



POA Bulletin



POA4US.org

MARCH 2023

FREE COPY Issue 49.03 | Circulation 67,150

Upcoming POA General Membership Meetings at Laurel Manor Recreation Center

March 21, 2023 • 7 pm

Speaker: Cheryl Chestnutt
Chief Clinical Officer
UFHealth/The Villages

April 18 • 7 pm

Speaker: Danielle Rosier
Audiology & Hearing Loss

May 16, 2023 • 7 pm

Speaker: Dr. Joe Kasper
Proper Nutrition

June 20, 2023 • 7 pm

Speaker: Len Hathaway
Lightning Matters
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Donuts & Coffee will be available at the POA General Membership Meetings

VPSD Welcomes New Fire Chief and Reports Ambulance Runs

At the February POA General Membership Meeting, District Manager Kenny Blocker introduced new Fire Chief Brian Twiss who provided an update on the ambulance transport service now provided by the Villages Public Safety Division (VPSD) Fire Department. Mr. Twiss joined the department in 2009 and rose through the ranks serving as a firefighter/paramedic, Lieutenant, and Battalion Chief. He was promoted to Deputy Chief of Operations in 2022, and upon the retirement of Chief Edmund Cane was promoted to Fire Chief this year.

Current department operations cover approximately 90 square miles, with eight fire stations and three more scheduled to be constructed in the next three years.

On October 1, 2022, the department assumed responsibility for ambulance transport service in The Villages. A new Division Chief of Operations, Kenneth Wannan, came onboard from Spring Hill, FL, where he continues to live. He retired from the Hernando County Fire Department after 28 years, last serving as the Division Chief of Emergency Medical Service (EMS).

There are currently thirteen (13) ambulances in the VPSD fleet, with nine (9) that are staffed full-time/24 hours, one (1) that is full time staffed at peak times for 12 hours, and three (3) spare units. Each of the eight fire stations house ambulances, with Station 47 housing two rescue units. Northern stations currently have the largest call volumes.

Between October 1, 2022 and January 31, 2023 ambulances have completed 5,488 transports from a total of 6,485 total EMS calls.

Call volumes climb as the day progresses. On the worst days, they are running about nine calls at the peak in an hour, which ties up all of the regular full-time ambulances. The day car fills in that gap.

Response times have averaged eight (8) minutes, which is a significant improvement over the previous private contract service. Engines and Battalion Chief units are also Advanced Life Support (ALS) equipped and staffed with paramedics, so they can also respond to begin lifesaving interventions before the transport ambulance arrives. On average they are shaving 1-2 minutes off the response time by sending the closest unit to the call.

Once transport begins, the unit has transport and transfer time at the hospital, and has to clean up the bed and restock the unit before it can get back on the road to the station. The faster a patient can be offloaded at a hospital, the faster the unit can get back into service.

There has been a nationwide challenge since COVID with lack of staff at hospitals, which

Ambulance Runs continued on page 2

Mission Statement

The Property Owners’ Association, Inc. (POA) is the original property owners’ group in The Villages. Established in 1975, the POA operates with complete independence from the Developer of The Villages. Membership is open to all property owners and residents of The Villages. The POA is committed to acting as a watchdog to ensure that the Developer and local government are responsive to the needs, interests, and rights of residents.

Vision The Property Owners’ Association, Inc. (POA) is a champion for the rights of residents of The Villages. Guided by member input, investigation and determination, the POA brings attention to and acts on issues that may impact property values and quality of life.

Goals The POA provides 1) a forum for discussion of issues; 2) research and analysis; 3) programs of interest; and, 4) is a conduit for objective and accurate information. Specific attention is given to resolving housing, community and local government issues.

Values

- Independence Honesty Fairness
- Objectivity Respect

The POA Declaration of Independence

The POA is free of any outside influence. This is the only way we can assure our members of absolute autonomy to act on their behalf. From the very beginning in 1975, we recognized this need for independence, and we’ve cherished and nurtured it ever since.

The *POA Bulletin* is published monthly by the Property Owners’ Association of The Villages, Inc. Articles represent the opinion of the POA or the writer, and Letters to the POA postings represent the opinions of the writers. Care is taken to ensure that facts reported herein are true and accurate to the best knowledge of the POA and are taken from reliable sources. The POA assumes no liability for any information published, opinions expressed, or delivery to any person or location. The POA does not endorse or recommend the products or services of any advertiser or discount partner. All publication rights are reserved. Publication or reprinting of any material contained herein is by written permission only. The POA reserves the right to remove and/or discontinue any advertisement or advertiser from its *POA Bulletin* at any time at its sole discretion.

Ambulance Runs *continued from page 1*

affects offload times. Mr. Wannan said the good news is that it is getting much better. They have cut hospital times almost in half in the last three months.

Industry standards indicate that approximately 30% of a firefighter’s 24-hour day should be spent on EMS calls. In The Villages, the average during the day exceeds 40% in four units and more than the 30% threshold for all but one.

Billing for ambulance transport was adopted by the Village Center Community Development District (VCCDD) , effective October 1. Billing to the insurance carriers is completed by the billing service provider, Digitech.

Station 42 is in Marion County and since VPSD has taken over, there has not been one ambulance at a residence in the Marion County portion of The Villages. Where does that ambulance go?

A lot of times it is getting pulled to the Station 43 or 40 areas to cover the call loads.

