

The Sanctuary

www.thesanctuaryhoa.org

PROPERTY MANAGEMENT

Nexus Community Management
1809 E. Broadway
Suite 408
Oviedo, FL 32765
Dedicated Property Manager
Drew Pommet, Ph.D., LCAM
drew@nexuscommunitymanagement.com
Phone: (321) 315-0501

AMENITY CENTER OFFICE HOURS

Mon, Tue, Fri 10am-2pm
Thur 4-8pm
Phone: 407-971-9749
sanctuaryclubhouse@cfl.rr.com

ARCHITECTURAL REVIEW APPLICATIONS

are available at the Amenity Center and on the web site by logging in and clicking "Documents" on the Main Menu. Under "Choose a Category" select the form from the drop down list. Mail or e-mail ALL applications to drew@nexuscommunitymanagement.com

BOARD OF DIRECTORS

To contact the Board email drew@nexuscommunitymanagement.com
Greg Monseliu, **President**
Melissa Debach, **Vice President**
Bryan Gartner, **Secretary**
Dan Baker, **Treasurer**
Dave Baumann, **Director**
Bryant Sensabaugh, **Director**
Michael Woodson, **Director**

Obtaining official records: All requests for records must be submitted by certified mail, return receipt requested to Nexus Community Management. Nexus will have 10 business days to respond to the request. Homeowners will be notified by Nexus the date and time records will be available for viewing.

NEW PROPERTY MANAGEMENT COMPANY

The property management selection committee vetted a total of nine community association management firms. Four firms were selected to move forward; Leland Management, Nexus Community Management, Pinnacle Property Management and Sentry Management. These firms made presentations to the community at a special meeting in April. After careful consideration, the board has selected Nexus Community Management as our new property management company. The board is very excited to partner with Nexus to help take our community to the next level!

Three of the biggest challenges that the board has found with other community association management firms that it has evaluated and/or that the association has employed in the past will be positively addressed with Nexus.

1. Highly competent, responsive, detail-oriented CAM. This has been the single biggest complaint from homeowners and we are confident we will see significant improvement in this area.
2. Amount of available time that the CAM has to focus on our community. Our CAM is capped at supporting no more than two communities and no more than a total of 2,000 units. Nexus also will not take on another community for a period of at least nine months. With portfolio-style management, which is what The Sanctuary has received from previous management companies, our CAM typically services an existing portfolio of 6-10 communities (totaling 4000-5000 members).
3. Level of transparency and value with the firm's pricing model. As an example, the board's second choice had a comparable monthly

management fee, but would have charged the association an additional \$6,000/year in off-site document storage fees. Document storage is included with Nexus.

Please look for a letter from Nexus in the near future with important information such as new address and online bill payment information to use for submitting your quarterly assessments.

LETTER FROM THE PRESIDENT

Spring has definitely sprung and if your home is anything like ours currently, busy and over-scheduled are a bit of an understatement. When I stop to consider how many things are vying for our time, such as concerts, religious events, sporting events, visitors from the north, I am even more grateful for the incredible number of neighbors who attended our Annual Egg Hunt and shared their positive feedback with us. These interactions help to build a sense of community. Thank you to everyone who was able to attend and an even larger thank you to the volunteers who organized and ran the event! Your participation is what makes our events and living in the Sanctuary special.

Thank you yet again to the members of the board and numerous committee members who have volunteered to work on our committees and projects. Below is a brief outline where current projects stand.

If you have thoughts or concerns about any topics or matters related to the Sanctuary, please contact Drew Pommet at Nexus. You can reach him by phone at 321-315-0501 or by email at drew@nexuscommunitymanagement.com.

- **Audit** – Completed and available upon written request to Vista.

