



**FOX HOLLOW VILLAGE
LANDSCAPE MAINTENANCE
SERVICES GUIDELINES**

**FOR SERVICE CONTRACT
1/1/20 ~ 12/31/22**

VERSION 7/20/19

Landscape Maintenance Services Guidelines

SECTION I: GENERAL ANNUAL PLAN FOR SERVICES

The following table represents a general plan for Landscape Maintenance Services that may be used to derive a more detailed plan. It is understood that weather and current climate conditions affect this plan.

| WORK ELEMENT | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Estimated No. of Occurrences Per Year |
|---|------------------------------|------|------|------|------|------|------|------|------|------|------|------|--|
| Lawn & Turf Care w/Cleanup | 1 | 1 | 1 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 1 | 1 | 35 |
| Irrigation System Testing | | | 1 | | | | 1 | | | | 1 | | 3 |
| Shrub Trimming w/Cleanup | .66 | .66 | .66 | .66 | .66 | .66 | .66 | .66 | .66 | .66 | .66 | .66 | 8 |
| Acorn & Leaf Collection | 1 | 1 | 1 | 1 | | | | | | | 1 | 1 | 6 |
| Limited Tree Pruning w/Cleanup | | | .5 | .5 | | | | | | | | | 1 |
| Lawn Fertilizer Application | | 1 | | | 1 | | | | 1 | | 1 | | 4 |
| Lawn Weed Herbicide Application | | 1 | | 1 | | | | | 1 | | 1 | | 4 |
| Lawn Pesticide Application | | | 1 | | 1 | | | 1 | | 1 | | | 4 |
| Flowerbed Herbicide Application | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 12 |
| Mulch Replenishment (even yrs only) | | .5 | .5 | | | | | | | | | | 1 |
| Weekly Pickup of Resident Collected Debris | 4.33 | 4.33 | 4.33 | 4.33 | 4.33 | 4.33 | 4.33 | 4.33 | 4.33 | 4.33 | 4.33 | 4.33 | 52 |
| Severe Weather Cleanup | As Needed at Additional Cost | | | | | | | | | | | | |

SECTION II: GENERAL INFORMATION

- 1) **Term of Landscape Contract:** The current contract is in effect for three (3) years, commencing on January 1, 2020 and terminating on December 31, 2022. GREENFOREST shall provide all supervision, labor, material and equipment necessary to perform the agreed upon work.