What happens if there is a multi-collision accident or other catastrophe that requires more than one unit? Can you transport more than one patient in a vehicle?

They don’t like to take more than one patient, but they can. They are also taking fire engines to the scene that are ALS equipped.

Is there a default hospital that patients are taken to or can a family request a certain hospital?

Patients can be taken wherever they request; however, if they have a critical condition, they will be transported to the closed facility that can treat.

Who responds to mental health calls?

Law enforcement usually responds, but VPSD is also often called in and can transport to a mental health facility.

Can cleaning and maintenance be outsourced to save time?

Maintenance is done locally, but cleaning has to be done as soon as a call is completed.

If someone falls and VPSD is called to do a lift, is there a limit to how many times they will respond?

There is no limit. They will respond every time.

Will VPSD continue to own the vehicles or will Sumter County?

VPSD owns the vehicles.

How long does a vehicle last?

They hope the ambulances will last several years, but since they started transport in 2022 some already have 20,000 miles on them. So they are working on a replacement plan in order to maintain the fleet with the current back order situation with the vehicles. They are also moving some of the higher mileage vehicles to the south where there are less calls and bringing those in the south up north.

Does The Villages Hospital get most of the transports?

Yes

With growth, what happens when there is an overlap with Sumter County?

VPSD will take over any area that becomes Villages-owned property. There are mutual aid agreements in place. They are currently on a one-year grant with Sumter County for operational dollars, and as new stations are added, they will continue to receive operational dollars from the County.

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Ambulance Runs continued on page 3

Ambulance Runs *continued from page 2*

When a person calls 911, have they contacted VPSD to come while still on the phone? What can they do at the home to make it easier?

As soon as dispatch has gathered enough information to know what is needed, VPSD is sent. The most important thing they need is the medication list and any other information about conditions they should know of.

How does the AED box interact with the ambulance being called?

If there is an AED box, at the time that the ambulance is called for a cardiac arrest, the neighborhood response team will also be notified and will respond to begin CPR and use of the AED.

Many people live alone. If they have a medical emergency but can't get to the front door how will the emergency responder get in?

As long as they know the person is in there, they will get in and try to do as little damage as possible. There are lock boxes that can be purchased at a home improvement store or you can purchase a residential Knox box through the fire department.

What can The Villages do in the case of a chemical spill or a railway spill?

The railroad is in Sumter County and they would respond. They also have a Hazmat team. VPSD would provide ambulance and back up services if needed.

How would people be notified of such an emergency or evacuation?

There is a very advanced notification system that is a reverse 911 to call citizens. These services are managed by the county in which a person lives.

POA President Cliff Wiener reported that since VPSD took over the ambulance transport service in October he has not received a single call or complaint which is a substantial improvement over the many calls he used to receive. ●



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(Note: if no preference circled then **Driveway** is default, once account established, make changes at **poa4us.org**)

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Audio for District Meetings Now Available Online

In what the POA hopes is the first step toward live streaming District Board and Committee meetings, District Government now has audio recordings available on its website. Previously, it was only available at the District office on a CD for \$1.

Now, just go to **DistrictGov.org** and click on the desired CDD or Committee and find the date of the meeting under Agendas and Minutes. Scroll down to the meeting schedule where you will find only upcoming meetings. To the right above that is a Filters button. Click that and put in the date of the meeting you are seeking. When that date comes up click on the video icon and it will give you the audio. There is an index to the right from which you can click on the topic of interest.

Agendas for upcoming meetings are posted approximately one week in advance of the meeting. You can also sign up for meeting notifications on the website on the home page.

It is a little clumsy, but a start... ●

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Buying a Home in The Villages?

Here is How Your Government is Structured and Paid For

The Villages District Government is a complex system of special community development districts allowed by Florida Statute 190. There are numbered Community Development Districts (CDDs), each with elected 5-person Boards of Supervisors. The numbered CDDs are residential areas and do not include any of the commercial properties.

Non Ad-valorem Maintenance Assessments

are paid annually with the property owners' county property taxes and are set annually by each CDD based on budgetary needs. Annual maintenance budgets are established and managed by each CDD to pay for routine maintenance items such as villa roads (all roads in CDD 4), flowers, landscaping, etc. The annual maintenance fees vary from CDD to CDD. In addition, a percentage of each CDD's (5-13) are allocated to the **Project Wide Advisory Committee (PWAC)** for identified shared infrastructure maintenance, such as multi-modal paths. Each CDD 1-4 pays individually for all maintenance expenses.

The umbrella districts that make all final decisions regarding hiring/firing of the District Manager, execute all umbrella contracts, and approve/spend Amenity Fee budgets are the **Village Center Community Development District (VCCDD)** for CDDs 1-4 north of CR 466 and **Sumter Landing Community Development District (SLCDD)** for districts between CR 466 and CR 44. Districts south of CR 44 are owned by the Developer and are not part of either the VCCDD or SLCDD. The Developer contracts for services and operation of facilities from the District.

A key fact about the VCCDD and SLCDD is that the residents do NOT elect the supervisors of those boards. They are commercial districts

and the people who serve on those boards are elected by the landowners of those commercial districts. In other words, the Developer decides who serves on those two significant boards, and nearly all of them live OUTSIDE of The Villages. They represent the Developer, NOT the residents.