- **Dumping/Damage by AT&T subcontractors** – Analysis by the EPA has confirmed that contents of soil dumped by the sub-contractor did not adversely impact surrounding area and additional clean-up is not required. Criminal case is in progress.
- **Fining Committee** – In need of additional volunteers before this may be formed.
- **Landscaping and Common Grounds Issues** – Our former landscaper discontinued serving the grounds without notice in early April. The association's attorney is involved to address the associated contractual issues. A special meeting was held and the board voted to obtain emergency service. Grasshoppers performed an extensive cleanup of our common areas and will provide emergency landscape maintenance services on a weekly basis until a long-term contract is awarded. The board is committed to selecting a landscape service provider who offers the best combination of service, quality and value. Once the board has made its selection for a long-term contract, our community will be partnering with that firm to restore and beautify the common areas and ensure they are maintained to a high standard of care going forward.
- **Playground Repairs** – Airplane, duck and swings have been repaired and/or replaced.
- **Pool** – A number of tiles on the pool wall were broken and resulted in the pool being closed by the Department of Health. These have been repaired. We thank you for your continued patience when these types of situations arise.
- **Theft and Vandalism** – There were several acts of theft and apparent vandalism at the clubhouse and pool in April. These included the smashing of a pool tile and the theft of all the toilet paper in the clubhouse and pool cabana. Police reports have been filed. Such acts have an adverse impact to the community not only in terms of additional expenses, but also because they result in the loss of use of critical amenities such as the pool and added inconvenience. If you have

any information about these or any other illegal or illicit acts occurring within the Sanctuary, please call the Oviedo Police non-emergency number 407-971-5700 (911 as appropriate.)

- **Communications** – In an effort to reach as many people in as timely a manner as possible, the board has employed multiple communication channels. For those of you who feel like you are receiving the same information in multiple formats, you are. There is not a perfect mechanism for reaching everyone, so we use what we have at our disposal, including the website, email blasts, flyers on the bulletin boards, the quarterly newsletter and unofficially, Facebook. For the timeliest updates, please confirm your email address with the Clubhouse and check the website regularly.

In closing, I would like to wish you a happy spring and hope you can find some time to relax and enjoy.



DON'T FORGET

ARC Application Deadline
Second Monday of the month

FROM THE TREASURER

For those of you who don't know me, my name is Dan Baker. I'm honored to have been appointed to the Board of Directors and then voted in as Treasurer of the Association in February. I have an Accounting / Finance degree from Wright State University in Dayton, Ohio. My wife Julie and I are long-time residents of The Sanctuary (for over a decade now) and we are raising our two sons while also trying to keep our lone, crazy dog in check. I would like to thank Rick Yochem and the previous board for leaving our association in a very strong financial position. Rick has

also generously donated his time to help me get up to speed in my new role. The Association has an extremely strong cash position. Our cash reserves are currently in excess of what is considered necessary to fund our normal yearly operations and provide a cushion that the association could draw upon if needed. Our auditor advised the board that keeping three to six months of operating expenses in reserve is the generally accepted standard for prudent fiscal management. We currently have closer to 11 months of funding. The Board of Directors is evaluating how to responsibly deploy this excess capital in a way that creates the most long-term value for our community. There are many ways we can achieve this, and we will be investigating options over the course of this year for possible inclusion in the 2016 budget. We will share details with the community as we start to put a comprehensive plan into place. For 2015, we are currently exploring some additional investments in landscaping and maintenance (e.g. new pool pump).

I look forward to meeting many more residents of The Sanctuary over the coming months in this new role.



IT'S POOL SEASON

This summer, there will be a security guard on duty inside the pool area during peak pool hours. The security guard will be verifying that those entering the pool area are homeowners, verified tenants or approved guests. Please be sure to you have your Sanctuary photo ID card and access card with you each time or you may be asked to leave the pool area. The guard will help to ensure that those in the pool area follow proper decorum. If you witness an instance where pool rules are not being followed, please notify the guard, and he or she will address it. The guard is not a lifeguard, and there is no lifeguard on duty at any time at the pool.

The pool monitor will be on duty seven days a week. Hours will be posted at the Clubhouse and on the website. Pool bathrooms are locked when a guard is not on duty. The key to the tennis courts unlocks them so please be sure you have your tennis key on your key ring.

