



PROCESS FOR HOMEOWNER LANDSCAPING REQUESTS

REVISED ~~12/11/2020~~ 9/7/2022

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

b. There are four 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 practices, i.e. clearing out redwood duff or allowing shrubs to grow to an excessive height.**

Staff member will forward to manager who will evaluate the request and discuss with the Board Liaison to determine if a variance from the standard is warranted.

1. If a variance is deemed to be beneficial, an addendum to the landscape contract will be prepared for Board approval. Liaison will be expected to involve or advise Grounds Committee.
2. If a variance is deemed to be not warranted, the manager will send this communication to the requesting homeowner:

- a. "Your request for _____ (non-standard item) has been reviewed. It is Nepenthe's practice to _____ (standard care). Please understand that uniform landscape care is necessary to maximize our assessment dollars. If you disagree with this decision, you are welcome to write a letter to the Board of Directors. You may drop it off here at the clubhouse and staff will ensure that it is delivered to the directors."

- iv. **Requests for more intensive intervention such as new landscaping or the installation of bark or cobble.**

Staff will send the following communication to the homeowner:

“Thank you for your recent request. The manager will evaluate the area in question within the next week. A member of the management staff will follow up with you after the area has been evaluated.”

II. CONDITIONS ARE INSPECTED AND A PLAN FORMULATED

- a. Within a week of the request, the manager will inspect any areas for which intervention requests falling under item 1.b.iv above have been submitted in the previous week.
- b. The following criteria will be used to determine whether to deny the request 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.
- c. Based upon the above criteria, manager will place a work order for a replacement shrub or, if more intervention is required, the work order will describe the current problem and request that the landscaper provide a proposal.
- d. Proposal will first 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 any two of the above positions, management may authorize the proposed work.
- e. Manager will communicate with requesting homeowner to let them know the status of their request, whether denied or moving forward.
- f. At next Board meeting, the directors will review the proposal and vote to approve or deny the proposal considering the cost against any budgeted future projects and the balance remaining in the reserve allocation.

III. WORK IS COMPLETED

- a. Once Board approves the work, management will place a work order authorizing the landscaper to commence.
- b. When work is reported complete, manager will ensure that work is installed as proposed and process invoice for payment.
- c. Manager will communicate the completion to the requesting homeowner.