Amenity Fees are paid monthly with the utility bills from the VCCDD. When you purchase a home, you sign a contract to pay an amenity fee in exchange for amenity services. The Amenity Fees revenue comes from those contracts that the District has purchased from the Developer. The Developer sets what is known as the "Prevalent" Amenity Fee rate, which is the starting point for any new purchases during that period until the rate changes. Recently, the Developer has adjusted the rate annually based on the Consumer Price Index (CPI). The Amenity Fee for existing homeowners is adjusted annually on the anniversary of the date of purchase, also based on the CPI.

Buying a Home continued on page 6

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Buying a Home *continued from page 5*

Amenity Fees are used to pay for the operations of and improvements to recreation centers and pools, executive golf courses, Community Watch, landscaping, gates, Public Safety and administration.

The **Amenity Authority Committee (AAC)** is a committee of VCCDD. The AAC is responsible for amenity services north of CR 466 which involves recommending budgets, developing policy and the operation of amenity facilities and services. The facilities under their purview include recreation centers, executive golf courses, gate houses and postal facilities.

The AAC is comprised of six members including a representative from the VCCDD and a resident from each of the five geographical areas that comprise the VCCDD service area which includes the Lady Lake/Lake County portion of The Villages, and Village Community Development Districts 1, 2, 3 and 4.

The **Project Wide Advisory Committee (PWAC)** was established by Resolution 13-05 of the Sumter Landing Community Development District (SLCDD) and is comprised of a Board Supervisor from Village Community Development District No’s 5-13. The establishing resolution provides the PWAC will provide input, explore issues, and provide advice and recommendations to the SLCDD on issues related to the maintenance of Project Wide Improvements. Members of PWAC are NOT elected by residents directly to serve on PWAC, act only in an advisory capacity and have no real authority.

Resolution 17-11 was subsequently adopted by the SLCDD on May 18, 2017, to expand the duties and responsibilities of the PWAC to provide input, explore issues and provide recommendations on issues related to SLCDD owned Amenity facilities.

The North Sumter Utility Dependent District (NSCUDD) is the water, wastewater, and non-potable irrigation water service provider to properties within Districts 5 – 11 and is also the provider of the solid waste sanitation services for the Marion, Sumter, and Fruitland Park portions of The Villages. In addition, the services are provided to Sumter Landing and Brownwood.

NSCUDD consists of a seven-member Board of Directors representing Districts 5-10 and one at-large seat. The members are elected by registered voters residing in Districts 5-10.

According to information provided on the District website, **the FY22-23 Total Proposed Budget for 57 District funds was \$427,902,780!**

Agree that The Villages is a complex system of government and spending? This brief article is only an introduction. The District has numerous resources available to help you understand more about the community you now call home.

■ **DistrictGov.org** is the website that provides nearly all of the information you could ever need and if you can’t find it, just call the Customer Service Department at **352-753-4508**.

■ The **Resident Academy** is an interactive program for residents who are interested in learning about their local government. The ultimate goal for the Resident Academy is to alleviate the confusion, questions, or misinformation that exists throughout the community regarding the responsibilities and functions of the Community Development Districts. During this program, participants will receive an in-depth look at the various District Departments and how they work together to make this the best community to live, work and play. Sign up online or call the Customer Service Department at **352-753-4508**.

■ **“Introduction to your Special Purpose Local Government”** informational program. You will learn how the districts operate and learn other important community information about the people, services, and other supporting entities that help make The Villages a premier community. No sign-ups or fees are required for this presentation. This valuable program is held on the second and fourth Thursday of the month at 10:00 AM at the District office located at 984 Old Mill Run in Lake Sumter Landing.

Buying a Home *continued on page 7*

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Buying a Home *continued from page 6*

■ **Government Day** is an annual event, typically held in the Fall, that features a variety of agencies providing services on the local, state and federal levels as well as demonstrations, handouts, free giveaways and more. This important event was created to help educate residents about the many services available to them and to allow the opportunity to meet with the agencies providing them. Get your questions answered by the experts, meet your elected officials and learn what goes on behind the scenes to maintain and operate this premiere community.

■ **E-Notification** – sign up for anything and everything that might interest you. Meeting notifications, special announcements, District Weekly Bulletins, everything you need to “be in the know.” Sign up on the District website.

■ **District Weekly Bulletin** – an online source for comprehensive information that is available on the District’s website or you can receive your weekly link by signing up for E-Notification.

Many, if not most people, move to The Villages to enjoy the lifestyle – the weather, the golf courses, the pools and recreation opportunities, the lush and beautifully maintained landscapes. Most are living their retirement dreams and not necessarily interested in pursuing a role in how things work.

The POA does its best to keep residential property owners informed of items that may affect the quality of life and costs to live in The Villages. The POA also encourages residents who have the time and interest to get involved in their local boards and communities so they have a say in how this nearly ½ **Billion Dollars** is spent! The POA will keep you abreast of any developments and when there are elections, will let you know what seats are available for you to consider.

The POA also encourages residents to become familiar with their local elected CDD Boards. Residents can sign up for notification of their Board’s meeting dates, times and locations, and can access the agendas and minutes online. Go to DistrictGov.org and click on the ‘Your District’ tab at the top. If you don’t know what District you live in, call Customer Service and they can direct you.



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In Case You Missed It... News Highlights from February

Residents Pack CDD 1 Meeting Demanding Safety on Morse Blvd.