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- 2) **Working Hours:** Normal working days are Monday through Friday and work hours are not to start before 7:30 AM and no later than 6:30 PM. Work on Saturday may be performed when needed. Work on Sundays or other times of day are prohibited except in emergencies.
 - 3) **Work Oversight:** Work shall be planned and supervised as follows:
 - a) GREENFOREST shall provide an on-site supervisor to be at the work area whenever any work is performed by GREENFOREST. The on-site supervisor is responsible for knowing what work elements are to be performed in the work area during the work week and assuring those work elements are performed safely, properly, and completed within a reasonable time frame. POs shall be able to identify the on-site supervisor visually as this person will wear a shirt that has "SUPERVISOR" printed in large lettering across the back and also in much smaller lettering on one side of the front
 - b) FOX HOLLOW shall designate a POINT OF CONTACT who shall be authorized to direct GREENFOREST on any matter relating to management of this contract. GREENFOREST is directed not to accept direction or instructions with regard to management of this contract from anyone else but the POINT OF CONTACT. In absence of any other designation, the President of FOX HOLLOW shall be the POINT OF CONTACT.
 - 4) **Damage Caused By GREENFOREST:**
 - a) Disputes regarding claims of damage caused by GREENFOREST shall take into consideration all factors that may contribute to said damage. GREENFOREST and the POINT OF CONTACT shall work together to resolve such disputes.
 - b) GREENFOREST shall protect the areas where equipment is parked from the leakage of oils and fuel to prevent damage to the road surface and/or turf.
 - c) In cases where it has been demonstrated that GREENFOREST is clearly at fault and damage was caused by GREENFOREST's equipment or personnel to any property or equipment, it shall be the responsibility of GREENFOREST to repair or replace such damaged element soon after the time of damage occurrence. All damage shall be reported to FOX HOLLOW when such damage occurs. Damage to any non-organic items placed in the yard by authority of the PO is the sole responsibility of the PO, which includes and is not limited to edging, decorative objects, bird feeders and baths, planters and plant stands, etc.
 - d) If FOX HOLLOW makes repairs or replaces damaged landscape or equipment elements clearly caused by GREENFOREST, GREENFOREST will have such cost of repairs deducted from his charges for work performed.
 - e) All parts used for repairs to damaged equipment shall be of like kind, unless it is mutually agreed upon by FOX HOLLOW and GREENFOREST to use other equipment or parts.
 - 5) **Emergency Services:** GREENFOREST shall make every effort to respond to valid emergency situations within a reasonable timeframe. In the case of major storm or hurricane damage, residents who choose to accumulate their own yard debris after the storm passes may place such debris by the curbside for GREENFOREST to pick up. Residents are to notify the POC if there is additional work that must be addressed for storm clean up.
 - 6) **Alterations and Structural Changes:** GREENFOREST shall have no authority to make structural change to FOX HOLLOW property or to make any other major alterations or additions in or to any landscaping, buildings or equipment therein, except such emergency repairs as may be required because of danger to life or property, or which are immediately necessary for the preservation and safety of FOX HOLLOW or its members and occupants, or are required to avoid the suspension of any necessary service to FOX HOLLOW.
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SECTION III: SCOPE OF LANDSCAPE MAINTENANCE SERVICES (WORK ELEMENTS)

1) General Requirements for All Services

- a) Private Property VS Common Owned Areas: Scheduled work on private property lots shall be performed on separate days from work performed on common owned areas to minimize the cross pollination of weeds into private yards.
- b) Reasonable Delay Between Work & Cleanup: Work on private property shall be performed so that there is a reasonable length of time between scheduled tasks and cleanup for each lot. The target for wait time between work task completion and cleanup is three (3) hours or less.
- c) Equipment Care: All equipment shall be cleaned at the end of the day and shall be maintained to work properly and safely.
- d) Street Storm Drains: Street storm drains shall be covered with a weighted tarp to assure that debris is not pushed into the storm drainage system during scheduled tasks and cleanup.

2) Lawn & Turf Area Care

- a) Mowing: All turf areas shall be mowed, edged, and trimmed (MET) throughout a calendar year based upon a mutually agreed upon schedule. MET is assumed to occur weekly from April 1st through October 31st and monthly from November 1st through March 31st. METs shall occur when weather conditions permit and when turf conditions warrant it. Equipment for such activities shall be maintained in sharpened condition to prevent burning or damage to turf and landscape areas. All edging of driveways, walks, streets, trees, lamp posts, mulched areas, mailboxes, etc. shall be performed in conjunction with the mowing of turf areas.
- b) Edging - Curbs, walkways, turf bed lines, and decorative curbing shall be edged. All completed edges shall have a perpendicular appearance between turf and hardlines, and turf and bedlines. An angled or beveled appearance of hardlines or bedlines is unacceptable. Blowers shall be used to clean sidewalks, curbs, and streets of organic material caused by mowing and edging. No debris shall be blown into street storm drains or into DRA areas.
- c) Mowing - Mower blades shall be cleaned before use on FOX HOLLOW's property. Turf shall be cut at a height of three (3) to five (5) inches as conditions dictate.
- d) Weed Eater Trimming - A weed eater or similar equipment shall be used to trim grass and/or weeds in areas that cannot be accessed by standard mower machinery.
- e) Sidewalks & Driveways: All driveway and sidewalk expansion joints and suckers around trees shall be cleared at the time of each cutting.
- f) Irrigation Days: County restrictions on water usage dictate that lawn irrigation is on Wednesdays and/or Saturdays for some residents while Thursday and Sundays apply to the remainder of the residents. GREENFOREST shall take this into consideration when scheduling mowing on private lots so mowing is avoided whenever possible on assigned irrigation days when the turf is wet.
- g) Drainage Retention Areas (DRA'S):
 - i) DRA spillways and drainage grates shall be cleaned of built up silt, dirt, weeds and debris at least two (2) times per year, or more frequently as necessary to maintain effective drainage.
 - ii) DRA's shall be cut to a 4" height. Efforts shall be made to not allow clippings to build up on the bottom of the DRAs.
 - iii) Bahia grass is re-seeded by allowing the grass seed stalks to grow before cutting. DRA mowing shall be approximately 2 times per month during the summer months. No DRA mowing is required from December through March.

