



CITY RESOURCES FOR MANDATORY NEIGHBORHOOD ORGANIZATIONS



Our City strives to meet the needs of all residents who choose to call Orlando home. To do this, I have made it a priority for the Neighborhood Relations team to organize, support, mentor and guide residents and neighborhood organizations in their effort to keep Orlando a great place to live, work and play. In 2014, we launched iLead, a comprehensive neighborhood-training program that informs, connects and involves our neighborhood leaders through a series of interactive guides, videos, webinars and workshops. I encourage you to use the iLead program to build and sustain your successful neighborhood organization.

Orlando Mayor Buddy Dyer

OTHER iLEAD GUIDES AVAILABLE

- Board Orientation and Operations
- Communication Tools
- Effective Meetings
- Engaging the Next Generation of Leaders
- Event Planning
- Ice Breakers
- Leadership Skills
- Neighborhood Grants
- Parliamentary Procedures made Simple
- Writing Your Neighborhood History

Guides



Videos



Webinars



Workshops



iLEAD is a comprehensive program that provides you with the tools to inform, connect and involve your neighbors through a series of guides, videos, webinars and workshops. These tools cover topics such as how to effectively hold meetings, how to utilize a variety of communication tools and how to engage the next generation of leaders. Whether you download a guide, view a video, participate in a webinar or attend a workshop, iLead is your one stop shop for online leadership training.



This guide has been created to connect and inform mandatory condominium, homeowners' or property owners' association board of directors of the many City of Orlando resources available to support mandatory associations. The city's Neighborhood Relations team in the Office of Communications and Neighborhood Relations has been tasked by Mayor Buddy Dyer to engage and partner with all our neighborhood organizations in the city. This guide is another tool for the Neighborhood Relations team to use to assist you and your board to maximize city resources in the operation and management of your association.

As board members and officers of a mandatory condominium, homeowners', or property owners association, you have a much greater fiduciary and legal role than voluntary neighborhood organizations. Your primary responsibility is acting in accordance with your governing documents, specifically your bylaws and Declaration of Covenants, Conditions and Restrictions (CC&Rs) and Florida statutes. It can be a daunting and overwhelming role when you serve on the board for the very first time. The city's Neighborhood Relations team is here to help.



CONNECT WITH YOUR CITY

GET TO KNOW YOUR CITY COMMISSIONER

Your city commissioner is your voice on City Council. Your commissioner has resources, knowledge and access to city resources you may need to maintain the quality of life in your neighborhood. It is important for your association to have a working relationship with your commissioner. There are a couple of ways to establish and maintain a relationship with your commissioner: 1) invite your commissioner to a board or membership meeting; 2) set up an appointment with the commissioner in their office with the board to introduce yourselves and share some goals and vision of your association; and, 3) keep the commissioner informed by sending them your newsletters or a brief email about what your association has been doing. To find out about your commissioner, visit cityoforlando.net/council or call 407.246.2382.

GET TO KNOW YOUR NEIGHBORHOOD RELATIONS TEAM

Your neighborhood has a Neighborhood Outreach Coordinator assigned to connect, inform and involve you in our city government. Your outreach coordinator is your partner in keeping your neighborhood a great place to live, work and play. This team assists neighborhood organizations and residents in effectively accessing and using city services and other community resources. Our team organizes, supports, mentors and guides citizens and neighborhood organizations in their effort to make and keep their neighborhoods strong. Connecting citizens to City resources, leadership and volunteer training and technical assistance for associations are our primary services. Email us at neighborhoods@cityoforlando or call 407.246.2169.



CITY RESOURCE GUIDE

This brochure is produced by the Neighborhood Relations team. It is a quick guide to key city services and programs for neighborhood organizations to use. It also contains list of the most commonly requested city phone numbers and contacts. To request one or a quantity of this brochure contact the Neighborhood Relations team at neighborhoods@cityoforlando.net or call 407.246.2169

CITY NEWS

Keep up-to-date with City events, programs and latest developments impacting our City Beautiful weekly. To sign up for this newsletter, visit cityoforlando.net/mayorsnewsletter.