Dozens were turned away from Community Development District (CDD) 1's February meeting where the engineering firm made a presentation on its study of Morse Boulevard and safety issues with the location of the multi-modal paths adjacent to the road. Last year, the CDD 1 Board of Supervisors authorized \$100,000+ to engage Kimley Horn to study the issue and come up with alternatives to the present situation along the roadway. The last study of Morse Blvd. was done in 2008. Much growth has occurred since then, and many accidents resulting in traumatic injuries and death have occurred. With the addition of new villas at the site of the former Hacienda Hills Country Club, residents worry that the already dangerous situation will only get worse.

Engineer Amber Gardner provided an overview of the scope of the study and factors that will be considered. Among them:

- Things already located within the Right of Way (owned by Sumter County) or adjacent District-owned property
- Impact on drainage – there is an open swale for road and multi-modal path drainage
- Utilities along the corridor
- Landscaping and berms
- Private property that abuts the multi-modal pathway
- Working with multiple agencies including Sumter County, the District, facility owners and the water management district

Kimley Horn is currently evaluating existing conditions such as existing permits, plans, and ownership of property. There are twelve intersections or crossings and they must consider how to get bicyclists, pedestrians and golf carts who want to get onto those connecting roadways.

From there, they will develop three alternatives that will be evaluated based on criteria and costs. Ms. Gardner said they propose coming back, likely in June, to present the alternatives, considerations and costs.

Supervisor Judy Biebersheimer said she doesn't want to hear what may be done; she wants to hear what will be done. She also said she doesn't really care about the landscaping and trees. If they have to be removed to make the path safer, she can live with that.

Chair Rocky Hyder asked for a 2-week window to publicize the meeting when the alternatives will be presented and that the adjacent room to Ashley Wilkes be reserved to accommodate more

people. Staff said it has already been reserved. Mr. Hyder urged residents to work together with the Board to come up with a solution. He does not think there is a lot of interest outside of this board and its residents so by working together they can present a stronger case.

Budget Workshops scheduled

Several key budget workshops will be held in March where both the Amenity Authority Committee (AAC) and Project Wide Advisory Committee (PWAC) will consider projects for funding in the FY 23-24 budget. The North Sumter Utility Dependent District (NSCUDD) will also begin its budget process with a workshop. Residents are encouraged to attend.

- Mar 13 (Mon) Preliminary Budget Review
NSCUDD 3:00 pm Sea Breeze Recreation Center
- Mar 29 (Wed) Preliminary Budget Workshop
PWAC 8:30 am Sea Breeze Recreation Center
- Mar 30 (Thu) Preliminary Budget Workshop
AAC 9:00 am Savannah Recreation Center

Highlights continued on page 10



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Highlights continued from page 9

PWAC Gets Gate Operations Update

Residents have been asking a lot of questions about gate operations, why gates are down so much and when they are going to be fixed. The Project Wide Advisory Committee (PWAC) got some answers at its February meeting.

The simple answer is that there are now too many gates for the antiquated software system to handle.

Last year, the District signed a contract with Integrated Fire and Security Solutions (IFSS) with an immediate goal to modernize the gate control system, provide consistency throughout the entire community, as well as improve the functionality of the gate systems, as required by the contract.

IFSS has continued to service and replace aging components to improve reliability and long-term sustainability of the gate systems and components. It has also started the initial process to upgrade the gate access software platform and replace control boards at each gate (North to South). This project will last several months and residents will see minimal impacts.

IFSS has responded to more than 275 service calls since October.

Deputy District Manager Bruce Brown reported that Vehicular and Golf Cart Strikes are the number one reason for gate failures (excessive speed, carelessness, oversized/commercial vehicles, recreational vehicles, failure to brake). In 2021 there were 800 gate malfunctions, and 1077 vehicle strikes, an average of 7.8 per day, with most occurring between 11AM and 5PM;

In 2022 there were 1,333 gate malfunctions, and 1601 vehicle strikes, an average of 8.6 per day, with most occurring between 11AM and 5PM. In 2022, due to storm preparation, 670 gate arms were removed and replaced. Mr. Brown said that gate availability (the time when gates are up and operating) continues to improve across The Villages.

Residents should be aware that the minimum charge for hitting and breaking a gate is \$250, but when there is damage to a gate area (birdcage, fencing, landscaping, etc.) that results in greater than the \$250 fee, District invoices those as Property Damage.

Residents should also be aware that if they have purchased a window sensor to open the gate instead of the gate card, it will not work with the new gate software.

CDD 7 Backs Off

As the Sumter Landing Community Development District (SLCDD) continues to deny any consideration of requests from Community Development District (CDD) 7, the CDD 7 Board of Supervisors has decided to back off of its battles, at least for now.

The latest request was for an amendment to the management agreement that would allow for a 90-day notification period before the contract could be terminated. Last year, CDD 7 residents were up in arms when the Developer’s attorney said perhaps it was time to cut ties with the District and leave CDD 7 residents to fend for themselves. Everyone was shocked to learn that the termination could be done effective immediately.

SLCDD once again turned down the CDD 7 Board’s request and the Board decided to let it lie for at least three months.

As the POA reported last year when this contract clause came to light, every CDD from 1-12 is held to the same termination clause. Any district who steps out of line can be threatened with termination of services. ●

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SHINE (Serving Health Insurance Needs of Elders) volunteers are available to assist clients with Medicare related questions including Medicaid, Medicare, and Medigap plans, financial assistance, and scams. The service is free and unbiased, and reservations are not taken.

