

**The Villages®**  
Community Development Districts  
**Property Management**

**Frequently Asked Questions**

**Street Lights**

- The street light in front of our home is not working at night, who should I call?  
*You should notify the company you pay your electric bill to:*  
SECO (352) 793-3801 or [SECO Energy](#)  
DUKE (800)700-8744 or [Duke Energy](#)  
City of Leesburg (352) 728-9830 or [City of Leesburg Electric Department](#)
  
- I have concerns regarding the green utility box in my yard. What should I do?  
*Contact one of the following cable providers:*  
Comcast- (800) 934-6489  
CenturyLink- (800) 244-1111

**Wildlife, Fishing, Preserves & Wetlands**

- Please click on the link below for information for The Villages Protected Species Wildlife Guide:  
[Villages Protected Species Wildlife Guide](#)
  
- Which ponds can we fish, canoe, or kayak?  
*Please visit the links below for information from The Recreation & Parks Department:*  
[Fishing Guidelines](#)  
[Fishing Map](#)  
[Guided Tours](#)
  
- There is an alligator in the pond behind our home, what should we do?  
*Never feed alligators or swim/wade in water where alligators will be present, especially at dusk or night when they naturally feed. It is illegal to feed alligators. When humans feed alligators, it causes them to lose their natural fear of humans and to associate humans with food. Do not allow dogs to swim or explore waters where alligators are present.*  
*If you have, any concerns or questions please contact District Property Management (352) 753-4022.*
  
- Who do we call if we see a gopher tortoise out of the preserve?  
*Please contact District Property Management (352)753-4022*
  
- How many acres of wetlands are in The Villages?  
*There are 2,700 acres of wetlands in The Villages.*
  
- What purpose do these wetlands serve?  
*The wetlands provide a variety of natural functions essential to the thriving plants and wildlife in our community. Wetlands perform the same function for our ecosystem that kidneys do for our bodies - they filter and remove pollutants. As water passes through a wetland, much of the*

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*pollution dissolved or suspended in the water is trapped by wetland plants and soils. They also hold and store large amounts of floodwaters that recharge the aquifer and prevent flood damage.*

- I live next to one of the wetlands. Can I mow and cut trees for a better view?  
*No, these areas are strictly regulated by permits and are closely monitored by environmental consultants to ensure permit compliance. Violations of environmental laws can lead to a broad array of punishments, which may include criminal charges or fines that may range up to \$10,000 per day per offense.*
- Who maintains wetlands?  
*Please contact District Property Management (352)753-4022*

### **Personal Property**

- We think we have a geological anomaly in our yard. What do we do?  
*If you feel that your home, property or self is threatened, call 911 immediately.  
If you do not feel immediately threatened, contact District Property Management (352)753-4022 so the area can be inspected and checked for underground utilities.*
- Who is responsible to repair the fence and/or wall on our property?  
*Your Declaration of Restrictions stipulates who is responsible for maintaining the wall or fence on your property.  
You can download them here: [Declaration Of Restrictions](#)  
If you are still unsure, please call District Property Management (352)752-4022*
- There is water coming out of our water meter, who should we call?  
*Please contact Finance Customer Service at (352)750-0000 Monday – Friday from 8:00am to 5:00pm. After hours, please contact Community Watch at (352) 753-0550.*
- I have concerns regarding our neighbor's overgrown lawn, what should I do?  
*Please contact the Community Standards office (352)751-3912 with the address of the property.  
All calls may remain anonymous.*

### **Roadways**

- There is a pothole in the road in front of our house. Who is responsible for fixing it?  
*All Villa roads and District 4 roads in Marion County: please call District Property Management office (352)753-4022.  
All other roadways please contact the county/city you reside in:  
Sumter County- (352) 689-4400  
Lake County- (352) 343-5439  
Town of Lady Lake- (352) 751-1526*

1071 Canal Street  
The Villages, FL 32162  
(352) 753-4022

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City of Fruitland Park- (352) 360-6686 press 6

**Landscaping**

- We have a tree in our yard that needs trimming; can your arborist look at it?  
*Please talk to your landscaper or contact a local arborist.*
- A tree on District property is hanging over our yard, can we trim it?  
*Yes, a property owner can trim a tree up to their vertical property line. Please refer to the link below for the State of Florida tree trimming law.*  
[Tree Trimming](#)
- Who do we contact about having a tree cut down in our yard?  
*No tree with a trunk four (4) inches in diameter shall be removed or effectively removed through excessive injury without first obtaining written permission. For information on removing a tree, please contact Community Standards at (352)751-3912.*  
*To obtain a copy of the Architectural Review Application, click on the following link:*  
[ARC Application](#)
- What are examples of shade trees to replace the tree we had cut down in our yard?  
*Community Standards has a list of shade trees that are acceptable for replacement. They can be reached at (352) 751-3912.*
- We have a neighbor trimming a tree, shrub, or plant that is along the perimeter of the pond on District property. Is that allowed?  
*No, please call District Property Management (352)753-4022. Your call will remain confidential.*
- Who is responsible for trimming trees that are blocking street signs?  
*These trees could be on personal property or District property.*  
*Please call District Property Management with the street and cross street name (352) 753-4022*
- Why does the District not trim the palm trees?  
*It is the design intent in The Villages to keep the palms in their natural state and it is healthier for the tree.*
- Why do the landscapers remove the annuals when they look beautiful?  
*Landscapers are under contract to replace the annuals quarterly to allow for a full, colorful appearance at all times throughout the year.*

**Multi-Modal Trails**

- What are the heights of the tunnels?  
*Tunnel heights throughout The Villages are 6 ½ up to 8 ½ feet.*
- 1071 Canal Street  
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- What is the speed limit on multi-modal paths?  
*For information on the multi-modal paths and golf car safety, click on the following link:*  
[Golf Cart Safety](#)

**Recreation & Postal Centers**

- What is the pool temperature supposed to be?  
*All pools are heated during the cooler months. We strive for water temperatures between 81-84 degrees. Temperatures will fluctuate depending on the weather.*
- Phone books and other trash are piling up at the postal station, who do I call?  
*Please put phone books out with your weekly recyclables.*  
*If you have maintenance concerns at a postal station, please call District Property Management (352) 753-4022*

**Water Retention Areas**

- There is algae in the pond behind/near our home.  
*Please call District Property Management (352)753-4022*
- People walk their dog around the pond behind our home, not on a leash. Who should we call?  
*Please call Animal Control for the county you live in:*  
Sumter County – (352) 689-4400  
Marion County – (352) 671-8727  
Lake County – (352) 343-9688

**General Questions**

- Can we hang holiday decorations at our village entrance?  
*Yes, please call District Property Management for requirements & design approval. (352)753-4022*
- People are not driving the roundabouts correctly can we change the rules?  
*Rules for roundabouts are regulated by Florida Department of Transportation. For information on how to safely navigate roundabouts, click on the links below.*  
[Sumter County Roundabout Brochure](#)  
[Roundabout How to Video](#)
- We hear there is a Boil Water notice, where can we get this information?  
*Below is a link to sign up for e-notifications to receive important information happening in the community.*  
[e-Notifications](#)

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- Irrigation was running in the cul-de-sac for a very long time, who do I contact?  
*Please call District Property Management (352)753-4022*