WATCH CITY OF ORLANDO ON TV

Visit cityoforlando.net/council/watch to watch City Council on TV or online. A schedule of City Council meetings is available at cityoforlando.net/council.

ATTEND MAYOR'S CITY ACADEMY

The Mayor's City Academy is a 12-week civic engagement program that takes you inside your city

government to learn how city departments serve residents every day. For more information, visit cityoforlando.net/cityacademy or call 407.246.2169.

SIGN UP FOR NEIGHBORHOOD NEWS

This monthly newsletter is produced by the Neighborhood Relations team to keep associations up-to-date on what programs and events are happening in the City of Orlando. To sign up for Neighborhood News, visit cityoforlando.net/ocnr/neighborhoodnews or call 407.246.2169.

OPEN DATA WEBSITE - ACCESSING CITY'S PUBLIC DATA ONLINE

This is one more way the city increasing its government transparency and accountability by providing the public with immediate access to valuable city data including police, economic development and public works data. Visit data.cityoforlando.net for easy-to-use interactive tools allowing residents to dive into the data with the ability to run tailored analysis and generate visualizations of the data.





FREQUENTLY ASKED QUESTIONS

Our Neighborhood Relations team gets a lot of questions from mandatory associations. Here are the most frequently asked questions:

WHAT IS THE DIFFERENCE BETWEEN CITY ORDINANCES AND ASSOCIATION DECLARATION OF COVENANTS, CONDITIONS AND RESTRICTIONS (CC&RS)?

The rules of the mandatory or deed restricted community are described in the association's CC&Rs and are usually written and adopted by the original landowner, which in most cases is the developer. CC&Rs and governing documents are private restrictions governing the properties within the boundary of your mandatory association. By becoming an owner in the subdivision or condominium with CC&Rs, each owner automatically becomes part of an agreement to live by those restrictions and is a dues paying member of the association.

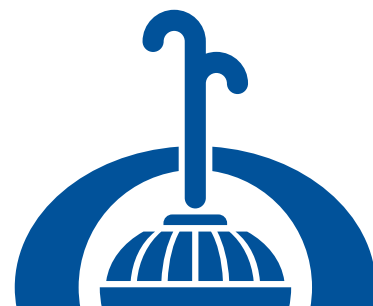
City ordinances are rules, laws or regulations that are enacted by City of Orlando. Ordinances address a wide variety of local issues, from local government structure, building codes, land uses, public spaces, parking, speed limits and sign sizes. When you move into the City of Orlando as a property owner, you are subject to the laws and ordinances of the city, as well as to other applicable county, state and federal laws. The restrictions and rules outlined in the CC&Rs are based in contract, while the law of the governmental authorities is public law. Property owners must follow their CC&Rs, public laws and ordinances. Some owner modifications do not require building permits but may still require association approval. An example would be changing the paint color of one's front door, which doesn't require a permit from the City of Orlando, but requires approval from the association as authorized in the CC&Rs.

DOES THE CITY HAVE THE AUTHORITY TO ENFORCE OUR COVENANTS, CONDITIONS AND RESTRICTIONS (CC&RS)?

No, your CC&Rs are private rules adopted specifically for your community. The city only has the authority to enforce city ordinances.

HOW CAN WE GET THE CITY'S PERMITTING DIVISION TO REQUIRE A LETTER FROM THE ASSOCIATION WHEN OWNERS ARE PULLING PERMITS?

Before issuing a permit, the city Permitting Techs look up the specific property address in the Orange County Property Appraiser's Office. If this property record lists a mandatory association, the Permitting Tech will require an approval letter from the association to attach to the permit. This letter must be submitted before the permit will be issued. If the property records within your mandatory association boundaries do not list your association under the Community/ Association in the Location tab, you need to contact the city's Neighborhood Relations team in at neighborhoods@cityoforlando.net or call 407.246.2169. You will need to provide the city with your corporate name, board of directors and association boundaries. Once the information has been confirmed the Neighborhood Relations team will provide this information to the Orange County Property Appraiser's Office.





