

Spring 2024

# Welcome to The Villas at Apple Creek

A Guide for Residents  
2228 E. Milestone Drive  
Appleton, Wisconsin 54913



**Welcome!**

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This is not your typical neighborhood where you might meet only a few neighbors. The Villas neighborhood is where you can be as anonymous or as involved as you would like to be. It's your choice.



## Welcome to the neighborhood!

This is your new home, and we are excited that you have decided to join us. As members of our Home Owners Association, we share many things...lawn care, snow removal, Clubhouse, pool, ponds and common areas.

In addition to the above, we also have very active social lives and we would love to have you join us (if that's your life style). There are many social activities, volunteer groups and committees that you may be interested in exploring. Check out the opportunities on the following pages.

Explore this booklet and you will discover some of the intangible things that make The Villas at Apple Creek a wonderful place to live.

The Villas at Apple Creek Board of Directors



## Contacts and Management



### The Villas at Apple Creek Board of Directors

John Drenkler (3) - President  
(267)244-3139

David Schoenhaar (2)- Secretary  
(920) 840-5605

Tom Okray (2) - Treasurer  
920-666-4209

Keith Uhlenbrauck (1)  
(920)419-4647

Gary Krueger (1)  
(920) 731-2728

Bill Benn (3)  
715-572-0407

( ) = Years remaining on Board  
Board elections every October



Pfefferle Management is your first contact when you need help. Basically, the inside of your condo is your responsibility, and the outside is Pfefferle's responsibility. (Please see Rules and Regulations for details.) Yard issues, snow issues and most outside care is managed through Pfefferle.

If you are in need of handyman services for small jobs on the inside of your condo, Pfefferle offers this help for an hourly fee. A listing of contractors can be found in the Clubhouse Library or, if you prefer, you may hire your own services.

## Contacts and Management

### Condo Fees, Water Bills and Maintenance



**PROPERTY MANAGER**

Appfolio is the property management system (App) that Pfefferle Management is using to manage The Villas at Apple Creek. When you activate the "portal" this allows you to pay your HOA fees, water/sewer invoices, and send maintenance requests for issues at your unit. This makes the processes automated and is easy for you and also easier for Pfefferle. AppFolio will also allow you to view financial information and BOD meeting minutes.

If you need help getting started with AppFolio, Pfefferle will train

homeowners on the use of the tool and how beneficial it is to the overall communication and effective management of the HOA.

You can also make maintenance requests by submitting a Preliminary Work Request form (Found in the Library) and depositing it in the DropBox in the Clubhouse meeting room. You may also use our online Maintenance Form.

If the you have any questions, please contact Gretchen Davis and she will be able to help you activate the portal. If you would prefer to pay by check, you can mail your check to Pfefferle Management.

### Pfefferle Contact Information

Log into <https://pfefferlemanagement.appfolio.com/connect> & click on Maintenance tab anytime you wish to submit a request.

During Office Hours of 8:00 am - 4:30 pm

Contact Gretchen Davis, Pfefferle Manager for Villas at Apple CreekDirect: (920) 560-5030  
Email: [grdavis@pfefferle.biz](mailto:grdavis@pfefferle.biz)

After Hours & Emergency Requests

(920) 730-4284 - messages will be picked up & forwarded to Pfefferle Manager and/or Maintenance staff.



## Communications

The Villas at Apple Creek has many avenues of communication. Once you are listed on our private email list you will be "in the loop" for all information pertaining to our community. Safety information and condo alerts will also be shared. You will receive information from our management company, our board of directors and information about all social activities. Our newsletter is published once a month. It contains useful information, news and activities happening in our community. A notification will be emailed to you as soon as it is ready. If you miss the notification, you can always find the newsletter on the website.

We try our best to strike a balance between getting information to you without over-crowding your email box.

If you are not receiving the emails from the Villas, please contact the communications chairperson. In the past, people have contacted us only to find out that they inadvertently unsubscribed from the Villas mailing list by clicking on the "unsubscribe" link at the bottom of any of the emails sent previously. As a security feature, our email program will not allow us to re-subscribe you to the list. If you are not on the list, contact the

communications chairperson and ask for a link to be sent to you which will enable you to re-subscribe. If you are experiencing this or any other issues, please contact the communications chairperson.



## Our Website - www.acvillas.com

[WELCOME](#) [MANAGEMENT](#) [SOCIAL](#) [CONDO INFO](#)



Our website has the following major pages and information.