Counselors are scheduled at the following locations to assist area residents for one-on-one counseling on the indicated days.

Eisenhower Recreation Center

9 am — 11:30 am
1st & 3rd Wednesdays

Chula Vista Recreation Center

3 pm — 5:30 pm
1st & 3rd Fridays

Lake Miona Recreation Center

9 am — 11:30 am
2nd & 4th Tuesdays

Lady Lake Library

2:00 pm — 3:30 pm
2nd & 4th Wednesdays

.....
 “Understanding Medicare,” a group presentation geared toward those turning 65, will be made at 1:00 on the 2nd Wednesday of each month at the Aviary Recreation Center.
 For more information, call 800-963-5337. ●



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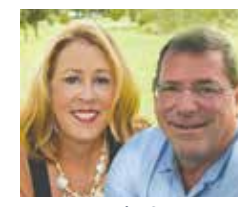
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Deed Compliance – Anonymous Complaints and Trolling Continues



One thing about living in The Villages that residents cannot seem to agree upon is how deed compliance issues should be handled. What is deed compliance, anyway?

When a person buys a home in The Villages, among the many documents that are signed is the Declaration of Restrictions for that particular home. It is an agreement between the homeowner and the Developer of The Villages to abide by certain rules that govern any changes that are made to the exterior of the home. There are also interior restrictions such as age limitations, number of animals, etc. that are “handled” by the Developer’s representative. Outside restrictions are under the purview of the Architectural Review Committee (ARC) and the Community Standards office.

Concerns about possible deed restriction violations may be provided to the Community Standards Deed Compliance Division by phone, fax, mail, electronic mail, or in person and may be made anonymously, except in CDD 5. The Community Standards Deed Compliance Division is entirely complaint driven.

Herein lies the disagreement. As a complaint-driven system, a deed restriction violation that is reported for one home is not applied to any other home with the same violation unless a complaint is made regarding that home too. The other area of disagreement is whether complaints should be allowed to be made anonymously or if a name should be given. Villagers seem to be almost evenly split on that issue.

Community Development District (CDD) 5 changed its rules and only allows named complaints to be made. After approximately 2 years, the Supervisors for CDD 5 are satisfied that the rule change has not diminished the aesthetic quality of their neighborhoods nor has it substantially reduced the number of violations reported.

Villagers seem to mostly agree that people referred to as “trolls” should not be allowed to report violations. Trolls are identified as people who canvas neighborhoods, whether or not they

live in them, looking for and reporting multiple violations anonymously. Most Villagers think they should mind their own business.

CDD 8 has been in litigation with a resident for several years regarding the non-removal of a white cross from the yard. Villagers will notice dozens of other white crosses across The Villages that have not been turned in so they have not been addressed. Some believe it becomes a question of fairness.

CDD 11 recently elected to take over the Deed Compliance process from the Developer. Others have taken steps to limit the number of complaints allowed by one person. CDD 2 is considering doing away with anonymous complaints, while CDD 10 said it doesn’t see the need to make any changes.

A continuing problem that concerns residents and supervisors alike is the growing number of abandoned and/or foreclosed properties that become a neighborhood eyesore. Collecting fines is problematic because ownership often ends up in limbo with no responsible party that can be identified. The District has recently added power washing and trimming bushes to grass cutting to help keep properties from declining too significantly. However, there are costs associated with this maintenance and again, the money is hard to collect. The District’s attorneys are working on a solution that could put a lien on these properties that would show up in title search when/if the property is sold.

And what about people who purchase an existing home and later someone reports a deed violation? The new homeowner is obligated to fix the violation – sometimes at a cost of thousands of dollars – or face fines. This also seems to be a question of fairness. It is a good idea to call the Community Standards office to ask if there are any outstanding violations or fines that have not been resolved, and if you suspect something on the exterior has been modified, ask if it went through ARC for approval before you purchase.

Fair or not, these rules apply to everyone who owns a home in The Villages so it behooves every

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Compliance continued on page 16

Compliance *continued from page 15*

homeowner to download their deed restrictions from the District’s website, DistrictGov.org. Click on ‘Departments’ at the top and select ‘Community Standards.’ Scroll down the left column until you come to ‘Download Your Declaration of Restrictions,’ select and follow the instructions.

If you plan to do anything to the exterior of your home, review your restrictions and then call the Community Standards office at 352-751-3912 to make sure you file the appropriate application with the Architectural Review Committee (ARC) for approval.

This is the Deed Compliance Process:

- Staff receives a complaint.
- Staff verifies the violation – if no violation exists the case is closed. If a violation is verified, staff knocks on the door to make contact with the resident.
- If no contact is made staff initiates a phone call, when they return from the field, to educate the resident regarding the deed restrictions.
- If no contact is made through a phone call, staff returns to the property the following day and knocks on the door. If contact is made, staff strives for voluntary compliance. If no contact is made at that time, a Deed Restriction Reminder is written.
- Staff follows its process to bring the property into compliance which is up to three letters and a Public Hearing to be held before the respective Board of Supervisors.

Compliance continued on page 17

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AARP Driver Safety now offers a 6 hour “Smart Driver” course for seniors; it is designed for those 50 and older.

All available courses are listed at AARP.org/findacourse or call (877) 846-3299.