WHERE CAN I GET A COPY OF MY COVENANTS, CONDITIONS, AND RESTRICTIONS (CC&RS)?

You may obtain a copy from the Orange County Comptroller's Official Records Department.

Go to OCCompt.com: select "Official Records" in the top bar; in the drop down menu select "Search Official Records;" in the "Either Party Name" box, type in your association's official name - note if this doesn't get you results, only type in the first part of your association's name, e.g. for the Vista Lakes Community Association, type in Vista Lakes; uncheck the "Uncheck box to search specific document types"; in the drop down menu, select "Restriction"; then hit search. Need additional help, call the Comptroller's Office at 407.836.5115.

WHERE CAN I FIND INCORPORATION INFORMATION FOR MY ASSOCIATION?

If you are trying to identify your Florida incorporated association officers or directors, or if you are trying to determine whether your association is incorporated contact the Florida Department of State's Division of Corporations by visiting search.sunbiz.org/Inquiry/CorporationSearch/ByName and typing in your association's corporate name.

IS THERE A GUIDE ON HOW MANDATORY ASSOCIATIONS ARE SUPPOSED TO FUNCTION?

There isn't a guide per se, but your association is legally required to follow its own governing documents and Florida Statutes listed below:

1. Association's Articles of Incorporation
2. Association's Bylaws
3. Association's Covenants, Conditions, and Restrictions (CC&Rs)
4. Florida Statutes 617 – Not-for-Profit Corporations
5. Condominium associations must follow Florida Statutes 718- Condominiums
6. Homeowner associations must follow Florida Statutes 720-Homeowners Associations.

CAN THE CITY GIVE US LEGAL ADVICE?

No. Attorneys hired by the city are paid with tax payer money to act in the best interests of the city entity (municipal corporation). Mandatory neighborhood organizations are separate entities and the city cannot operate on their behalf. Also, the city cannot use tax payer funds to provide legal advice to a private entity. Additionally, ethically there is great potential for a conflict by representing both the city and the association.

HOW DO I CHECK TO SEE IF OUR COMMUNITY ASSOCIATION MANAGER OR "CAM" IS OPERATING LEGALLY?

Your Community Association Manager or "CAM" is licensed through the State of Florida Department of Business and Professional Regulation. Go to myfloridalicense.custhelp.com and click on community association managers to see the state regulations for CAMs.

WHEN DOES A COMMUNITY ASSOCIATION MANAGER HAVE TO BE LICENSED BY THE STATE OF FLORIDA?

A community association manager is required to have a Florida license when they receive compensation for management services when the association or associations served contain more than 10 units or have an annual budget or budgets in excess of \$100,000.



CITY RESOURCES

The following is a sampling of the city resources available to you to in the operation of your association and keeping your neighborhood a great place to live. We also encourage you to review the City Resource Guide mentioned in the Connect with your City section of this guide for more programs and

ASSOCIATION LEADERSHIP AND VOLUNTEER TRAINING

The Office of Communications and Neighborhood Relations offers a variety of trainings designed to meet the specific needs of your association. For more information or to schedule training, contact the city's Neighborhood Relations team in the Office of Communications and Neighborhood Relations at neighborhoods@cityoforlando.net or call 407.246.2169.

Available training includes:

■ iLead

This is an online comprehensive neighborhood leadership and organization management training resource. It primarily consists of guides and videos accessible 24 hours a day, seven days a week. Go to cityoforlando.net/ilead.

■ Community Connections Workshops

These free workshops are usually held on the 2nd Saturday of the month from 9a to 12p. These workshops are designed to inform, connect, and involve citizens with a variety of topics. Each year there are at least two specific workshops for mandatory association conducted by attorneys specializing in association law: 1) Board Certification and 2) Legislative Update. They are also a great opportunity for neighborhood leaders to interact and



learn from one another. To see the Community Connections schedule or to register for the workshops go to cityoforlando.net/ilead/workshops.

