

To: Willow Lake Homeowners  
RE: Landscaping Contract  
From: WL Board  
Date: July 24, 2023

Over time the board has been asked a number of questions regarding our landscape contractor Yellowstone's responsibilities under the contract. This communication is to clarify those questions.

**Yellowstone is not responsible for the following:**

- Weeding, mulching, pine straw in flower beds and trimming bushes\*
- Cleaning debris in yards not caused by mowing\*
- Tree removal, trimming or removal of debris from yards\*
- Fertilization of the back yard\*\*
- Insect control\*\*
- Bare spots in yards or problem grass growing areas\*\*

\* Homeowner responsibility

\*\* Homeowner may call Yellowstone to obtain these services at their own expense at 706-951-1789.

**Yellowstone is responsible for the following:**

- Cut the entire lawn (lawn cutting heights will vary depending on the season and all lawns will be cut at the same height)
- Edging
- String Trimming areas not accessible by mowers
- Clean up as required – blowing sidewalks and driveways
- 5 applications of lawn fertilizer annually to the front and side yards of each home
- Annually spread pine straw in common areas
- Damage done to property while mowing will be repaired at Yellowstone's expense.

WL is a difficult client for any landscape contractor to service given 86 homes with different grass types, various contours and many lawn obstacles. This combined with a challenging labor market has created some minor issues with service consistency. To our knowledge the handful of complaints have been addressed by management in a timely manner. In fact, the senior manager of Yellowstone Augusta was here on site for several hours on 7/12 to observe and train.

As a closing reminder, on Wednesdays, please do not water, turn your sprinklers off, and be sure that your lawn is clear of debris and accessible for the lawn care team.

If you experience a problem, please call Joe Casella or any board member. We will do our best to resolve your issue.