If you never received or misplaced your identification card, access card and/or tennis key, please visit the Clubhouse during office hours to secure a replacement

- Tennis keys and photo ID cards are available for \$5
- Access cards are available for \$10

As a reminder, residents 18 and older are permitted 6 guests per household; minor residents, 13 years of age or older, are permitted 2 guests per household. Total number of guests per household may not exceed 6 guests in total and no minors (residents/guests) under the age of 13 may be admitted without adult (resident/guest) supervision.

Non-potty trained children MUST wear swim diapers in the pool. Each time there is a poop accident, we must close the pool for a minimum of 24 hours to treat the water for potential pathogens. Not only is this inconvenient for those

homeowners who would like to enjoy the amenities, but it also incurs extra costs for the association.



POOL & SPLASH PAD HOURS

Pool: dawn-dusk
Splash Pad: 9am-6pm

SOCIAL COMMITTEE UPDATE

The Annual Easter Egg Hunt was a huge success! An estimated 350 neighbors attended and enjoyed crafts, snacks, egg races, face painting, egg hunts and visits with the Easter Bunny. Our volunteers gave out nearly 180 goody bags to the neighborhood kids who attended. Thank you to all who volunteered to make the egg hunt possible. We couldn't have done it without you!

Event planning for the rest of the year is underway. More volunteers are needed for the committee and specific events.

KEEP THE SANCTUARY SAFE

Recently, The Sanctuary has experienced acts of theft and vandalism at the Clubhouse and cabana. There have also been reports of suspicious vehicles parked in the neighborhood during the daytime when many residents are at work. These incidents have been reported to Oviedo PD. If you witness any illegal or suspicious activity, please call the Oviedo PD non-emergency number at 407-971-5700 or 911 as appropriate.

JOIN THE SANCTUARY EMAIL LIST

To be added to the distribution list for the timeliest means of communication, send an email to sanctuaryclubhouse@cfl.rr.com and include your full name, your street address, and your email address.

THANK YOU IN ADVANCE FOR COMPLETING THE ALARM MONITORING SURVEY ON PAGES 5-6!

FACT:

Studies show that children who spend time in the garden develop a love for fruits and vegetables.



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ADVERTISE IN THE SANCTUARY NEWS

PUBLISHED IN AUG., NOV., FEB., MAY

Size	1x	Full year (4x)	Specs
Business card	\$35	\$125	3.625" x 2"
¼ page	\$65	\$225	3.625" x 4.5"
½ page	\$100	\$375	7.5" x 4.5"
			HORIZONTAL 3.625 x 9.5"
			VERTICAL
Full page	\$175	\$600	

SUBMISSION DEADLINES:

Feb-Apr: January 5
 May-Jul: April 5
 Aug-Oct: July 5
 Nov-Jan: October 5

Ads require board approval.

Please submit all artwork to:
 sanctuaryclubhouse@cfl.rr.com
 Preferred file formats: high-res jpeg or PDF
 (300dpi or better). Can also accept InDesign
 files (be sure all images/fonts are embedded).
 Rates subject to change.



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 7250 Red Bug Lake Rd
 Ste 1000
 Oviedo, FL 32765

ALARM SURVEY

The alarm monitoring committee is up and running and needs to hear from you! Please complete and return the survey below. Good decisions require good data. Good data requires active participation. We need a minimum of 255 responses from homeowners to be reasonably certain of the results and our ability to make a decision in the best interests of all 744 homes. The current alarm monitoring contract with ADT expires in November of this year, therefore it is critical that these be returned as quickly as possible as the input received from the surveys will help determine our next steps.

Do you currently use the alarm monitoring service provided by The Sanctuary? *(please check one)*

- Yes
- No

If no, why not? *(please check all that apply)*

- Lack of features
- Equipment is not working
- Don't need an alarm system
- Didn't know it was included in our HOA dues
- Other _____

If no, do you have your own alarm monitoring service from a provider other than ADT? *(please check one)*

- Yes
- No

If yes, which company? _____

Which factor(s) most influenced your choice to use a service other than ADT/The Sanctuary?