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- iv) Efforts shall be made to avoid mowing turf in the same mower tracks and going over bare ground and ground erosion areas. Any areas in the DRA where grass has been removed or eroded shall be re-seeded.
- v) All out-flow pipes shall be kept clean of any mower discharge, vegetation growth, debris and silt build up.

3) **Irrigation System Testing**

- a) GREENFOREST shall perform operational inspections of each individual irrigation system installed at each home three (3) times a year.
- b) During the inspection GREENFOREST shall remove weeds and trim in and around sprinkler heads and donuts.
- c) Necessary equipment adjustments (e.g. timers and spray patterns, etc.) shall be performed at the time of the inspection to insure proper operation.
- d) A report shall be created of the homes checked and the status of the individual systems. A copy of such report is provided to the POINT OF CONTACT.
- e) Any suggested irrigation repairs shall be proposed to the PO at the time of inspection. POs may select any irrigation service company of their own choosing to perform such repairs including GREENFOREST.

4) **Shrub Trimming**

- a) Shears and tools used for shrub trimming shall be maintained in sharpened condition to prevent damage to shrubs and trees. All equipment is cleaned before use on FOX HOLLOW property.
- b) Azalea bushes shall be trimmed only after bloom (Feb – Mar) and shall not be trimmed after the first week of July.
- c) Crepe Myrtle shall be pruned back once a year some time between January and February.
- d) All debris caused by shrub trimming shall be removed from FOX HOLLOW in its entirety by GREENFOREST on the same day as when shrub trimming occurs.
- e) Shrubs throughout FOX HOLLOW shall be trimmed on a 6-8 week rotating schedule weather permitting.

5) **Tree Care**

- a) **Acorn & Leaf Collection** - Fallen acorns and leaves shall be collected and removed from yards in their entirety (i.e., front, back, and sides) no less than six (6) times in a year from the beginning of November through March, or until acorn and leaf disbursement ceases.
- b) **Sucker Growth** - All sucker growth from trunk and base of trees shall be removed during regular maintenance visits to maintain a clean and well kept appearance.
- c) **Limited Tree Pruning** -
 - i) Tree pruning shall be by request only made by the PO to the POINT OF CONTACT. The POINT OF CONTACT shall schedule limited tree pruning with GREENFOREST once per year.
 - ii) Limited tree pruning means pruning that occurs within 15 feet from ground level. Trees shall be pruned such that no branches/limbs overhang on sidewalks and parking areas lower than 15 feet from the ground. Lower branching on trees shall be pruned as needed, to keep them elevated to a uniform height.
 - iii) Tree debris from pruning shall be removed from FOX HOLLOW property on the same day of service.

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- iv) The cost for pruning of trees at a height over 15 feet from ground level shall be at the expense of the PO.
- v) Tree pruning services excludes all palm trees.

