



April 2014
Spring Issue

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Sevilla HOA
St, Augustine, FL 32092
St. Johns County, USA

The SEVILLA Scribe

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Website Design Updated for Sevilla Residents

By Ed Drugo

Welcome to the New Sevilla Website (<http://sevillaworldcommercehoa.com>). One of the major goals of this Board of Directors is to improve communications with the residents of our community. One of the most visible ways to do this is to utilize our website in a more proactive and informative way. The website is now being produced by a Board Member (Ed Drugo) and includes up to date information and links to answers for frequently asked questions.

Website Navigation

There are two navigation bars loaded with information that the user can access to query issues like irrigation, community maintenance, Board news, Community news, and many other items of interest. The goal is to make the website more interactive than ever with forms that can be filled out and submitted about complaints, calendar submissions, contact information, volunteer opportunities, and webpage submissions.

What Would You Like To See On the Website?

If there is something you would like the website to include use the website submission form to send it along. The website is updated almost daily in some way. It took a while to reformat the site and to move information around, but now it is pretty much in place. The website is meant to be a dynamic part of

the community. It is your website, get involved and submit information you think is pertinent to living in Sevilla. This is a way to showcase our community.

Bookmark It – Mobile Device Ready



visit it daily. Chances are you’ll find something you hadn’t seen before. The website has been optimized to work on your mobile device as well. ❖

● Street Parking ●

By Sevilla HOA

Homeowners and Residents, please AVOID parking in front of fire hydrants per state and city code. In the event of an emergency, officials may need to move inhibiting vehicles in order to serve a neighbor in need. Such cars will be ticketed and damage may not be insured. To report improperly, illegally parked or abandoned vehicles, call the Sheriff’s department at (904) 824-8304.



Community Update

A message from the President

By Ken Hall

This has been my first term as the HOA President, but I have served on the Board for almost 2 years. Within that time I have seen a measurable amount of change and I can honestly say that it has been mostly positive. Sure, we've hit a few bumps in the road, but overall we have pressed onward and have been determined to drive results. The Board is composed of a group of individuals who truly care and are dedicated to improving the experience of living in Sevilla and I'm proud to serve with them.



I know there can often be a negative stigma associated with an HOA and one goal as President is to help alleviate some of that. When I make decisions and do what I do on a daily basis for Sevilla, it is with one set of goals in mind: to improve the standard of living in our community, make it a beautiful and safe place to live, foster friendships and community morale, and increase the value of our homes and the desirability of the neighborhood.

Where Are We Now?

At this point in time, I can say with confidence that we have made HUGE improvements to the reliability and delivery of the irrigation system. Over

the last year, we have brought our pump station (the heart of our irrigation system) from a neglected state to optimal running condition. The pressure problems that once plagued us have been resolved and we now have the ability to monitor pressure and flow, collect data to constantly improve system performance, and conserve water through various controls now set in place. Our last step in the process is to improve reliability of the 8 zone valves which control each zone of the neighborhood. We hope to complete this over the next year.

Any day now, we will have a new shade structure erected near the playground and basketball courts. This was the result of the Sevilla Wish List, which was a campaign we ran last year where we took the input of the community and tallied up the votes to determine which changes were most desired in Sevilla. The other items on this list were logged and will be considered for future upgrades.

Customer Service Is Important

Another big change since the start of this year has been our dedication to improving customer (homeowner) satisfaction with the Property Management Company and the HOA. Our goal is to provide transparency and active communication to homeowners. Ed Drugo has done a wonderful job updating the website with all pertinent information and making it a "one-stop-shop" for all things Sevilla. We have implemented a Customer Complaint form which is monitored by the Board and is used to improve overall satisfaction. At the end of the day, we want our homeowners to feel like they are receiving a great customer experience and feel comfortable and confident in the HOA/Property Management Company.

We Need Your Active Participation

To be bluntly honest, this isn't always an easy task to serve on the board. Amidst frequent complaints and problems submitted, we continue to focus on what is right and best for our residents while trying to balance homeowner demands against state and county guidelines. My current challenge is what can we do as a board to better engage our 400+ residents and get homeowners to actively participate in their community? I find it personally rewarding to participate in the issues and decisions that need to be made because I get to see positive change and prosperity within the community.

