



**PROCESS FOR HOMEOWNER LANDSCAPING REQUESTS** *Revised 2023-7-5*  
**ADOPTED SEPTEMBER 2021, REVISION ADOPTED 9/28/2022**  
**Revision Adopted 7/5/2023**

**I. REQUEST IS RECEIVED AND EVALUATED**

- a. Requests must be in writing in one of the following formats:
  - i. Hand or mail delivery of Service Request Form
  - ii. Email directly to staff member
  - iii. Form submission at [www.NepentheHOA.com](http://www.NepentheHOA.com)
  - iv. All requests will be recorded in an open request file.
- b. There are three basic categories of landscape requests:
  - i. Irrigation concerns, i.e., overwatering, underwatering, sprinkler geysers. In all of these cases, staff will place a work order with the landscape company. The Irrigation Technician will determine the priority of work based upon the description of the problem.  
Staff will communicate this to the requesting homeowner either in person at the time the request is made or by email.
  - ii. Requests for regular, routine maintenance, such as the trimming shrubs or detail cleaning under the shrubs or fall leaf cleanup.  
Staff member will communicate the schedule to the resident to help manage expectations.
  - iii. Requests for services *outside* of Nepenthe's standard contractual practices, i.e., clearing out redwood duff or allowing shrubs to grow to an excessive height, for more intensive intervention such as new landscaping or the installation of bark or cobble.  
Staff member will forward to manager who, within 2 weeks, will evaluate the request and discuss with the Board Liaison to determine a course of action and response.

**II. CONDITIONS ARE INSPECTED AND A PLAN FORMULATED**

- a. The following criteria will be used to determine whether to requests falling under 1.b.iii above or move forward:
  - i. Conditions reported are accurately described and landscape intervention would correct the condition.
  - ii. There are no other landscape plans pending for the area
  - iii. Potential for harm to community-maintained property

- b. If there is risk of harm to community-maintained property, the manager will inform the Chair and Liaison of Grounds, asking for their assessment. If there is agreement that the situation needs immediate attention, the manager will place a work order for a proposal for correction.
  - i. Proposal will be discussed with the Board Liaison and the Grounds Committee Chair. Or, in the absence of an assigned Liaison or Grounds Committee Chair, the Board President or Vice-President will be consulted. With concurrence from two of the above positions, the proposal will be presented directly to the Board for authorization.
  - ii. Once the Board approves the work, management will authorize the landscaper to commence.
- c. Non-urgent requests will be forwarded to the Grounds chair for inclusion in upcoming zone walks.
  - i. The homeowner will be advised of the action taken and provided an approximate schedule for the next applicable zone walk.
- d. Manager will communicate with requesting homeowner to let them know the status of their request, whether denied or moving forward.

### III. WORK IS COMPLETED

- a. The open request will be closed.

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