



Key questions related to the landscaping of Woodland Pointe

1. Some homes in the development have beautiful lawns. Why can't the landscaper do the same for mine?

Ans. In general the lawns that look beautiful have been in for several years. However, in almost all cases where there is a “beautiful” lawn, the homeowner has personally taken extra steps to get it to look that way. For example, doing extra applications of fertilizer and weed control; over seeding in the fall and early spring; watering when needed, especially in the early stages of development. In general, over time, the lawn care service provided by your HOA will give you a good lawn. However, you, the homeowner must do your part.

2. What should they do when a very small amount of grass is left on their patio or sidewalk by the landscaper?

Ans. Sweep it off. With the wind blowing, a little grass can easily blow back on your sidewalk or patio. We are not contracting for total perfection, if we were, your fees would be a lot higher. Again, as a homeowner, you need to take some responsibility for how things look. If everyone did just a little bit, picked up a piece of paper, or trash blown in by the wind, swept their driveway every once in a while, etc., our community would look better.

3. What happens when the landscaper leaves a tire mark on their grass?

Ans. Most of the time, this will not cause a permanent problem and the grass will recover just fine. The landscapers are very aware of lawn marks when turning but due to wet grounds and the weight of the lawnmower, lawns marks will be left in certain areas. Fortunately, the lawnmowers are equipped with turf tires which provide maximum traction with minimal turf disturbance. Thus, lawn marks are going to happen and unfortunately, it is something we have to live with.

4. What happens when the trimmer accidentally scalps their edge?

Ans. On average, a lawn trimmer runs around 10 pounds and trying to hold that tool at 3 & 1/2” for a long period of time is going to result in some miscues and like the tire marks, it is an unwanted result that can occur.

5. What happens when some grass is blown into their flowerbeds?

Ans. Any small amount of grass will rapidly decompose and will act as compost for your flowerbed. We must realize that nature provides us with wind and breezes and that some grass may blow where you may not want it. The landscape crew attempts



to clear grass off such areas with their power blowers. We must be reasonable in our expectations.

6. What happens when the landscaper doesn't show up on the scheduled day because of weather?

Ans. Our landscaper is scheduled to cut our development on a set schedule, weather permitting. In the event of inclement weather, wet ground or extreme heat conditions resulting in little growth, the lawns will be cut the very next opportunity when our landscaper feels damage will not occur to the lawns. Based on their expertise, they make the final decision as to when the lawn is cut.

7. What happens when the homeowner doesn't water their lawns?

Ans. If a homeowner does not water his/her lawn when needed, especially in its early stages, they are negligent in their responsibility as a member of Woodland Pointe and their lawn will not develop as it should. They will need to take additional steps to get their lawn to develop. It is not up to the Home Owners Association, you and I, to pay for putting in their lawn. If they neglect their lawn and property over a period of time, the HOA has the legal power to take steps to insure that they do not continue to neglect their responsibilities.

8. What happens when the homeowner has a special favor to ask of the landscaper services?

Ans. If a homeowner wants something extra, they need to do it themselves or pay to have it done.

The landscapers are hired by the HOA, all of us, to provide uniform services to all of us. They are not to provide special services to any homeowner. If a homeowner asks for special services, they are asking all of us to pay for something extra for them that we do not get. This is not fair and not permitted.

If a homeowner wishes to hire our landscaper to do additional work, they should contact our Property Manager for procedures to follow. If they pay the landscaper to do extra work, that work should not be done in conjunction with our regularly scheduled services because this takes away from time they should be providing equally to all of our properties.

9. The landscaper put a very thin amount of mulch on their garden bed. Can they get more put on?

Ans. Our contract calls for approximately two (2) inches of mulch be applied only to your front bed and around the original trees planted by the developer. (Any other beds are not included in our contract with the landscaper.) If you feel that you did not get that amount on the covered area, contact the Property Manager and express your concern.



10. What happens when the grass is either too high or too low after the landscaper has left?

Ans. Our contract with the landscaping company calls for specific levels at which the grass is to be cut throughout the community depending on growth rate, moisture, heat, etc. at different parts of the growing season. The purpose is to provide for a uniform look for the community as a whole. We are not providing a menu from which each of us can choose. We are not permitted to have the mowers adjust mowing height up or down for our personal lawn and should not ask them to do so.

11. If the homeowner has a problem with the landscaper, who should they contact?

Ans. You will need to put your concerns into writing in an email directed to our Property Manager, Mike O'Brien at mobrienwphoa@gmail.com .

12. When will my landscaper trim my bushes?

Ans. Bushes are trimmed in the Spring and the Fall. They will only be trimming bushes in the front beds and common areas.