6) Application of Chemicals

- a) GREENFOREST shall apply when appropriate and as needed the following chemicals:
 - i) Lawn Fertilizer Application (4 applications per year)
 - ii) Lawn Weed Herbicide Application (4 applications per year)
 - iii) Lawn Pesticide Application (4 applications per year)
 - iv) Flowerbed Herbicide Application (12 applications per year)
- b) GREENFOREST shall apply chemicals to all yards in their entirety (i.e., front, back, and sides) in FOX HOLLOW. All pesticides, insecticides, fertilizers, and any other products shall be used in strict compliance with label and instructions. Application of such products shall comply with all state and federal regulations.
- c) Plants, including turf, shall be monitored for insect or disease related problems including mole crickets, chinch bugs, grubs, and fire ants. Such problems shall be reported to the POINT OF CONTACT promptly. Fire ant mounds shall be removed and soil leveled to previous grade after the ants have been killed.
- d) Yards in their entirety (i.e., front, back, and sides) shall be maintained in such a way as to strive to control and eliminate weeds. The program shall include pre emergent, post emergent, and mechanical weed control methods.
- e) Flowerbeds may be chemically treated to prevent weeds from emerging or to kill smaller weeds.

7) Mulch Replenishment

- a) During even numbered calendar years GREENFOREST shall add new mulch at each home with 488 cubic yards of commercial quality pine bark nugget mulch. Each home lot shall get 4 cubic yards of pine bark nuggets applied regardless of how large the mulched area of each home may be. Mulch shall be replenished after acorns and leaves have subsided from falling.
- b) Additional pine bark nugget mulch may be added by GREENFOREST at the expense of the PO and at an agreed upon rate per cubic yard which will include labor costs. POs may hire any mulch provider, including GREENFOREST, to add pine bark nuggets to existing mulched areas.

8) Cleanup

- a) GREENFOREST Routine Cleanup: During regular yard maintenance visits, any paper, cans, bottles, sticks, cigarette butts, leaves, branches and other debris shall be physically removed from yards in their entirety (i.e., front, back, and sides) and all parts of common area property. A complete sweeping or blowing, by mechanical means, of the entire roadways, curbs, road drains, driveways, and sidewalk areas shall be performed. Excess leaf and debris build up shall be physically removed from FOX HOLLOW. This includes removal of weeds at curbs and pavement lines, and other trash that has settled in these areas.
- b) Weekly Yard Debris Pickup: POs must securely bag, contain, or bundle with ties any yard debris they collect and place such debris near the curb of the residence on Wednesday mornings before 9 AM to be picked up and removed from FOX HOLLOW by GREENFOREST. Plastic flower pots or seed starter containers shall not be included with the debris. The only plastic allowed are trash bags containing yard debris. All debris shall be disposed of off-site. No debris shall be blown or dumped into storm drains or into DRA areas.
- c) Severe Weather Cleanup: In the event of a severe storm or natural disaster, such as a hurricane or tornado, GREENFOREST may be asked to participate in the cleanup of debris for an additional cost.

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The POINT OF CONTACT or President shall notify GREENFOREST if such services are needed and schedule this additional cleanup service with GREENFOREST. FOX HOLLOW is not obligated to use GREENFOREST for this additional cleanup service. Residents who are willing and able may by their own choice collect storm debris and deposit it near curbside. In the past our able bodied residents worked and made this a united effort. By doing so our village was always one of the first in Meadowcrest to be cleaned up after a major storm.

