



## **Frequently Asked Questions**

### **Community Watch Programs**

#### **What is the House Check Program and how much does it cost?**

Our House Check Program is a service available to all residents leaving the area for more than seven days. Our Patrol drivers will inspect the exterior only of the home on foot. They will check for broken windows, any doors/windows that are open or unlocked and any packages/flyers/papers that were left at the front door. The cost for this program is \$5.35 a week. You can sign up for this program at the Customer Service Office located at 984 Old Mill Run in Lake Sumter Landing or the Customer Service Satellite Office at 4856 South Morse Boulevard. The office hours are 8 a.m. to 5 p.m. Monday through Friday. The registration form can be downloaded from the following link: [Community Watch House Check Form](#).

#### **What is the Resident Out of Area Program and how do I sign up?**

The Resident Out of Area Program is for residents that will be leaving the area for more than seven days. For this program, homeowners are notified in the event of a natural disaster such as a hurricane, tornado, flood, fire etc. This service allows emergency personnel to focus on occupied homes during search and rescues. There is no fee and residents can sign up over the phone by calling the Customer Service Office at (352)753-4508 or visiting the Customer Service Office at 984 Old Mill Run in Lake Sumter Landing or the Customer Service Satellite Office at 4856 South Morse Boulevard.

#### **What is Adult Watch? What are the restrictions/qualifications to sign up?**

This program is provided to residents who live alone, or have a partner that needs someone to call them to do a well-being check. Residents choose the time of the call, as well as how many calls a week they would like. Community Watch Dispatch Center will call, and if there is no answer they will wait 5 minutes and call again. If at this time there is still no answer, Dispatch will send out a Patrol Driver to check on the resident. If the Patrol driver is not able to locate the resident, The Villages Public Safety Department and/or law enforcement will be notified. There is no fee for this service. To sign up for this program, please visit the Customer Service Office at

1135 Bonita Boulevard  
The Villages, FL 32162  
(352) 753-0550



984 Old Mill Run in Lake Sumter Landing or the Customer Service Satellite Office at 4856 South Morse Boulevard. If you'd like to fill out the Registration Form prior to your visit, you can download it from the following link: [Adult Watch Form](#) or use the one in the front The Villages Phonebook.

## **Solicitors**

### **Are Religious/Political Solicitors allowed to go door to door in The Villages?**

Yes, Religious/Political individuals are not considered solicitors. They are permitted to share religious beliefs. If you feel threatened, you are encouraged to call local law enforcement.

### **Are solicitors selling products or services allowed to come to my home?**

All of the roadways within The Villages are public and the District is not permitted to restrict access to the community. If you see solicitors going door to door in your area, please contact Community Standards at (352) 751-3912. After hours, please contact Community Watch at (352) 753-0550. If the solicitors become aggressive or refuse to leave private property, we urge you to contact law enforcement. If you feel threatened, please call 911. The non-emergency phone numbers are provided below for your convenience:

Lady Lake Police – (352) 343-2101

Lake County Sheriff – (352) 343-2101

Fruitland Park Police – (352) 343-2101

Marion County Sheriff – (352) 732-9111

Sumter County Sheriff – (352) 793-2621

Wildwood Police – (352) 330-1355



## **Animals**

### **Can animals go into a public swimming pool?**

Animals are not permitted in any of the swimming pools. Service animals are permitted on the pool deck if they are providing a service.

### **Will a patrol driver come by to remove a dead animal located on my property?**

Patrol drivers are permitted to remove dead animals from the street only, not private property.

### **What should I do if my neighbor's dog is barking all day or night?**

If you provide the address of the owner of the dog, Community Standards staff at (352) 751-3912 will contact the owner and advise them a complaint was received as a courtesy. If the courtesy call does not alleviate the problem, you will need to contact animal control for the county in which you reside.

Lake County Animal Control – (352) 343-9688

Marion County Animal Control – (352) 671-8727

Sumter County Animal Control – (352) 689-4400

## **General Questions**

### **Why did Community Watch take the sign I placed on District property? Can I get it back?**

Community Watch will remove all unapproved signs from District property and those placed at the base of street or stop signs. If your sign was removed from District property, contact Community Watch at (352) 753-0550 to obtain information on retrieving it. Please note that removed signs will not be brought to the office until after the Patrol Driver's shift.

1135 Bonita Boulevard  
The Villages, FL 32162  
(352) 753-0550



**I have lost an item, where would it be turned in?**

The District maintains three lost and found locations in The Villages community, depending on where the item was found.

La Hacienda – (352) 753-1716

Laurel Manor – (352) 751-7110

Eisenhower – (352) 674-8390

Everglades- (352) 674-8434

For valuable items, please contact law enforcement.