



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 homeowner will need to visit the office to sign up for this service Monday through Friday from 8:00 a.m. – 5:00 p.m. at 1135 Bonita Blvd. The cost is \$5.35 per week and at this time we only accept cash or checks. The registration form can be downloaded from the following link:

[Community Watch House Check](#)

- **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 (352) 750-8201.

- **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 Fire Rescue and/or law enforcement will be notified. To sign up for this program, please visit our office at 1135 Bonita Boulevard. If you prefer to download the form and mail it in, the form can be accessed at the following link:

[Community Watch Adult Watch](#)



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 as solicitation is not permitted in The Villages. 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) 751-1565

Lake County Sheriff – (352) 343-2101

Fruitland Park Police – (352) 360-6727

Marion County Sheriff – (352) 671-3841

Sumter County Sheriff – (352) 569-1682

Wildwood Police – (352) 330-1355

Parking/Vehicles

- **There are cars that have been parked in the overflow parking at a villa for a few days, are they allowed to park there?**
For information on overflow parking, please contact Community Standards at (352) 751-3912.
- **Is it against the law to park facing the wrong way on a street?**
For information on parking laws and regulations on street parking, please contact local law enforcement.

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- **There is a car that has been parked on the street in front of my neighbor's home for several days. Are they allowed to park their car on the street?**

In home units, anything over ¾ ton in size, recreational vehicles and boats are not permitted to park on the roadways. To report a potential violation, contact Community Standards at (352) 751-3912. If any vehicle is blocking a driveway, fire hydrant or emergency access, please contact law enforcement.

Villa units do not have restrictions for parking on the roadway. If any vehicle is blocking a driveway, fire hydrant or emergency access, please contact law enforcement.

- **If there is a suspicious person or vehicle on the street, what should I do?**

For any suspicious activity, please contact law enforcement immediately.

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 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?**

You can contact Community Standards at (352) 751-3912 and they will contact the owner with the barking dog 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) 569-1960

Street Lights/Utilities

- **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](#)

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- **I have a question about my utility bill. Who should I call?**

You should call the company providing your service:

Water Utility/Billing questions – (352) 750-0000 or www.DistrictGov.org

SECO – (352)793-3801or secoenergy.com/

DUKE [\(800\)700-8744](tel:8007008744) or Duke Energy

City of Leesburg (352) 728-9830 or City of Leesburg Electric Department

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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. 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.

- **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

If your item is not located at one of those locations, please contact Community Watch to see if it has been turned in to one of our drivers. For valuable items, please contact law enforcement.

- **I would like to join the Community Watch team – who should I contact?**

If you are interested in employment with the Village Center Community Development District, you can view current job openings at the following link:

www.governmentjobs.com/careers/vccdd. You can also contact Human Resources by calling (352) 674-1905.

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- **My smoke detector battery is chirping, who do I contact for that?**

If it is within business hours you can contact The Villages Fire Rescue at (352) 205-8280 to schedule a time to have your batteries changed. If it is after business hours, please contact us at (352) 753-0550 and we will contact The Villages Fire Rescue to change the batteries. Please make sure you have new batteries for all smoke detectors.

- **How early can contractors/lawncare providers start working?**

With the exception of Lady Lake, quiet time is considered 10:00 p.m. until one hour before daybreak. In the Lady Lake portion of The Villages, quiet time is from 10:00 p.m. until 8:00 a.m. If you have concerns in your area, please contact Community Standards at (352) 751-3912.

In addition, each county within The Villages has a noise ordinance that addresses noise concerns. Contact your local law enforcement agency for additional information on noise ordinances.