

CRESCENT PARK HOMEOWNER'S ASSOCIATION



C/O HMI, An Associa Company~ 760 FLORIDA CENTRAL PKWY, STE 200 ~ LONGWOOD, FL 32750
Phone 407-628-1086 ~ Fax 407-0407

Greetings neighbors,

On behalf of the Crescent Park HOA board, we are writing to you to provide an update in the happenings in our wonderful neighborhood. As we close 2021, YES! 2021 is almost gone, we wanted to make sure we communicated details on the ongoing improvements and/or repairs throughout the community. We recognize that some of you prefer not to join our Facebook page and may not be up to date on what's going on and/or have questions that perhaps will be answered in this letter. Let me first say we consider Facebook to be the most efficient and effective way to communicate with you. We will continue to use Facebook as the main method of communication. Today's technology allows us to be more connected than ever and we view Facebook, Zoom and our community's website (www.crescent-park.net) as great tools to communicate with you.

We try to deliver timely information and need your comments and suggestions on a timely manner as well. Facebook allows us to achieve just that. Remember we're your neighbors volunteering our limited free time to look after our community. We will do anything we can to maximize the impact of our efforts. Other ways you can contact the board is via email BOD@crescent-park.net, using the Contact Us form on our website www.crescent-park.net, as well as contacting our property manager directly via email aprilsself.hmi@gmail.com or via phone 407-628-1086 ext.117. You can also visit the Announcements page www.crescent-park.net/announcements under the "more" menu option on our home page for updates and other communications from the board. Applications to make exterior changes should be sent to our property manager via email along with the requirement documents. You can find requirements and additional information on the community's website under the architectural menu option. If you have questions about your application, send you questions to ACC@crescent-park.net.

Gates

By now you must have noticed new equipment at our gates. The new equipment brings new features that we think can improve access control in our community. Let me remind you that this new system is only for access control, no work was done with the mechanical components that open the gates, sensors, cameras, or the gate themselves. We will continue to work on improving those as opportunities arise. The new system will be originally set up with the resident information from the old access control system. Some weeks back, I provided a link to a web form on our Facebook page asking for updated contact information. So far, we believe about ~40% of possible users have submitted new/updated data. Please use the following link to visit the announcements page on our website, www.crescent-park.net/announcements, there you will find a link to the form. Below is quick summary on the new system:

- The new system's features are available via internet and to gain access to all features we need an email address for each user; one email address per mobile device. To use the online features, you must download the [MyQ Community](#) app for your device. If using mobile devices or apps is not for you, no worries, the system will still open the gates using your existing remote (fob) and will dial your registered phone number when you have a guest or vendor at the gate. **NOTE: is important that if you have a spam caller filter on your phone system, you must add the new gate telephone number to the "safe list", otherwise your phone service will block the gate system's call. The gate phone number is 407-887-0669.**
- Once you have downloaded the MyQ Community app, setup your account using the same email address you gave us. You will have to be paired with our community, so an invitation should be waiting for you once you register in the app. If you have any issues or questions, please send us an email at gate_answers@crescent-park.net
- [Guest Management](#). We must continue to work together to keep our neighborhood safe. With this new system, residents can safely schedule and control visitor access and set up guest lists for one-time, multi-day, or recurring access events. Guests receive a trackable entry code, that allow them access to the community on your terms. This give each of us more control on who is coming and going into our home and neighborhood. **Unfortunately, our timing was a bit off. The guest management feature is being redesigned in the app by the manufacturer and will be unavailable until mid-December. Meanwhile guests will gain entry using the directory until this feature is once again available.**
- Other features include video calls, event history with video playback, live video, and cloud-based database management.
- Check out our Facebook page/community website for links to tutorial videos on how to use the new system.
- Deliveries (USPS, FEDEX, Amazon & UPS) have all been programmed in the system and will have access to enter the community.

Community Updates

- Tree trimming has already been approved and work should start later this month. All oak trees will be trimmed to ensure proper distance from roof and streetlights. Sidewalks will have an 8' clearance and roadways a 13' clearance. We will continue to work with our arborist to inspect the health of our trees and ensure that no tree poses a risk to any of our homes.
- Sidewalk repairs have also been approved, but given the holiday season and our vendor schedule, actual work won't start until Jan 2022. Our vendor identified 198 joint grinds and 39 sidewalk replacements. We also took the step to invest on a new system (TripStop) that alleviates the need for future grinding and reduces the trip hazard risk. This will only be installed on the new sections of sidewalk, but we intend to continue to use it in future repairs as well. Sidewalks repairs will now be included as a routine maintenance item, so that we don't have these many sidewalk repairs all at once.
- Conveyance of Utilities Lines this past week we signed an agreement with the City of Orlando conveying ownership of sewer lines that exit our community from Crescent Park Blvd. to Conway Rd. This ensure that our won't be responsible for any future maintenance costs and/or liability that could arise from owning the sewer lines. To accept ownership of the sewer lines the City or Orlando required us to pay for half of the estimated cost of repairs that the City of Orlando identified earlier this year.
- Street Sweeping, we have contracted street sweeping services that will start this month. We anticipate to have the sweeping service during the peak times when our fabulous trees renew their foliage or as needed.

Helpful Reminders

- Remember that parking on the street overnight (1am-6am) is prohibited by our bylaws. Vehicles parked on the street during these hours will be towed at owners' expense. **We understand that many of us will host guests, returning children or extended family during the holidays, the board decided that Nov. 19th – 29th & Dec. 17th – Jan. 3rd are "Free Parking" days.**
- Yard waste must be put out the night before its schedule pick up day.

Crescent Park HOA Board
Nov 2021