In The Villages, there are at least 4 classes each month. The classes are either two days, 9 AM to Noon or one day* 9 AM - 4 PM. Fee is \$20 for AARP members, \$25 for non-members. Select your class and call the instructor to register. Instructor will give instructions and time to arrive to complete registration.

March 2023 Schedule						
Instructor	Phone #	Day	Date	Day	Date	Location
Paul Scannell	352-399-6414	Tuesday	3/7/23	Wednesday	3/8/23	Colony
Wink Daniel	352-753-8563	Tuesday	3/14/23	Friday	3/17/23	Laurel Manor
Don Walker	352-430-0610	Saturday	3/18/23	Saturday	3/25/23	Paradise

AARP now offers a Free 60–90-minute Smart Driver Technology workshop for those thinking of either leasing, purchasing or just upgrading to a newer vehicle.

Local presenters would be available to attend organized social / club meetings to share this information. Please contact (352) 430-1833 to arrange a presentation for your Club.

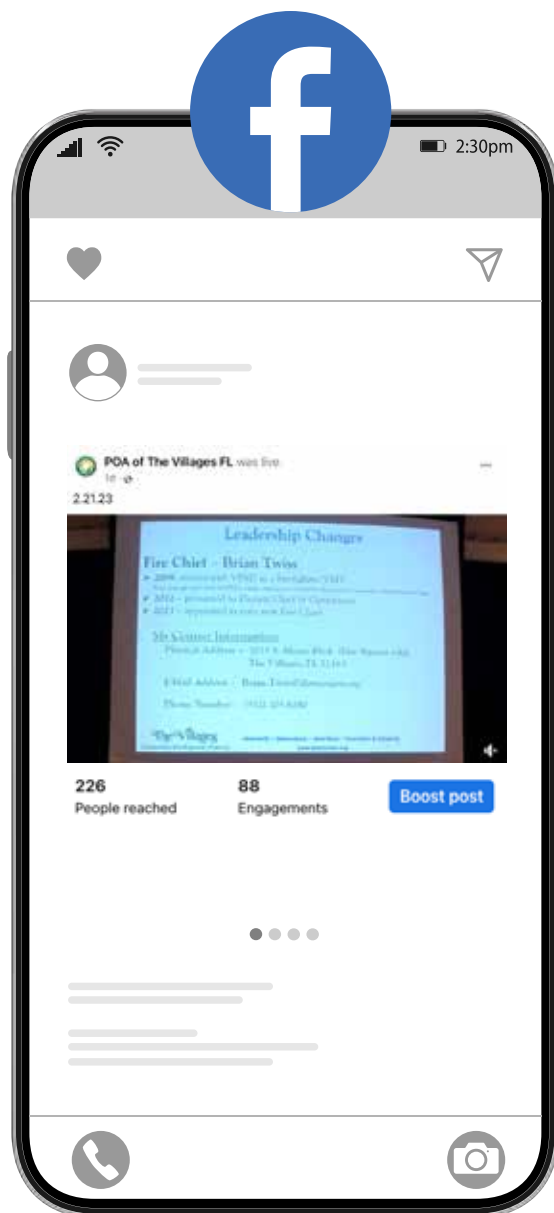
A free workshop will be presented at the Sumter County Service Center, 7375 Powell Road on Wednesday at March 29, 2023 at 1:30 – 3:00 PM.

Please register at AARP.org/sdtekinperson.

Compliance continued from page 16

Here are some interesting statistics by CDD of the number of complaints that have been lodged for the last two fiscal years and for the first three months of FY 22-23. ●

# Homes	Complaints			Written Violations			Public Hearing		
	Total	Named	Anonymous	Total	Named	Anonymous	Total	Named	Anonymous
CDD 1	536	94	442	67	9	58	13	0	13
3420		17.54%	82.46%	12.50%	1.68%	2.43%	2.43%	0%	2.43%
	Multiple complaints by one person			2-5 Complaints = 7			6+ Complaints = 0		
CDD 2	595	75	520	88	10	78	19	1	18
3668		12.61%	87.39%	14.79%	1.68%	13.11%	3.19%	0.17%	3.03%
	Multiple complaints by one person			2-5 Complaints = 1			6+ Complaints = 0		
CDD 3	498	122	376	45	13	32	18	2	16
3762		24.5%	75.5%	9.04%	2.61%	6.43%	3.61%	0.04%	3.21%
	Multiple complaints by one person			2-5 Complaints = 8			6+ Complaints = 0		
CDD 4	760	190	570	72	17	55	25	5	20
5432		25%	75%	9.47%	2.24%	7.24%	3.29%	0.66%	2.63%
	Multiple complaints by one person			2-5 Complaints = 7			6+ Complaints = 0		
CDD 5	449	349	100	44	44	0	16	16	0
6399		77.73%	22.27%	9.8%	9.8%		2.67%	2.67%	
	Multiple complaints by one person			2-5 Complaints = 5			6+ Complaints = 0		
CDD 6	757	111	646	79	17	62	11	5	6
6697		14.66%	85.34%	10.44%	2.25%	8.19%	1.45%	0.66%	0.79%
	Multiple complaints by one person			2-5 Complaints = 3			6+ Complaints = 0		
CDD 7	529	83	446	49	10	39	5	0	5
4765		15.69%	84.31%	9.26%	1.89%	7.37%	0.95%		0.95%
	Multiple complaints by one person			2-5 Complaints = 4			6+ Complaints = 1 * FY22-23		
CDD 8	626	41	585	52	10	42	2	0	2
5193		6.55%	93.45%	7.99%	1.6%	6.39%	0.32%		0.32%
	Multiple complaints by one person			2-5 Complaints = 3			6+ Complaints = 0		
CDD 9	419	48	371	25	5	20	6	2	4
5409		11.46%	88.54%	5.97%	1.19%	4.77%	1.43%	0.45%	0.95%
	Multiple complaints by one person			2-5 Complaints = 2			6+ Complaints = 0		
CDD 10	690	85	605	40	6	34	5	1	4
6639		12.32%	87.68%	5.8%	0.87%	4.93%	0.72%	0.14%	0.58%
	Multiple complaints by one person			2-5 Complaints = 3			6+ Complaints = 0		
CDD 11	Rules Established 3/2023; will handle their own deed compliance issues								
CDD 12	614	167	447	92	17	75	7	0	7
2490		27.2%	72.8%	14.98%	2.77%	12.21%	1.14%		1.14%
FY21-23	Multiple complaints by one person			2-5 Complaints = 6			6+ Complaints = 1		
CDD 13	NA								
Totals	6,473	1,365	5,108						
		21.10%	78.90%						
	Multiple complaints by one person			2-5 Complaints = 49			6+ Complaints = 2		