### Welcome

Our welcome or home page for the website.  
Important current information.  
Slide show of various activities.

### Management

Maintenance Requests  
AppFolio - Online Villas Maintenance Request Form.  
Work Request Form - Found online and also in the Library.  
(Please deposit in the DropBox just outside the office.)

### Social

#### Newsletter

A link to our current newsletter plus links to previous editions.

#### Calendar

A dynamic calendar listing all clubhouse activities and reservations (condo related and private.)

#### Lists - Library book list

(Access to resident directories, alphabetical and photo, are posted on AppFolio for security purposes.)

#### Groups

Current activities, social groups and contact information.

### Condo Info

Board of Directors and meeting schedules.  
Committees and Rosters and a bit of history.

## Clubhouse

The Association takes pride in presenting our residents with a beautiful Clubhouse where you can relax and enjoy your neighbors, friends and guests. When using the Clubhouse, residents must accompany their guests at all times. After you move into your new home, you will be provided with the combination code for access. This code will change periodically, and you will be notified of the change.

The Clubhouse has a main area where most of our large gatherings are held. We also have a small meeting room, library and workout room. The Clubhouse WiFi passcode is **WeLoveCondo\$**.

Our library is filled with books donated by our residents, and the books are cataloged by author. Our workout room is open at all times and has treadmills, stationary bike, elliptical, weights and a weight machine.

You are also welcome to reserve and enjoy the Clubhouse for your private parties for a minimal fee. Rules and regulations pertaining to the Clubhouse and its reservations must be followed. After making your reservation, the date and hours will be posted on the calendar at [www.ACVillas.com](http://www.ACVillas.com). This is the official calendar for Clubhouse activities. The "Clubhouse Reservation Form" can be obtained from Pfefferle Management AppFolio, or the form may be downloaded from our website.



## Use and Reservations

### Clubhouse Pool

Our heated pool is operational from Memorial Day through Labor Day. You may have guests but they are limited to four (4) per Unit, and must be accompanied by a Unit Owner at all times. Other regulations are posted at the pool and listed in the Rules & Regulations booklet posted on website.

**The Official Villas Calendar** can be viewed at our website under "Social". All **condo** events and **private** reservations for the Clubhouse are listed on the Official Calendar.

### Private Party/Event Registration

A "Clubhouse Reservation Form" is Required! The form is conveniently located on Pfefferle Management's AppFolio and also at ACVillas.com under "Management". No Fee is required as once your event has been completed your rental fee of \$75.00 will be added to your ledger. If you have any additional charges for cleaning, damages etc, that will also be charged to your ledger and a statement will be sent to you as a homeowner. The form needs to be emailed to [ALatshow@pfefferle.biz](mailto:ALatshow@pfefferle.biz). If necessary, Pfefferle management can mail you a form.

To reserve "**condo related events**", you should also contact [ALatshow@pfefferle.biz](mailto:ALatshow@pfefferle.biz).

## Other

## Exterior Modification Procedures

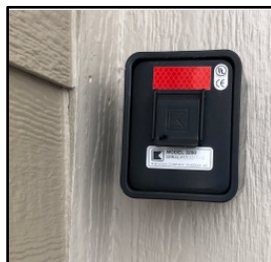
Please remember that if you are doing any type of exterior modification to your condo (this includes windows), you **MUST** secure approval before ANY work can begin.

Your exterior improvement application must be **SUBMITTED** and **APPROVED** before you begin your project. We cannot approve any application submitted without adequate information.

You must complete the information on the "Exterior Improvement Application" and upload the form and any plans, drawings and/or literature via the AppFolio app under Architecture Review tab. If you don't have access to a computer, please mail all to the Pfefferle Management office.

## Lock Box Information

Only the four-plex condo buildings have a lock box located on the street side of each building. The box is about eye level and is black with a red reflector across the front. This is used by emergency personnel to gain access to your unit in case of an emergency. If you have changed your locks, you will need to contact the Fire Department located at 4930 Lightning Drive (832-5810) and arrange for a time to have them meet at your home to make changes inside the box. This includes replacing the old key with your new key, or in the case of an electronic coded lock (like the Clubhouse), your access code, so the emergency crews can access your home. Please do not delay...this could be a life saver!