I would like to encourage homeowners to become more involved with clubs and events in Sevilla. We are always short of volunteers and can certainly use the help. We value your opinions and input and would love to see more homeowners at Board meetings. Brandi Browning has recently re-joined the Social Club and we are looking forward to some great events within the community this year. If you are interested in getting involved in the community or you have some great ideas, please check out the website or call Severn Trent for more information.

I truly believe we are making great progress as a Board and I am looking forward to serving the residents of Sevilla as long as I can, while continuing to improve the quality of living in the place we call home. Sincerely, Ken. ❖

Treasurer's Report

Sevilla's Treasury Update

By Ed Drugo

Sevilla Homeowners Association finances are overseen by Severn Trent Management Services. As of February

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Date: TBD
Time: TBD
Location: Sevilla Clubhouse
Community Interest Groups

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Location: Sevilla Clubhouse
End of Summer Bash

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Location: Sevilla Clubhouse
Culinary Recipe Sharing w/
Demo

Date: TBD
Time: TBD
Location: Sevilla Clubhouse
Moms Club

28, 2014 the total operating account was \$261,842.88. Our ability to meet budgetary obligations rests almost entirely on the collection of HOA dues



at the beginning of each year. If you look at the amount of work that is being done around the community in terms of landscaping, routine maintenance, upkeep of our irrigation system, and frugal addition of new community improvements, you will see that we are able to do a lot on a limited budget. These figures do not include our monthly expenses to utilities. While we are not the largest community in the

area, we do have our share of unexpected expenses.

The Board is committed to the wise expenditure of available resources. Our community is completely built out now, with 405 units constructed. One would expect a yearly intake of \$202,500 in dues. However, we experienced a shortfall of approximately \$70,000 this year due to delinquencies. We have hired a new collection company who will attempt to recoup moneys owed to us. On the positive note, we have been able to recoup \$20,000 last month alone with 30 homes being removed from the delinquency list. If you are in arrears, we ask that you work with this company to set up a plan that meets your budget allowing you to catch up on the amount owed the association.

Financially, we are in good shape for this time of year barring an unexpected major repair expense. We have some improvements on the planning table, but will only move forward if the budget allows. A financial report is read at each regular monthly meeting. If you have any questions, please feel free to attend a meeting. Meetings are held on the second Tuesday of each month at 6:00PM at the clubhouse. ❖

Irrigation Reminders

By Ken Hall

☞ Check the website for more info... <http://sevillaworldcommercehoa.com> .

Be sure to clean each of your irrigation-head filters to maintain pressure. These should be cleaned AT LEAST once per year (since we don't use a traditional reclaimed source, our water has more algae in it, so it is advisable to clean them twice a year)

Check for broken irrigation heads. Usually a geyser of water is an

indication. These should be fixed ASAP to prevent damage to lawns and property.

Check for "stuck zones". This is a zone in your yard that is always running. A zone should not come on unless the controller tells it to.



Only ONE zone in your lawn should run at a time. You may need to have a technician clean and repair/replace the zone valve. If you need any maintenance work done, please use the scheduled maintenance windows or call Severn Trent to request time to turn on your zone.

If you notice one area of your lawn that has algae growth or is often very wet, it may be getting too much water (often times the area in-between homes doesn't need as much water because it is shaded for most of the day)

You can adjust the length of time that each zone runs. For a zone that seems particularly wet, reduce the watering time. Check the website for some tutorials on how to set your controller

If the wet area is concentrated and pools up with water or has a "turf bubble", there is most likely a break in your piping underground. You should have a technician take a look at this ASAP.

Please only use maintenance days for performing maintenance not watering), doing so is a violation of county code which subjects the homeowner and the HOA to possible fines. It also jeopardizes our watering amenity. To report watering violations please call Severn Trent at (904) 940-6044.

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Pets & the Sevilla Community

Pet Owner Guidelines for Residents

The board has received complaints of pet owners allowing their pets to poop or urinate in their neighbor’s yards. As a result, we are reminding residents of the following Pet Guidelines.

- Florida Leash Law – Please ensure that you adhere to Florida’s leash law when walking your pets.
- Follow Poop Protocol – **Do not allow your pet to poop or urinate in other residents’ yards.** Good residents will use their own property to allow their pets to relieve themselves and then pickup after their pets.
- Respect Your Neighbor’s Property – Please **DO NOT ASSUME** your neighbor is okay with you allowing

your pet onto their property. Oftentimes this is not the case. Please respect your neighbor’s property and adhere to Florida property rights laws.