Please rate the following alarm features *(A=Need, B=Want, C=Don't need/want):*

- ___ Internet connection (doesn't require landline)
- ___ Cellular connection (doesn't require landline)
- ___ Telephone (landline) connection
- ___ Wireless sensors/system components (no wires/drilling during installation)
- ___ Remote access via web/mobile
- ___ Security cameras with live video
- ___ Mobile alerts
- ___ Glass shatter sensor
- ___ Motion sensor
- ___ Security lights
- ___ Home automation (lights, thermostat, etc.)
- ___ Two-way voice communication
- ___ Smoke/fire detector

*****CONTINUED ON NEXT PAGE*****

ALARM SURVEY (CONTINUED)

Would you use the service provided by The Sanctuary if it had the features you wanted/needed?

- Definitely
- Probably
- Maybe
- Probably not
- Definitely not

Which of the following scenarios do you most prefer?

- The Sanctuary BOD selects a vendor, features, equipment (if necessary) and monitoring service package and negotiates on behalf of all 744 homes in The Sanctuary
- You (the homeowner) select your vendor, features, equipment and monitoring service package based on your individual security needs

Additional comments: _____

Name: _____

Address: _____

Email: _____

- Please add me to The Sanctuary email list.

Please complete and return this survey by June 15, 2015.

Please drop off at the Clubhouse during office hours, scan and email to sanctuaryclubhouse@cfl.rr.com or mail back to:

The Sanctuary Community Association, Inc.
C/O Alarm Committee
800 Sanctuary Drive
Oviedo, FL 32766

THANK YOU FOR PARTICIPATING!
Your feedback is very much appreciated!

*Nikki's And Yolon's
Fabulous
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**Featured
Listing**



**Primrose Schools
Summer Adventure Club**
“Imaginations Take Flight”!
www.primrosesummer.com

**City of Oviedo Summer
Camps**
Variety of camp choices!
[www.cityofoviedo.net/node/
1379](http://www.cityofoviedo.net/node/1379)

**Mad Science of NE Central
Florida**
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cfl.madscience.org

YMCA of Central Florida
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Belong!
ymcacentralflorida.com

Central Florida Zoo
Summer Adventures!
[centralfloridazoo.org/
summercamp](http://centralfloridazoo.org/summercamp)

Orlando Science Center
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ages!
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“I recently had the pleasure of working with Nikki Berman and Yolon Riveiro on the sale of my house in Florida. For most of the time the home was listed, I was in Fort Worth, unable to personally tend to many items that go along with selling a house. Nikki and Yolon understood the dynamic, were very communicative, and provided professional services. Selling a home will always have bumps in the road, but they take care to smooth them out.”
—Timothy Marshall, Vice Chancellor, Tarrant County College

Nikki Berman & Yolon Riveiro
321-279-2959
Nikki@FloridaHomesByNikki.com
321-228-4708
YRiveiro@gmail.com

Dynamic Duo Deals

**Recently Sold: 3057 Juneberry Ct
Just Listed: 2967 Spring Heather Pl**



POTABLE WATERING SCHEDULE:

Odd Numbered Houses - Wednesday & Saturday

Even Numbered Houses - Thursday & Sunday

RECLAIMED WATERING SCHEDULE:

Odd Numbered Houses - Monday, Wednesday & Saturday

Even Numbered - Tuesday, Thursday & Sunday

**** No watering between 10:00am - 4:00pm****

CALENDAR OF EVENTS



- | | |
|------------------|----------------------------|
| May 26 | Board of Directors Meeting |
| June 8 | ARC Application Deadline |
| June 11 | ARC Meeting |
| June 30 | Board of Directors Meeting |
| July 6 | ARC application deadline |
| July 9 | ARC Meeting |
| July 28 | Board of Directors Meeting |
| August 10 | ARC application deadline |
| August 13 | ARC Meeting |
| August 25 | Board of Directors Meeting |

The Sanctuary

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