## Other

## Refuse and Recycling Pickup

Refuse - Every Wednesday

Recycling - Every other Wednesday

Pick-up is **VERY** early Wednesday morning.

Between November 1 and April 1, Trash containers shall **not** be set out prior to **3:00 p.m.** on Tuesday.



All other dates require trash containers to **not** be set out prior to **5:00 p.m.** the day preceding collection.

Please return your containers to your garage before 5:00PM on Wednesday.

## Laundry Drain Traps

Laundry floor drains don't typically receive any water through normal use so the traps need to be "watered" occasionally to work properly. This will prevent sewer gases and sewer flies from getting into your home. If you smell a sweet stinky odor or have tiny flies in your home, it's probably due to the drain trap not having enough water to seal properly. You can avoid this problem by keeping the drain traps filled with water by simply pouring two cups of water into the drain every couple of weeks. You can reduce this maintenance to about twice a year if you use RV antifreeze (available at hardware stores for about \$2-\$4/gallon) instead of plain water.

## Smoke Alarms

Don't forget to check the batteries in your smoke alarms. Also, remember that the smoke alarms are usually only good for 10 years. After that time, you will need to replace them. An article on smoke alarm replacement can be found on the "Condo Info" link of our website.



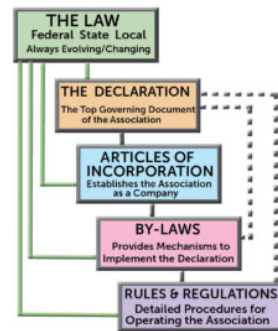
## Other

### Rules and Regulations

We have a document of Rules and Regulations that govern how we operate. You should have received a copy when you purchased your condominium. Our website also has a copy of the R&R that you can access and print if needed. We do expect that all residents of the Villas abide by the R&R. It is best that you refer to these so you are in compliance. The majority of these refer to the exterior of your home. We have a committee that conducts unannounced inspections to insure

that every condo is in adherence to these rules. The inspections also enable the board to insure that all property of the the association is well maintained.

#### ASSOCIATION HIERARCHY



### Committees

Welcoming Committee  
 Social Committee  
 Pool Crew  
 Landscape Committee  
 Clubhouse Rental Check Crew  
 Library  
 Rules Conformance Committee  
 Ponds & Fountain Timers Crew  
 Clubhouse Inventory and  
 Purchase  
 Project Manager  
 Communications, Newsletter,  
 Website and Directories

### Social Opportunities

Happy Hour & Dinners Out  
 Women's Group  
 Men's Club  
 Book Club  
 Bunco Night  
 Men's Golf & Women's Golf  
 Game Day  
 Sheepshead & Poker  
 Mah Jongg  
 Bible Study  
 Dominos  
 Detailed information and chairpeople are listed  
 on the website and in our newsletters.

## Vacation Preparations



### Preparation before Vacation and Travel

If you plan to be away for more than two weeks, there are several important things you should do to protect your property.

Here are a few things to consider if you plan to leave your condo for extended periods of time:

1. Turn off your main water supply or have someone check your home every week or two.\*\*
2. Turn down your water heater for safety and to save money.
3. Unplug all electronics.
4. Put at least one light on a timer.
5. Have your mail forwarded or held at the post office. Have your newspaper stopped.
6. Adjust your thermostat.
7. Seal open boxes of food and dried goods.
8. Leave emergency contact information with a neighbor.
9. It is also a good idea to have a neighbor, friend or relative check your condo weekly to prevent water or other disasters from occurring.

\*\*Please note that the Association's insurance policy excludes water damage that has resulted from continuous or repeated seepage, discharge or leakage of water if the discharge has occurred over a period of 14 days or more.

## Moving



## Considering Moving?

We realize that you probably just joined us, but if you do decide to move please read this information. It is provided to make sure that you cover all the bases in order to make the move as smooth as possible for you, Pfefferle, and the condo association.

Please inform Pfefferle:

1. **Where** you are closing and your closing **date**.
2. Your **forwarding address!**
3. If you are on Autopay, you must STOP **Autopay!**

Without this information, your move leaves people in confusion. Pfefferle has been experiencing units closing and they have no information that the owners did close or are closing. If the ACH (Automated Clearing House) payment fees have not been stopped you will continue to pay condo fees. If Pfefferle does not get a forwarding address, it makes it very difficult to refund your money!

## Site Map





