**Business Process for Arbor Work on Owner’s Property – 30 Jan 2024**

This business process is used to gather and communicate information regarding arbor work on owners property and to track status

**Process steps**

1. Once a year in December, ask our landscape maintenance supervisor to walk the neighborhood and list recommended arbor work on Owner's property using a copy of the “Arbor Work on Owner's Property” form found on the Indian Well HOA website – Contractor webpage. The supervisor is responsible for making any changes to the tree column, checking the box if he/she believes trimming is needed, and providing the pricing for trimming on the form. Pricing should assume that much of this can grouped together and done in just a few trips to the neighborhood.
2. Once receiving the form from the landscape supervisor, the property manager is to walk the neighborhood to confirm work suggested by landscape maintenance supervisor and to see if anything was missed.
3. Our property manager is responsible for filling out the “HOA required trimming” and “HOA recommend trimming” columns on the form. Our property manager is to provide the form for approval at the completion of the his/her walkthrough for Board for approval to proceed with contacting Owners.
4. Board to approve proceeding with contacting Owners.
5. Have our property manager contacts Owners with work required or recommended, price quoted and deadline for action by the Owner.
   1. The Owner has the option to do themselves, have HOA landscape contractor do the work or contract someone else, but work needs to be done by deadline.
6. The property manager will update “Owner contacted” and “Owners Decision” columns on the form, send updates to Board, and provide updated form in Broad mtgs until work is completed.
7. If work is not completed by the deadline, the Board will approve the work to be done and the Owner will be accessed the cost.