**Board Town Hall Meeting Minutes**

**Landscape Presentations**

**June 17, 2022**

**1:00pm**

**7180 Winding Cypress Drive Naples, FL 34114 - Event Room**

**Join Zoom Meeting**

[https://zoom.us/j/96457178718?pwd=eW91SkxCRmJqSTlvdVdMUjUrcWZZQT09](https://nam11.safelinks.protection.outlook.com/?url=https%25253A%25252F%25252Fzoom.us%25252Fj%25252F96457178718%25253Fpwd%25253DeW91SkxCRmJqSTlvdVdMUjUrcWZZQT09&data=05%25257C01%25257Cwcmanager%252540swpropmgt.com%25257Cbf9bca6adf634fcfb38608da4b165915%25257Cf6bb2bc93a0d47b2914b3e6f06370d15%25257C1%25257C0%25257C637904856627348731%25257CUnknown%25257CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%25253D%25257C3000%25257C%25257C%25257C&sdata=p%25252BznkckHJtss49gX0PcWLORGAYFwhQmGqdY7%25252FQ7Bhq4%25253D&reserved=0)

**Meeting ID: 964 5717 8718**

**Passcode: 438436**

**!.** Call to order: President Powell called the meeting to order at 1:01pm

2. Those attending: Mr. Powell-present, Mr. Bell-present, Dr. Boriss-present, Dr. Schopp-present, Mrs. Ballard-absent (Quorum present) Mr.Fowler (SW Property); Mr. Diaz (Property Manager), Roy Hyman (Sw Property) 42 individuals in person and 29 on Zoom.

3. Meeting Protocol and Introductions: Mr. Powell explained that we will have 3 presentations. Sunny Grove sent us a 90 day notice unless we give them a 30% increase. As this percentage is higher than our threshold, by statute, we must ask for RFP’s. At the end of each presentation, Dr. Boriss will ask questions based on the survey responses from residents. Any questions not asked will be given to presenters for response by Monday (see appendix A)

Dr. Schopp explained how this town hall meeting will be different than a regular board of directors meeting.

**4. Presentation #1** - **Brightview** - team of four, shared a video and slide show presentation:

 Video: showed various properties they oversee and an overview of their services using their drone technology.

 Services: Drone, Design, Irrigation, Tree Care (no subcontracting), Emergency Response, Quality Control (on-site manager), HOA Connect (on-line resident service portal), Service Plan (Account Manager, Production Manager, Specific specialized crews), There will be a specific WC management team and will divide this property into 4 different areas.

Q**uestions** - How are problems identified and addressed? Droning technology and account managers. Bush/shrubs trimming - how do you approach this management? Our approach is different depending upon the type of plant. Weed control - how will this be addressed? Pre-emergent is utilized and hand weeding. How do you manage waste and debris? The goal is to create less waste as possible - all mulching blades. Downspout diversions are a potential problem here - are you able to work in this area? Yes, we have a team that works directly in this area. How do you handle damage to resident property (downspouts, irrigation “heads”, etc.) This is handled through our on-site manager as well as specific feedback from residents. Homeowners’ special requests - how do you handle this? Do not trim list, etc. Pest and ant management - is a problem in WC. - how do handle this? We stay on top of things so it doesn’t get out of control. Our teams are trained to spot problems and fix them. How do you handle the discrepancy from the number of homes now versus when this is finished. As the property is not finished, you will need to work with Sunny Grove until the property has been totally turned over.

What services does your arborist provide. Our staff arborist is on-hand to help with any problems you have. Are you willing to include an allocation for annuals within the present contract? (Yes)

**5. Presentation #2 - Mainscape** Team of Three - shared a brief overview - in 17th states - a family owned company. Mostly in-house work irrigation and agronomy - they do subcontract mulch and big palm tree trimming. Mainscape is looking for a long-term partnerships. They have a startup plan that will partner with board, property manager, and committees. Staff will be onsite and work together - two full time techs on site at all time. Plants are nutrient deficient - we have the fertilizer that will be utilized that will followed a specific process. Customer service portal where all will be able to see what’s going on along with any property damages.

**Questions** - Proactivity - how are problems identified and address? Quality assurance process. There is an accountability process that is transparent to all stakeholders. How do you monitor and address irrigation problems? Irrigation and agronomy are the hub of what we do and inspections will be included in the status update. Pre-mergence not included in this package. How will the weeding process work? Staff consistency. Bush/shrubs trimming - staffing consistency and growth regulators. Mainscape does a lot of training of staff. Complaints of management of waste and debris - how do you work with this? There will be a full time manager on site and team managers. How do you deal with damage at homes (gutters, sprinklers, etc.)? They will do an overview at the beginning. How do you work with homeowners who have special requests? They will communicate schedules with owners so they can know what’s coming up and there will be a team meeting to remind workers of special requests. Pests and ants - how do you deal with this? Integrated pest team who come through the community weekly. WC is not fully built - so how do you handle the turnover? Negotiate the contract with WC - turnover of new homes - as each home is finished, it will be incorporated into the contract. Do you have an arborist? Subcontract for arborist. Palm trees up to 14ft are included as well as mulch - above 14ft is subcontracted. Annuals - contract includes 4 change outs.

**6. Presentation #3 - Juniper** Team of four - office is 3 miles from WC. We believe in full responsibility and accountability. Powerpoint presentation: Drone capability - full service organization (irrigation, mulch, etc.) - well trained employees for their job responsibility. Within the first 60 days we will be looking at all your irrigation needs and create an irrigation map using drone technology. Communication - we provide mapping, schedules, and what you need to understand who’s doing what. There will be a resident portal that will work from phones or computer. Juniper will have a dedicated service representative (email or phone) to work with individual homeowners. Allows for real time updating - from beginning to end as well as updates and announcements.

**Questions:** How are problem areas identified and address? Full time account managers who will work and report issues and offer a weekly report. How do you monitor and address irrigation issues? Team is trained to deal with problems as they see them (see something/say something). Base work is the drone mapping (twice a year) and communication. Weed control - pre-emergence is included. Set schedule for treatments and hand weeding. Pruning of bushes and shrubs - how do you monitor the pruning this? Town-hall meetings with residents and newsletters. We selectively prune based upon the needs of particular plants while maintaining a groomed community. Damage to downspouts, lighting, etc - how do you handle this? Teams will learn the community - accidents do happen. So we train our teams to take care of things. If there’s an accident, we take care of it. How do you respond to individual homeowners needs? Reflectors used and there should be a standard height of bushes and shrubs. Fire ants and pest management - what’s your program? All teams are equipped to handle these situations. Fertilizers are blended with pesticides. Integrated pest management - scout, identify and treat. There will be a pest control tech on site. How do you transition from builder and homeowner controlled? Techs and managers will walk through the community (Sunny Grove will be invited) to make sure all is as it should be. Juniper will sign off that all is should be. Arborist - what do we received from this service? Our arborist is local so he is able to consult. We can change from 12 to 14 feet. Allocation for annuals - it is included in plan. How do you address/prevent “bed creep?” Can be water induced and we use soft edgers.

Communication and quality are important in our start up procedures as well as continuing throughout the contract period - mapping is an integral part of this.

All mowers have mulching blades.

7. Closing

8. Adjournment Mr. Bell moved to adjourn, Dr. Schopp second - Adjournment at 3:41pm.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Dr. James Schopp - Board Secretary

**Appendix A**  Questions based on resident survey