13. Can the homeowner dictate to the landscaper how they want the bushes trimmed?

Ans. The landscapers are hired by the HOA, the Community as a whole. They are directed to do their work by the contract that they have with the HOA. Under no circumstances may a single home owner dictate to the landscapers to provide services that are not available to all. If there is a special request, it must be emailed to our Property Manager, Mike O'Brien at mobrienwphoa@gmail.com . If a homeowner wishes to trim his/her own bushes this is permitted as long as it does not detract from the community as a whole.

14. Will my landscaper take care of my back garden?

Ans. No! The contract with the landscapers is only for care of the front bed and trees.

In all cases, any additional "beds" must be approved as to design and content by the HOA Board of Directors prior to their construction. All care for these "beds" is up to the homeowner and does not come under the community contract with our landscaper.

=

15. Is there a way to pay my landscaper for extra work that I need done?

Ans. Yes there is. You should email our Property Manager, Mike O'Brien at mobrienwphoa@gmail.com for details as to how to do this. You should realize that



this work is over and above the regularly scheduled work for our community and must not in any way take away from the regularly contracted time for all properties. Also, if you wish to have our landscaper, or any other contractor add or make changes to your property, you must have these changes approved by your HOA Board, prior to the start of the work.

16. Who is responsible for the garden in front of the house?

Ans. The landscapers are responsible for the trimming of original shrubs and bushes and for mulching of the front beds. The homeowner is responsible for the care and watering, etc. of these items. The homeowner is also responsible for the care of all flowers or decorative items that they have added beyond the original shrubs or bushes in the front and all other beds.

17. What happens when the landscaper accidentally cuts down the flowers in the garden?

Ans. If the landscaper accidentally cuts down your flowers you may report that to the HOA Property Manager. However, any flowers that you plant must not interfere with the normal mowing of your lawn. In other words, they may not hang over onto the lawn which is to be mowed. The homeowner must use good planning and judgement when planting.

18. Bushes are dying in front of my house, who is going to replace them?

Ans. You as a homeowner are responsible for the watering and general care of these bushes. If you have been doing your part in taking care of these bushes, you may contact the Property Manager and he will look into the situation. If warranted, the HOA will replace these bushes with new bushes of the same variety. Please note, this only applies to the bushes originally planted by the developer. The homeowner is responsible for the care and replacement of any shrubs or bushes that were not original ones planted by the developer. Please remember, you must submit a request for approval of any bushes or shrubs you wish to plant.

19. Can I put a sprinkler system in my front lawn?

Ans. Yes, you may do so. You must submit a request for approval of such a system, through the Property Manager, to the HOA Board of Directors. This request must state specifically and in detail what you are requesting to be approved; who will install the system; what materials will be used and a detailed drawing showing the location of the water lines in relation to your house and your property lines.



20. When is the next scheduled fertilizer application?

Upon learning of the dates for the application of fertilizer from our landscaper, the Property Manager will send out an email to all homeowners passing on the information.

21. Will the lawns suffer if additional fertilizer is applied by the homeowner?

Ans. The application of additional fertilizer will not harm your lawns if it is done correctly. In fact, most of the lawns in our community that are considered “beautiful”, are lawns where the homeowner supplements with watering when needed and with extra fertilizer and weed control. If you decide to do this, it is recommended that you seek advice from a knowledgeable greenhouse expert or do research on line.

22. What is the date that the lawn service ends?

November 30, 2018

23. If I don't want my landscaper to service my home, will I get a credit on my monthly dues?

Ans. No. When you built or purchased a home in a community with a Homeowners Association, by law, you automatically agreed to the Declarations, Rules, and Regulations of that association. There is no choice for picking from a menu of the services cooperatively provided and only paying for those that you prefer. You are required to pay the same fee as all other members of the HOA.

You may decide to not accept the services of our landscape company but this will not lower your monthly fees. However, you will be required to maintain your lawn in an acceptable conditions, at least equal to those provided for all other residents in our community.

24. Can I add/subtract flowers/ bushes to my front garden?

Ans. You may add flowers to your front flower bed and are responsible for their selection and care. Any flowers that you add should not interfere with the ability of the landscapers to mow your lawn. The addition of larger items such as shrubs and bushes require you to submit a written request for approval through our Property Manager. The request must include specific details as to what you are proposing, who will be doing the work, the materials you wish to use, and a detailed drawing showing the location of your house and the location of your changes or additions. Your request must make it clear exactly what you are proposing and must be approved by the WPHOA Board of Directors prior to the work starting.



25. Can I put up a landscape wall/border to my front garden?

Ans. Yes you can. However, you must receive approval from the WPHOA Board of Directors to do so. This is done by submitting a written request for approval through our Property Manager. The request must include specific details as to what you are proposing, who will be doing the work, the materials you wish to use, and a detailed drawing showing the location of your house and the location of your changes or additions. Your request must make it clear exactly what you are proposing and must be approved by the WPHOA Board of Directors prior to work starting.