e. postal facilities, recreation centers and at public events) in compliance with the Rules of the District.
2. Candidates and their supporters are not allowed to interfere with persons attempting to access District facilities and/or activities.
3. Candidates and their supporters are not allowed to implant or affix, in any way, any signage at these facilities. Signs may be affixed to golf cars, Low-Speed Vehicles or held by candidates or their supporters.

The Villages®
Community Development Districts

Per District Legal Counsel, a reminder as to:

- Fla. Stat. s. 102.031(4)(a): No person, political committee, or other group or organization may solicit voters inside the polling place or within 150 feet of the entrance to any polling place, a polling room where the polling place is also a polling room, an early voting site, or an office of the supervisor where vote-by-mail ballots are requested and printed on demand for the convenience of electors who appear in person to request them. Before the opening of the polling place or early voting site, the clerk or supervisor shall designate the no-solicitation zone and mark the boundaries.
- Fla. Stat. s. 102.031(4)(e): The owner, operator, or lessee of the property on which a polling place or an early voting site is located, or an agent or employee thereof, may not prohibit the solicitation of voters outside of the no-solicitation zone during polling hours.

Point and Pay On-Line Payment Service



Due to system upgrades Point & Pay On-Line Payment Service will not be available from 11:59pm on Wednesday February 26th until 11:59pm on Monday March 2nd.

We apologize for any inconvenience that this may cause you.

What's Happening in Your District



During the February 13, 2020 Village Community Development District No. 2 meeting, discussion took place regarding overflow parking in the La Crescenta Villas. Further discussion regarding parking and parking regulations in villa units located in District 2 is on the agenda and will be discussed during the meeting that will be held on March 13, 2020 at 9:30 a.m. at the District office located at 984 Old Mill Run in Lake Sumter Landing. This meeting is open to the public.

There will also be informal discussion of this AND other issues at the Tuesday, February 25th Q&A meeting from 7:00 to 9:00pm at the Santiago Rec Center held by Supervisor Bill Schikora. District Manager Richard Baier is planning on attending.