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Stay Connected for the latest Announcements and to watch Membership meetings livestreamed!

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The POA now livestreams its meetings so residents can either attend in person, watch live from home or at a time more convenient. You will hear all parts of the meeting – announcements, open forum Q & A, and the program. **You will always be connected to your POA!**

Type POA of the Villages FL in the search on Facebook and you will find our page. Click LIKE and or FOLLOW, and then, suggest our page to all of your friends and neighbors that live in The Villages! Meetings and relevant information will be posted on a timely basis. *Please continue to send questions or comments via email or call the POA at (352) 418-7372.* ALL content will be monitored by the Administrator and posts containing opinion or debate will be removed. ●

Mark Your Calendar!

Upcoming POA General Membership Meetings at Laurel Manor Recreation Center

March 21, 2023 • 7 pm

Speaker: Cheryl Chestnutt
Chief Clinical Officer
UFHealth/The Villages

April 18 • 7 pm

Speaker: Danielle Rosier
Audiology & Hearing Loss

May 16, 2023 • 7 pm

Speaker: Dr. Joe Kasper
Proper Nutrition

June 20, 2023 • 7 pm

Speaker: Len Hathaway
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July 18, 2023 • 7 pm

Speaker: Bradley Arnold
Sumter County Administrator
Craig Estep, Sumter County
Commissioner
2023-24 Sumter County Budget

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If a resident signs up as a New Member (not for renewing members), they will receive a special Discount Card featuring 18 businesses. Just use the card a couple of times and you've recouped your \$15 membership fee!

Use the membership form on page 3 to sign up or come to a membership meeting, held on the 3rd Tuesday of every month at 7 pm at Laurel Manor Recreation Center.

Check out our full list of Discount Partners available to every member for more savings! ●

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<p>Yellow Onions 3 lbs bag \$1.79 ea.</p>	<p>Large Golden Ripe Pineapples 3/\$5</p>	<p>Fresh Cilantro Bunch 2/\$1</p>	<p>Mueller's Pasta Assorted Varieties, 12-16oz \$0.99</p>	<p>Ragu Pasta Sauce 45oz, Selected Varieties 2/\$7</p>	<p>Maseca Instant Corn, Masa Mix 4 lbs. \$3.99</p>
<p>Keebler Export Soda Crackers 28 oz \$5.99</p>	<p>Golden Emperor Jasmine Rice 20 lbs. \$13.99</p>	<p>Grace Ackees 19 oz. \$6.99</p>	<p>Paisa Provolone Cheese \$5.99 lb.</p>	<p>Midnight (Media Noche) Sandwich \$7.49</p>	<p>Combo: Butter Toast & Medium Coffee \$3.49 ea.</p>

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Have You Had an Issue with Abnormally High Water Usage Reading?

Since asking for input last month, the POA has now received dozens of contacts from residents who have had issues with high water usage. In most cases, when contacting the utility company – Jacobs is the contractor that works for the North Sumter County Utility Dependent District (NSCUDD) – the only action taken was to check the water meter. Usually that resulted in a “nothing wrong with the meter” answer and no further investigation was conducted. Often, the high reading discontinued as mysteriously as it arose. Sometimes the meter, even though there was “nothing wrong with it,” was switched out.

There appears to be no pattern to these instances of high usage bills. They have occurred over a period of years, in all areas of The Villages. One of the most concerning situations is when the issue occurs with a snowbird or a resident who has been away from the property for an extended period of time.

Another significant concern is the apparent lack of action on the part of the Jacobs team to find reasons other than the meter is working fine to help residents get to the bottom of the problem. How is it that the readings magically go back to normal without any corrective action?

President Cliff Wiener will be presenting the information he has gathered at the next NSCUDD meeting on Monday, March 13 at 3 pm at the Seabreeze Recreation Center. Residents who have had an issue are encouraged to attend to hear the information and what action NSCUDD proposes to take.

