

BRIGHTVIEW RESIDENTIAL SERVICE STANDARDS

The below information is an abbreviated version of the service standards established within BrightView's scope of work to give residents an understanding of the work that will be evaluated and reported on monthly. Management will inspect the community to verify against the Quality Site Assessments (QSAs) received to prepare a monthly report card for the Board of Directors.

SERVICE OVERVIEW

- Contractor will perform Services in a manner that maintains optimum appearance and minimizes the long-term cost to SCCL.
- Contractor will provide Services in a manner that maintains the appearance, cleanliness, condition and preservation of all locations and all appertaining surfaces, plants, irrigation systems and landscaping materials.
- Contractor will ensure all work orders issued by SCCL will have a response within 1-3 business days. Work orders (WO) will be closed out as soon as possible depending on the type of WO. Upon completion of the Service, Contractor will notify SCCL using the WO system.

PODS – SINGLE FAMILY DETACHED HOMES:

The Pod homes landscape maintenance is an agreed upon scope of work around the homes which is inclusive of front beds only. The maintenance strips around the sides of the homes will be maintained for weeds only. Any added plant material by the homeowner is their responsibility. No services will be performed on any foundation beds in the rear of the homes as well as any homeowner added beds in the rear of homes. All plants installed by the homeowners around the sides and backs of homes will be excluded from this contract. If homeowners have chosen to change their bed cover from Pine Needles to Mulch, it is the homeowner's responsibility to also install a defined edge to keep the mulch inside the beds. If this edging is not installed the Contractor will not be responsible/liable for any damages from mulch hitting the siding/windows.

THE VILLAS AND CARRIAGE HOMES:

The Villas and Carriage Homes are designed to be an all-inclusive greenspace experience for the homeowners. Irrigation management is included in these areas of service based on the scope of service outlined with the Contractor.

ROUTINE SERVICES

MOWING:

- Contractor will perform mowing services at a frequency so that the maximum grass heights are maintained as requested by SCCL Designated Representative. For Bermuda turf the goal is normally 2". However, maximum height of lawn should not exceed 3" at time of mowing.
- Turf areas will be mowed on a 7-10-day basis, during the growing season to maintain the appropriate length for Bermuda grass, weather permitting. Contractor understands and agrees that during periods of reduced mowing, no other aspect of the normal maintenance service should be neglected or reduced.
- Grass clippings and debris are to be swept or mechanically blown from walkways, curbs, driveways, concrete pads, planting beds, tree rings, and buildings after each mowing or edging operation.

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EDGING:

- Edging of all sidewalks, curbs, and other paved areas shall be performed each time mowing occurs during the growing season.

STRING TRIMMING:

- All plant bed edges, tree rings and adjacent fixed structures shall be string trimmed each mowing visit.

TREE AND SHRUB BED MAINTENANCE

BED WEED CONTROL:

- Groundcover, plant beds, and tree wells shall be kept free of weeds at all times. Weekly inspections of all areas maintained beds shall be made by Contractor.
- Accepted weed removal methods will include hand pulling as well as Pre and Post Emergent Weed control in order to maintain a neat appearance.
- Adequate amounts of mulch shall remain in all shrub beds, groundcover beds and tree rings to naturally suppress weed growth.
- All bed areas shall have pre-emergent herbicide applied twice per year to suppress bed weeds. The Contractor may choose to do this more often.

SHRUB AND TREE RING MAINTENANCE:

Soft edging of tree wells and landscape plant bed lines shall be completed at least once annually to straighten and correct shapes and contours of the lines and to allow proper management of mulch and straw. Weekly edging with string trimmer are to keep bed lines crisp and attractive. Contractor is responsible for maintaining the integrity of bed-lines and tree well forms.

SHRUB PRUNING:

- Pruning of Shrubs will be completed by hand pruners as well as by mechanical sheers as per the specific plant type and desired shape for the area. Generally, plants are pruned two-three times per year to maintain natural shape. All Flowering shrubs will be pruned after their blooming cycles are complete. Hedges will be pruned to keep the desired shape and size up to 2-3 times throughout the growing season. Certain plants such as grasses, and perennials will be cut back in the winter to allow for the proper flush of new growth.
- Hard pruning "Rejuvenation" will only be performed in the winter months to allow the least amount of stress for the plant. This pruning is done on a cycle with no more than 25% of the property being performed each year.
- All plants shall be pruned to allow landscape lighting to shine unencumbered upon their target spot(s). Any discrepancy between landscape plants and landscape lighting shall error toward the lighting.
- Daylilies and other flowering perennials will be pruned back in the winter.
- Plant material too large for its space will be aggressively pruned to keep material away from vehicular and or pedestrian traffic.