- No Pets In Pool Area - Our community does not allow ANY pets in the pool area for any reason. Please keep all pets away for the safety, enjoyment, and convenience of all residents.
- Think about what is GOOD – Most pet owners are caring people who simply enjoy caring for their pets.



Remember to also value and get to know the human being who owns the pet. You may discover some pretty great neighbors here in Sevilla. Please help to keep it that way by doing your absolute best to remind others to adhere to the guidelines, and model the guidelines yourself.

REMEMBER, as the pet owner, you assume liabilities of said pets in accordance with Florida laws. Enjoy your neighbors and your pets!❖

Speed Limit 20 Mph

Please drive 20 miles per hour within the Sevilla community

Please be mindful when driving through our neighborhood to abide by the **speed limit of 20 miles per hour**. We have noticed and received several reports that adults and teens have been spotted speeding within the community. Please remember that this is a residentially zoned community where many small

children are playing on our sidewalks and crossing the streets, families are enjoying walks together, and athletes enjoy jogging, running, or biking throughout the day.



It is not worth it to jeopardize the well being of others due to impatience, poor time management, or selfishness. Please respect your fellow neighbors and drive safely.

Sevilla HOA Committees

What do you HATE about Sevilla? Want to do something about it? Consider This...

☞ Check the website for more info... <http://sevillaworldcommercehoa.com>

Sevilla has committees in which homeowners and residents can take action to address issues that need attention. The following Sevilla committees are available for you to **TAKE ACTION** and actively participate in making Sevilla the very best community it can be. An overview of the committees is as follows:

Architectural Control Committee

The goal of the Architectural Control Committee is to maintain the appearance and value of the property. Its primary function is to review all the proposed changes that would affect the appearance of the property. Architectural Control Applications are received by Severn Trent Services, and

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The Fining Committee

At times some homeowners are deemed to be out of compliance with the Home Owners Association's CCRs. The purpose of the Fining Committee is to help Sevilla residents with issues and give homeowners the chance to address issues BEFORE they become a major problem. This committee works with residents, who are given an opportunity to present their case and response or rebuttal, before a committee of other residents for a neighborly resolution if allowed, and if at all possible.

Other Committees of Which You Can Participate

- Irrigation committee
- Neighborhood Watch Committee
- Newsletter Committee
- Pool committee

To join a committee of interest and learn more about the committees please visit the Sevilla website at <http://sevillaworldcommercehoa.com>

Neighborhood Watch

By Sevilla HOA Board Members

Home Security Tips from the St. John's County Sheriff's Office Website

Here is a friendly reminder about home security for Sevilla residents provided by the St. Johns County Sheriff's Department.

Home Security

Most residential burglaries are crimes of opportunity. The burglars devote relatively little time to advance

planning. The more you do to keep your home from looking like an easy target, the safer it is.

Follow these guidelines to keep your home from looking like an easy target.



EXTERIOR

- Around the House: All sides of the home should be protected by security lighting. The best location for exterior residential lighting is under the eaves of the house. This places them out of reach, and makes ground-level assault more difficult. Security lighting should be automatically controlled by photocell. Photocell bases, which screw into the bulb socket, are available at minimal cost. The bulb is screwed into the photocell base. From that point on the light will illuminate automatically as the sun goes down.
- Over Entry Doors: Each door should be equipped with a light that provides quality illumination in the vicinity of the door, including both sides of the door and porch.
- Carports and Garages: In carports, it is recommended to leave the light on, have the light on a timer, or have a light connected to a motion sensor or photoelectric cell.
- Motion Lighting: Motion detection lighting is strongly encouraged,

then sent to the ACC members, who review the application. All changes and alterations shall also be subject to all applicable permit requirements and to all applicable governmental laws, statutes, ordinances, rules, regulations, orders, and decrees. This committee will consist of volunteers from among the homeowners in Sevilla.

Social Committee

This is the fun committee providing events and activities for all the residents to enjoy. In the past, the committee has held parties and socials, plus a neighborhood clean-up. Got event or social ideas that you would like to make happen for our residents? Offer your ideas and contribute your talents on the Social Committee while having fun and making it fun for others!