Please send an email to poa4you@gmail.com if this has happened to you. Please provide specific information about your issue – when it occurred, what if any action was taken by NSCUDD, were you home or away, etc. ●

Tickets on sale January 2023 at all Villages Box Offices and at thevillagesentertainment.com

LITTLE SHOP OF HORRORS

A sci-fi rock musical about love and a man-eating plant.

SAVANNAH CENTER

March 30 & 31
~ AND ~
April 1, 2023

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A portion of the proceeds will benefit The Villages Shrine Club and Your Humane Society SPCA.

Little Shop of Horrors is presented under license by Musical Theatre International.





Your Right to Post Honest Reviews

SENIORS VS CRIME

Whether your plans include replacing your air conditioning, installing new flooring, riding the range, or taking a cruise, you will probably read customer reviews to learn what people say about their experiences with a business or product. Shoppers benefit from knowing what others have to say. The Consumer Review Fairness Act (CRFA) protects your rights and ability to share your truthful experiences and opinions with others.

Businesses are not always happy to have the truth about their products or services exposed to the public. This is especially true when the consumers experience may not have been a positive one. Their contracts may seek to limit your ability to share your experiences, especially negative one. They may also harass you by phone, email or text message in order to get you to withdraw a negative review.

Bridget Small, a Consumer Education Specialist with the Federal Trade Commission (FTC), wants consumers to know that the FTC actively enforces the CRFA. It recently sued three businesses (and two of their owners) for violating that law. According to the FTC, the companies used form contracts that barred customers from sharing negative comments and that imposed financial penalties against customers who did so. Under proposed agreements with the FTC, the businesses — including an HVAC and electrical contractor, a flooring seller, and a company that takes people on horseback rides — will stop using, and will not enforce those contract provisions. They will also inform people who signed the contracts that the provisions can’t be enforced.

The CRFA protects your ability to share your honest opinions about a business’s products, services, or conduct in any forum, including online social media. You can publish your honest review even if

you say something negative about a business or the services it performed for you. If you have a signed form contract that restricts you from sharing reviews or penalizes you for doing that, the business may not be able to enforce those restrictions. If a business tries to enforce a restriction or penalty, let the business know about the CRFA, and please report it to the FTC, your state consumer protection agency, and Seniors Vs Crime.

Remember, there is never a charge for our services. Seniors Vs Crime can be reached at:

If you have any questions, call your nearest Seniors vs Crime office. We have four offices in The Villages and our services are always free. You can also file a complaint online at **SeniorsVsCrime.com**.

Marion Office – The Villages 352-753-7775	
Tuesdays	10 am – 2 pm
Wildwood Office 352-753-0727	
Tues – Thurs	10 am – 1 pm
Sumter Office 352-689-4600, ext. 4606	
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Fruitland Park Office 352-674-1882	
Wednesdays	10 am – 2 pm

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DISCOUNT PARTNERS

Another benefit for POA members is this Discount Partner program.

Most vendors will ask you for your current POA Membership card to receive the offered discount. If you have a favorite business who is currently not offering a POA Discount, tell them about our program. Please say “thanks” to our Discount Partners for their participation.



The up-to-date list of Discount Partners can always be found on our website poa4us.org. Click ‘Discount Partners’ on the left menu.

Welcome New Discount Partners

Bagpipes Paul McNeill, a Villager and POA member plays bagpipes for funerals and club events. Rate varies on the amount of time required, starting at just \$220. Will offer a 10% discount to POA members with current POA ID. churchpiper.com Call 352-205-5256 for a quote. ●



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POA Hall of Fame

2022 Bill Schikora

2021 Bryan Lifsey

2020 John Donahe
Carolyn Reichel
Jerry Vicenti

2017 Myron Henry

2016 Frank E. Carr

2013 “Class Action Five”
Elaine Dreidame
Bill Garner
Joe Gorman
Rich Lambrecht
Irv Yedwab

2012 Joe Gorman

2011 Pete Cacioppo
Betty Cunningham

2009 Dorothy Morehouse-Beeney
Vinnie Palmisano

2008 Ray and Lori Micucci
Win Shook

2007 Rose Harvey
Dorothy Hokr

2006 Charlie Harvey
Carol Kope
Frank Renner

2005 Sadie Woollard

2004 Russ Day
Eva Hawkins
William Rich, Jr.
Glen Swindler
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The Property Owners' Association
8736 SE 165th Mulberry Lane,
PMB 111, The Villages, 32162

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A Guardian on the Beach

A recent trip has been painted into my memory by Mother Nature’s hand as the sun began its journey, peeking above the ocean. A little bird decided to join us on an early morning stroll. Having flared for a landing ten feet ahead, its legs now delivered a fast cadence to maintain distance. When we would slow, the bird stopped... and waited. Walking faster caused our new friend to scamper, so that a reasonable space was assured. As waves rhythmically came and receded from the shoreline, food was left for our feathered companion whose footprints were temporarily captured in wet sand.

Time passed and we decided to turn back. The little avian stopped ... and stared. Looking over our shoulder, we found the “guardian” trailing us like a caboose again quickly paced at the same comfortable interval.

Although a simple event, the warmth of sharing a moment with another creature gave our walk meaning.

When we interact with each other in a positive way, our physical health is boosted. That is why our medical practice has such an excellent reputation: little things rendered for each other, like one’s guardian, make all the difference during critical moments.

Walk with us...on the beach of life.

Norman H. Anderson, MD

Radiation Oncologist, CEO, The Robert Boissoneault Oncology Institute

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