

DATE: October 15, 2018

TO: Wendy Draina  
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FROM: Donna Burbidge

SUBJ: **MINUTES FROM THE 9/20/18 WISTERIA PARK EAST SIDE LANDSCAPE COMMITTEE MEETING**

The Wisteria Park East Side Landscape Committee had its first meeting on September 20<sup>th</sup>. The meeting began with a discussion of the current situation with some dissatisfied residents. Below are some of the reasons people are dissatisfied:

- Expectations – some people think the service we offer is supposed to be equivalent to a master gardener, when in reality they are paying for and getting basic service.
- Homeowners don't know what services are covered and which are not (e.g. Areca pruning is excluded, trimming of hardwoods)
- Neal planted some plants which are now overgrown and need to be taken out or which are not appropriate for certain areas (e.g. philodendron next to a driveway or sidewalk, Areca palms next to pool cages)
- Some homeowners are contacting Matt directly and not going thru Nicole (Nicole does follow-up to ensure problems are resolved)
- It is not clear what are the pruning guidelines (e.g. upset when come home and find out hibiscus are now hardcut)
- Many people don't know or understand the plants they have

The group felt that improved communications with homeowners could help homeowners better understand what to expect and to better understand their plants. We talked about the current method of trying to manage complaints and follow-up. We are not sure if the communication loop is always completed (e.g. does Nicole get notified of all the complaints, does the homeowner get notified when the work is completed, or do we know if they are satisfied). The group decided that "Maintenance Assisted" was a better descriptor of services than "Maintenance Included".

The group reviewed the current cost (\$119.78 a month) of service along with all of the services that are performed. A number of services are not even offered as part of basic service with many landscape providers such as monthly irrigation checks and repairs, emergency irrigation repairs, replacement of irrigation timer boxes, mulch, and pruning of tall >15' palm trees. These services purchased on an individual basis would probably cost two to three times more.

The team then reviewed the "proposed" Wisteria Park East Side Landscape Management Committee document which covers the Committee Purpose, Reasons for the Committee, Structure, Roles and Responsibilities and made upgrades. The revised version will be presented to the HOA board for review.

The team reviewed the revised draft of "Landscape Contractor Request for Proposal (RFP) which showed Mike and Kemp's upgrades. The Task section was found to be a little repetitive on some tasks and requires some reorganizing. A proposed revision will be presented to the HOA board for review.

The team reviewed the West Bay contract proposal for 2019 – 2020. We noted the significant increase in price for the common area (15%) and the revised price for Maintenance Assisted areas (+5%). In addition, irrigation repairs outside of the monthly inspection will now be \$48 per hour with a one hour minimum, regardless of how simple the repair. Mulch pricing has increased from \$4.25 to \$4.50. Cost of tall palm trimming is now \$22 a tree for the common area (continues to be \$18 a tree for the Maintenance Assisted homes).

The team suggested that West Bay plus two to three additional landscape vendors should be interviewed for the 2019 contract. Ray King and Donna Burbidge will be doing the interviews, unless the HOA board wants to change.

The last task the team discussed was the Opt-Out issue. We understand that we have submitted the issue to get a second legal opinion. In addition, it was felt we needed to understand from landscapers what the impact of opting out could have on the cost to other residents. Hence, we are requesting the HOA board wait until after the legal review, and landscaper interviews before deciding what should be done about Opt-Out. We believe some of the dissatisfied homeowners would change their mind about opting out if they had a better understanding that we are offering them "basic" service at a very good price.