SECTION IV: CUSTOMER INTERFACE AND PROBLEM RESOLUTION

- 1) **Point of Contact and Greenforest's Supervisor Relationship** - FOX HOLLOW shall identify a person to be the POINT OF CONTACT between FOX HOLLOW's residents and GREENFOREST. This structure eliminates the "squeaky wheel" problem. The POINT OF CONTACT and the on-site supervisor shall work together as follows:
 - a) **Monthly Schedule:** GREENFOREST shall provide FOX HOLLOW a detailed advance monthly schedule of maintenance activities prior to the first (1st) day of each month, or at some other agreed upon date. GREENFOREST shall advise the POINT OF CONTACT of any deviation from the schedule as circumstances may warrant.
 - b) **Communications:** The POINT OF CONTACT and the on-site supervisor shall meet regularly either face-to-face or by phone as mutually agreed upon to plan prioritized work activities. Work priorities are roughly scheduled based upon an annual plan. Since there are a number of obstacles that may affect the ability of GREENFOREST to perform planned priorities, the supervisor is responsible for interfacing directly with the POINT OF CONTACT about issues such as work priorities and problems. The POINT OF CONTACT shall be accessible to the on-site supervisor by cell phone anytime that work is being done on FOX HOLLOW's property. GREENFOREST notifies FOX HOLLOW of any damage or deficiency in any yard, lot or common area. FOX HOLLOW will work with GREENFOREST for the appropriate resolution to the problem.
 - c) **Yard Maintenance Request Forms:** Residents or POINT OF CONTACT shall document service deficiencies and/or additional service requests for GREENFOREST on a form called the Yard Maintenance Request Form. The POINT OF CONTACT shall determine with the on-site supervisor whether issues are truly deficiencies or are requests for additional services.
 - i) Deficiencies shall be followed up by the POINT OF CONTACT and the on-site supervisor until resolved. The status of deficiencies is reported to the BOD during its monthly meetings.
 - ii) Additional services shall be the responsibility of the resident to approve and pay for at their own expense The POINT OF CONTACT using their own discretion may advise any resident seeking additional services to seek other available resources for additional services.
 - d) **Walk Through Inspections:** Walk through inspections to observe all landscape conditions shall be conducted on a regularly scheduled basis with at least the on-site supervisor and the POINT OF CONTACT or their designate. Conditions requiring corrective action shall be identified in a status report signed by GREENFOREST supervisor and the POINT OF CONTACT or their designate.
 - e) **GREENFOREST Customer Satisfaction Survey:** FOX HOLLOW may choose from time to time to perform a formal survey of its residents to determine the level of satisfaction about lawn care services. Results of any such survey shall be shared with GREENFOREST.
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SECTION V: SUMMARY OF RESIDENT RESPONSIBILITIES PERTAINING TO LANDSCAPE CARE

- 1.) Residents assure that their irrigation system is turned on with a working rain gauge and sensor system integrated into it.
- 2.) Residents set irrigation system to water landscape starting at 3:00 AM on designated days defined by Citrus County. This will allow maximum benefit to watering the yard – reduced fungal growth, no evaporation, less stress on turf, and lawns will be dry enough (assuming no rain) to be mowed the next morning
- 3.) Application of chemical weed killers may not prevent all weeds from appearing in yards. Residents may need to employ manual weed pulling techniques to control weeds especially during the rainy season. Weed pulling is not a provided service in the landscape contract.
- 4.) The contract provides for a limited number of acorn and leaf collection cycles in a given year. If climate conditions are right, an over-abundance of acorns and leaves may occur in any given year. It is the responsibility of the resident to manage the collection of such when contract limits have been met. The POC shall make residents aware when such a situation arises.
- 5.) Residents are not to deposit any yard debris in the street storm drains or into any DRAs.
- 6.) Residents must securely bag, contain, or bundle with ties any yard debris they collect and place such debris near the curb of the residence on Wednesday for pickup by GREENFOREST. Debris shall not be left loose on the curbside. Plastic flower pots or seed starter containers shall not be included with the debris. The only plastic allowed are trash bags containing yard debris.
- 7.) Damage to any non-organic items placed in the yard by the resident is the sole responsibility of the resident, which includes and is not limited to edging, decorative objects, bird feeders and baths, planters and plant stands, etc. Residents should make sure that the location of any decorative items will not interfere with the ability of the landscape care crew to perform the contracted services.
- 8.) After a major storm, residents who are willing and able may by their own choice collect storm debris and deposit it near curbside. In the past our able bodied residents worked and made this a united effort. By doing so our village was always one of the first in Meadowcrest to be cleaned up after a major storm.

END OF DOCUMENT

VERSION CONTROL INFORMATION

| Version Date | Description of Modifications |
|---------------------|--|
| 7/8/2019 | Initial release of guidelines |
| 7/20/2019 | Minor changes to section III 8.) b) regarding pickup of yard debris left at curbside by residents. Revision specifies that debris is to be placed on curbside before 9 AM on Wednesdays. |