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particularly in areas where lighting may be considered intrusive to neighbors. They can be selectively aimed to detect motion of an approaching intruder and cause the light to activate. This does two things: First, the sudden presence of the light startles the intruder, leaving him exposed to view. Second the light provides a friendly means to light pathways as you return in the evening.

- Landscaping and Plant Materials: Bushes, trees, and shrubbery can conceal an intruder as he attempts entry into a window, door; or worse yet, as he waits in hiding for the homeowner!
- Keep shrubs and hedges trimmed.
- Thorny bushes and plants under windows will discourage entry from this area.

- Limiting Access: Intruders look for homes that have few or no obstacles blocking a quick exit. Fences can prevent burglars from carrying away large items if the gates are locked.
- House Numbers: House or street numbers on a home should be easily visible from the street. Critical time can be saved by emergency responders when the street address for the house is visible from a distance.
- Know Your Neighbors: Know those who live around you and enter or exit our community. Always report any suspicious activity to the local authorities.

📄 For additional safety tips visit <http://www.sjso.org/wp-content/uploads/2012/09/Home-Security2.pdf> . ❖

** REMINDERS **

Sevilla Vehicular Restrictions

Covenants, Conditions, and Restrictions

Sevilla CCR prohibits the parking of boats, trailers, campers, recreational vehicles, and similar or commercial vehicles in or on any Lot, Unit, or Common Property. Please do your part to maintain the aesthetics and beauty of our community by adhering to CCR guidelines. Thank you. ❖

Yard Sales

Sevilla has two community yard sales each year where all residents may sell their items and receive maximum sales potential and traffic. All other yard sales must be approved by the Sevilla Board / ACC. Please follow these guidelines.

Architectural Control Committee (ACC) Update

The HOA has officially taken over the Architectural Committee as of the end of 2013. Previously approvals were done by the Developer. We are currently working on improving the submission process to make it easier for homeowners. Any and all exterior requests REQUIRE approval. This includes but is not limited to:

- Fences
- Exterior paint color changes
- Installation of pavers, concrete, and patios
- Covered and/or screened enclosures
- Pools

All changes must be in accordance with the guidelines or they will be denied. ❖

Neighborhood Hero

The Caring "Nature" of Sevilla Residents

Thanks Britt for rescuing this water bird. Your actions embody the attitude toward wildlife that should guide our lives. Thanks to you, we will all be able



to continue to enjoy seeing this little guy and his friends around our community. ❖❖❖

Property Manager's Update



We've moved!

Severn Trent Services has moved to **175 Hampton Point Drive, Suite 4 St. Augustine, FL 32092**. We are now located off of CR 210 in the Watson building.

Questions & Concerns

Please contact **Josette Martin** with **Severn Trent Services** at **josette.martin@stservices.com** or **(904) 940-6044 ext. 40594** with any questions, concerns or assistance with the following items:

- Clubhouse Rentals
- Architectural Review Applications
- Pool Cards
- Irrigation
- Notices Received
- General questions, comments or complaints

Rules and Regulations

The management company, under the direction and in conjunction with the Board of Directors and committees, inspect or review homes to determine if the exterior of a property is in need of TLC. Remember that this is valuable to your community and helps us pinpoint what areas need attention; and often will remind owners what specific action is needed. If you receive a notice, please do not get mad, but rather understand and take prompt action. If you have a question about any notice received, simply contact us.

Home and Yard Maintenance

Your grass should be turning greener and flowers blooming bright by now, so if you've tried feeding your grass and it hasn't turned green yet, then it probably isn't going to improve and **needs to be replaced promptly. Remember to remove weeds from driveways, sidewalks, flower beds and lawns. This is part of each owner's responsibility.** If you have any concerns or you are struggling with lawn or weed issues, contact your local nursery, your professional landscaper, or the St. Johns County Agricultural Center for recommendations. Visit their website at **<http://stjohns.ifas.ufl.edu>**.

Thank you for your continued support and assistance in making Sevilla at World Commerce an even better place to live. Severn Trent Services works closely with your Board to help maintain the community's lifestyle and high standards.

With appreciation,
John Wachter and Josette Martin
Severn Trent Services

April 2014

Company Name
Number Street Address
City, State Postal Code
Country

BULK RATE
US POSTAGE
PAID
CITY, STATE
PERMIT NO. 000

ADDRESS CORRECTION REQUESTED

Subscriber Name
Number Street Address
City, State Postal Code
Country

