

Landscape Services Overview

December, 2024

It has come to our attention that a number of you are concerned about seeing some struggling trees and shrubs. Most of what you are seeing is a function of wind and saltwater damage from Hurricanes Helene and Milton. It is a real thing and can be seen throughout Lee and Collier County. It takes a full growth cycle for the damaged leaves and fronds to drop and new ones to grow in. A good sign the palms are healthy is when you see nice new green fronds sprouting at the center of the crown.

For any common area plants that have died, we do have a plant replacement budget. In 2024, this budget was \$75,000, and for 2025 we have increased it to \$100,000. Plant replacement is typically done going into rainy season.

In addition to increasing the plant replacement budget, we have added:

- A fourth round of turf fertilization for commons and homes
- A drench fertilization for all pygmy dates for commons and homes
- A 3rd fertilization for common areas palms

During June, July, and August of 2024, Collier County had +/- 41" of rainfall compared to +/- 12" for the same period last year, more than 3 times as much. The impact of this is discussed in many sections below.

The purpose of this document is to provide a summary of the core Landscape Services provided by our Landscape Company (currently BrightView, previously Crawford). This is to help homeowners understand what routine services are provided as part of our Association fees and provide broad guidance as to each homeowner's responsibility for the care of their property.

Please note that the scope of work has been the same for both BrightView and Crawford.

In General:

- The Association is responsible only for general maintenance of each homeowner's plant material and turf. It is not responsible for plant or turf replacement.
- It is important that any early signs of stress be reported to the Landscape Vendor so they can remediate if possible.
- Some plants thrive in Naples Reserve, and some do not. And like any living thing, plants will not last forever.
- For any material installed and maintained by BrightView, please discuss their warranty with them directly.

Mowing and turf edging:

- Vendor will mow weekly, with the exception of dry season - the exact schedule to be agreed upon by the HOA and vendor.
- Edging around hard surfaces (driveways, sidewalks, etc.) will be weekly.
- Edging around shrub beds and tree wells will be done every other week.
- Grass clippings will be blown off the driveways and sidewalks, with every effort made to keep them out of the shrub beds, and lakes.
- Fenced-in yards should be mowed weekly if the gate is unlocked and wide enough for the mowers, and if there are no pets, excessive pet waste, children, or excessive furniture in the yard.

Shrub Pruning:

- Pruning is to be done 10x a year (roughly every 5-5.5 weeks).
- Not all shrubs are trimmed each cycle, as each plant's needs are different and the vendor will make efforts not to prune when select shrubs are in bloom.
- Most shrubs are mechanically pruned, while others are hand pruned (such as Pygmy Dates, Clusia and Sea Grape). The teams that work the mechanical pruners do not perform the hand pruning. Two different teams on different schedules.
- Vendor will only maintain hedges up to 8' in height - homeowners wishing to have their hedges maintained at a height greater than 8' will need to make arrangements with BrightView and expect an additional fee.
- BrightView cannot customize the pruning schedule or prune heights for individual homes. They are to do their best to keep shrubs pruned to promote the health of the plant.
- The shrubs (and weeds) grow like crazy during wet season, and at times it can be hard to keep up.

Fertilization:

- Turf, shrubs, and small ornamental trees (includes pygmy dates - but not palms) are fertilized 3x a year. Note, some plants (like ixora) require more frequent fertilization, and homeowners will need to make those arrangements themselves.
- In 2025 Turf will now be fertilized 4 times a year.
- Common area palms are fertilized 3x a year.
- Homeowner's palms are not covered under our scope of services (nor where they previously). We encourage homeowners to fertilize their own, or make arrangements with BrightView

Pest and Disease management:

- Turf, shrubs and small ornamental trees will be treated for pest and disease control 3x a year.
- Despite this schedule, pests and diseases can manifest themselves between treatments.

- It is the homeowner's responsibility to keep an eye on their plant material and submit a work ticket for any concerns they have.
- BrightView will assess the concern and provide spot treatments at no additional cost to the homeowner.
- Note - in July we wrote to you about a known problem with the turf - a condition known as Hydrophobic Soil. This is a fungal condition caused by the excessive rains. The turf is being treated and will clear up over time.

Weeding:

- BrightView is to weed all shrub beds 2x a month; our previous arrangement was 1x a month with Crawford.
- This is an area Crawford and BrightView have struggled to keep up with, and we are working with them to deliver what is defined in our Scope of Services. It is particularly challenging during rainy season when weeds grow the fastest.
- Beginning in Jan 2024, we resumed the use of Round-Up as our herbicide of choice. Once applied, Round-Up must dry first, in order for it to be effective. With the amount of rain we have had, this has been a real challenge, making our weeding problems more pronounced.

Irrigation:

- The irrigation system is set to run 3x a week, and only at a level within the Association's irrigation allowance as permitted by the South Florida Water Management District.
- The Association can face costly penalties for exceeding our allowance, including financial penalties and further water restrictions.
- During the rainy season the Association and Vendor may reduce the water schedule should natural rainfall meet our needs.
- During dry season, it may be necessary for homeowners to hand water or run sprinklers from their outdoor spigots, which is a county water source.
- Under no circumstances should a homeowner activate or tamper with the association provided irrigation system. This is a violation of our DCCRs.
- BrightView will perform monthly wet checks to ensure the irrigation system is functioning as designed.
- Irrigation problems can arise in between monthly wet checks. Do not wait for the vendor to detect an issue. Should you have a concern, please submit a service request and the vendor will respond within 1-3 days.
- For true irrigation emergencies, please call the emergency number below.

Drainage:

- As noted earlier, we are enjoying greater than average rainfall this year, we are up 125% compared to average. In contrast, we were 70% of the average in 2023.

- All of this extra rain has left the ground saturated, and the lakes at very high levels. Do not be alarmed to see water standing in the swales for 1-3 days after it rains. This is normal under the circumstances.

Palm Tree and Hardwood Care:

- The pruning (removal of dead fronds only up to 12') of palm trees is done occasionally throughout the year.
- Hardwoods are trimmed only to elevate the canopies above 10 feet along driveways and roadways and 7 feet along walkways. This service is typically performed annually.
- Annual pruning of all non-shedding palms and hardwoods throughout the common areas is included in our Landscape Contract, *but not homeowner's trees*. Also including in the contract is coconut removal 2x a year (common areas only).
- Common area palm trees also receive a deep fertilization and pesticide treatment 2x a year, with an additional "drench" being added in 2025

Important Contacts

- To submit a BrightView Service Request please first register with Brightview at <https://connect-register.brightview.com/?propertyGuid=0015A00002BgLYIQAN>. Once registered, go to <https://connect.brightview.com> to submit your request.
- To report a true after hours irrigation emergency only call 239-370-8070
- To raise a concern about BrightView's performance, please email KW at naplesreserveadmin@kwpmc.com