■ iLead Leadership Series

This is a small group, unique learning experience designed to take your leadership skills to the next level. This immersive 6-week session, lead by the Neighborhood Relations team, will help you sharpen your leadership skills, develop a targeted community action plan, and earn \$250 for your neighborhood organization. This series is offered twice a year. For more details contact the Neighborhood Relations team at neighborhoods@cityoforlando.net or call 407.246.2169.



■ Custom Training

Our Neighborhood Relations team will design trainings to address the needs of a specific association. The city's Neighborhood Relations team will work with the association leadership to create a onetime training to a series of trainings. For more information, contact the city's Neighborhood Relations team in the Office of Communications and Neighborhood Relations at neighborhoods@cityoforlando.net or call 407.246.2169.

■ Mayor Dyer's Neighborhood and Community Summit

This is an annual, one day training conference bringing together hundreds of city neighborhood, arts and cultural, civic, community and faith-based leaders and volunteers to share information and learn about community building, civic engagement and managing neighborhood organizations. The Summit is held normally in the late winter to early spring of each year. Go to cityoforlando.net/summit for more information.

■ Mayor's City Academy

The Mayor's City Academy is a 12-week civic engagement program that takes you inside your city government to learn how city departments serve residents every day. For more information, visit cityoforlando.net/cityacademy or call 407.246.2169.

for up to \$5,000 to implement physical improvements, public safety, sustainability or education projects and programs that benefit neighborhood residents. Schools and nonprofit organizations may apply for up to \$10,000 for programs that address youth crime prevention, and anti-violence or provide education and academic enrichment for our city's youth during non-school hours. For more information, go to cityoforlando.net/grants or contact the city's Office of Community Affairs at 407.246.3275.

■ iLead Leadership Series

Earn \$250 for your association. This is a small group, unique learning experience designed to take your leadership skills to the next level. This immersive 6-week session, lead by the Neighborhood Relations team, will help you sharpen your leadership skills, develop a targeted community action plan, and earn \$250 for your neighborhood organization. This series is offered twice a year. For more details contact the Neighborhood Relations team at neighborhoods@cityoforlando.net or call 407.246.2169.

BEAUTIFICATION

■ Green Up Orlando

Green Up Orlando will do tree planting and landscaping projects on association common property that are very public in the neighborhood and will even do projects in gated neighborhoods. Here are a couple of exemptions that do not meet the eligibility of a Green Up project: 1) common property that is isolated and only benefits a few owners; 2) individual home frontage, and; 3) within your pool area. Mandatory associations are asked to have a Green Up committee that approves all decisions of the Green Up project and recruit neighbors to do the actual planting of the trees and landscaping materials. The Green Up Orlando team will bring all the

FUNDING

■ Mayor's Matching Grants

The Mayor's Matching Grant provides grant funds for neighborhoods, nonprofit organizations and schools. Neighborhood organizations may apply



trees, plants, fertilizer, mulch and tools to make the project a success. The association brings the labor. Green Up projects qualify for Florida Bright Future hours, which may be a great recruiting point for your teens. Many associations wrap up their Green Up projects with lunch or a food break. Food brings out people. For more information or to schedule a Green Up Orlando project, call 407.246.3504.

■ **Litter Prevention — Keep Orlando Beautiful**

Keep Orlando Beautiful (KOB) is a non-profit organization administered by the city's Streets and Stormwater Division of the Public Works Department. Various beautification projects include plantings, paint ups, litter removal and general sprucing up depending on needs. KOB will do projects on association common grounds, including in gated communities, but not on private property. KOB will work with the association to determine needs and coordinate a volunteer effort. All needed supplies and materials are provided by KOB and it is required volunteers from the association participate. Associations may also borrow supplies for follow up maintenance and/or ongoing litter removal. For more details, visit cityoforlando.net/KOB or call 407.246.2752.

■ **Lakes — LAKEWATCH and Lake Alerts!**

LAKEWATCH volunteers collect and prepare water samples from city lakes to complement the city's current lake monitoring program. Volunteers must have boat and lake access and dedicate approximately one hour per month to the program. The data collected is used by the State to help evaluate the health of the lake. To be notified about lake water quality concerns, sign up for lake alerts at orlando.gov/lakealert. For more information, call 407.246.2257.