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TURF MAINTENANCE

TURF WEED CONTROL:

- Weeds are inclusive of Broadleaf, grassy, and sedge weeds.
- The goal is to have 95% weed free turf all year along the Common Open Space (COS) and a minimum of 90% weed free in the PODS. 90% weed free would represent less than 500 sq ft of total weeds in a given 5000 sq ft area.
- Turf weeds are dependent on many factors outside of the control of the Contractor in the PODS sections such as over or under watering and personal homeowner maintenance choices.
- Turf weeds will be monitored on a weekly basis. Additional applications will be provided at no additional charge to control weeds at the appropriate levels.

TURF AERATION:

- All aeration is to be completed between May 15th and June 30th annually and will be dependent upon weather conditions, soil temperature and rainfall. Annually the COS will have a complete Aeration performed while the POD areas will have 50% each year.
- Operation will be completed with a core aerator with 3/8- 5/8" diameter cores. All aeration devices should be able to penetrate the soil at least 1 1/2".
- Topdressing/over seeding of turf is not included in this contract and if request, shall be an extra billable item.

LEAF REMOVAL

During the autumn months and into early winter, planting beds, turf areas and natural areas are to be kept free of leaf debris. Contractor is responsible for blowing and collecting leaves and removing all debris from the site.

Contractor will remove all fallen leaves from the turf areas throughout the autumn and early winter months. When abundant leaves are present, Contractor shall remove the leaves from the lawn and bed areas and dispose of offsite. Leaf removal efforts shall begin at a minimum in the first week of November and continue into the second week of January. During the Fall and Winter months, the Contractor will provide a weekly update on leaf removal production.

During leaf removal operations, leaves will be piled along street curbs but will never be left anywhere that will impede the flow of traffic or homeowner parking. All leaf piles will be removed the same day. If due to unforeseen circumstances, piles are not able to be removed the same day, communication to SCCL is required.

WINTER SERVICES

During the winter season, the Contractor is to systemically detail every area of the Property. Detailing is to include removal of all weeds, mowing as needed, daily and weekly litter removal, soft edging of beds, mulch or pine needle application, pruning and shaping of all plant material, with the exception of spring blooming varieties, hard or rejuvenation pruning, leaf pick-up, pruning and shaping of trees, fertilization of trees, removal of staking material, hard edging, turf weed control, sweeping of curb lines, and any detailed cleaning related to the landscape that SCCL deems necessary.

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MISC CONSIDERATIONS

- Nature and Weather play a very important factor in Landscape Management. The Community understands that there may be delays in service due to excessive rain or other natural events. In the event of a delay the Contractor and Association Representative will discuss and agree on how to get back on schedule over an acceptable period.
- This Landscape Management contract is a production contract focusing on a combination of quality, and efficiency to provide overall satisfaction throughout the community, at an acceptable price. Upon agreement between the Association and Contractor adjustments can be made to adjust the scope of work. Any such changes will need to be agreed upon and an addendum to the contract made.
- There will be a sole point of contact designated by the Association for the Contractor.

EVALUATION AND REMEDIATION

CONTRACTOR REVIEWS

- Inspection of the Services will be conducted by SCCL Designated Representative to ensure compliance with this Statement of Work. Contractor is expected to make every effort to prudently correct any defects found through inspection.
- Upon SCCL request, Contractor will be available to meet with the Designated Representative to walk any location to discuss conditions, schedules, and items of concern regarding the requirements of this Statement of Work. Any such meeting will not result in any additional cost to SCCL.
- Contractor also agrees to meet with SCCL for the purpose of presenting performance evaluations and reports SCCL will determine format, substance and place, frequency, and type of reports. Any such meeting will not result in any additional cost.
- Contractor will accept unscheduled inspections of the locations by SCCL representative.
- Contractor will take whatever measures are required to remedy a situation or condition to the satisfaction of SCCL, if the standards are at any time considered unacceptable by SCCL.

REPORTING

- Contractor will provide reports upon request to SCCL, in a format that is acceptable to SCCL, during contract performance
- During the Performance Period, Contractor and SCCL may periodically meet, either via conference call or in person, to discuss the progress of the Services. Following any request by either party, a meeting will be held as promptly as is convenient for both parties. Contractor will also deliver such written report to SCCL with respect to the status, progress, and issues toward completion of the Services as may be required by SCCL.
- Contractor will prepare and maintain records for Services provided and chemicals applied to the property. Contractor will retain such records for period of 36 months from the date of performance of the Service.