OTHER RESOURCES

Here are some additional resources that may be useful.

■ **Copies of Declaration of Covenants, Conditions, and Restrictions (CC&Rs)**

Copies of your association CC&Rs are maintained by the Orange County Comptroller's Office and may be accessible online at OCCompt.com or call 407.836.5115 for help. To access CC&Rs online go to OCCompt.com, select "Official Record in the top bar; in the drop down menu select "Search Official Records"; in the "Either Party Name" box, type your association's official name – note if this doesn't get you results, only type in the first part of your association's name, e.g. for the Vista Lakes Community Association, type in Vista Lakes; uncheck the "Uncheck box to search specific document types"; in the drop down menu, select "Restriction"; then hit search.

■ **Lighting of Common Areas**

OUC and Duke Energy offer programs to add new property lighting or upgrade existing common area light. For details and information:

OUC Customers

Call Customer Service at 407.423.9018. An OUC Key Account Advisor will contact the organization to discuss lighting needs and specifications.

Duke Energy Customers

Call Customer Service at 407.629.1010 or 1.800.700.8744 and follow the prompts for businesses, then lighting. Duke Energy considers your association a business.



Be prepared to provide Duke Energy this information:

1. Do you want to add new lighting or upgrade current lighting?
2. How many lights do you want? Don't worry, if you are not sure, Duke Energy will send staff to meet you to determine the number of lights or upgrades needed to accomplish your lighting needs.
3. Are there existing light poles in the area where you want more light?
4. Will your lighting request require installing new poles?



■ **Finding an Association Attorney**

Contact the Orange County Bar Association to request referrals for lawyers and law firms specializing in condominium or homeowner association law. Visit orangecountybar.org or call 407.422.4551.

■ **Community Association Institute (CAI) - Central Florida Chapter**

CAI is an international membership organization dedicated to building better communities. CAI provides information, education and resources to the homeowner volunteers who govern communities and the professionals who support them. CAI members include association board members and other homeowner leaders, community managers, association management firms, and other professionals who provide products and services to associations. For membership and more information, visit caicf.org or call 407.850.0106.

As your Neighborhood Relations team, we are asking you stay connected with us. The partnership between your association and the city benefits the both of us. You and your board stay informed, connected, and involved with your city and we stay informed about your neighborhood and any concerns that the city may be able to resolve. This partnership is a win-win for all.

Contact us at
neighborhoods@cityoforlando.net
or call 407.246.2169.

NOTES

Handwriting practice lines consisting of 20 horizontal dotted lines.

NOTES

STAY INFORMED, CONNECTED AND INVOLVED

NEIGHBORHOOD NEWS

Events, information and helpful resources to share with your neighborhood straight to your inbox! Subscribe at cityoforlando.net/neighborhoodnews

NEIGHBORHOOD RELATIONS FACEBOOK

Like us at facebook.com/orlandoneighborhoodrelations

NEIGHBORHOOD RELATIONS NEXTDOOR

Sign up at nextdoor.com to receive important information that effects your neighborhood.

LEARN ABOUT THE CITY OF ORLANDO THROUGH OUR OTHER SOCIAL CHANNELS:

 [facebook/cityoforlando](https://facebook.com/cityoforlando)

 [instagram/thecitybeautiful](https://instagram.com/thecitybeautiful)

 [twitter/citybeautiful](https://twitter.com/citybeautiful)

 [youtube/cityoforlando](https://youtube.com/cityoforlando)

 [flickr/cityoforlando](https://flickr.com/photos/cityoforlando)

 email@cityoforlando.net

City of Orlando
Communications
and Neighborhood
Relations
407.246.2169
cityoforlando.net/ilead

The City of Orlando is the owner of the mark “iLead” in connection with the programs outlined on this guide. The City of Orlando is happy for other local governments to use the materials found in this guide as long as 1) credit is given to the City of Orlando if such materials are re-used by another local government and 2) no commercial use is made of the materials.

