



Landscape Maintenance Services Frequently Asked Questions

Old Still is a community designed to respect the visual character of its site and strives to minimize its environmental impact while maximizing water and energy conservation principles, all to the extent feasible. To preserve and enhance these principles, landscape service criteria were established to maintain certain standards by which the community may grow, develop and become a symbol of pride for all residents.

The Homeowner's Association "HOA" provides landscape maintenance services for all homes and greenspaces within Old Still. All subsequent references to the provider of our landscape maintenance services will be referred to as "Landscaper".

Landscaper Information

1. Why do we have lawncare as an amenity in this neighborhood?
 - a. Utilizing a single provider for weekly maintenance ensures a consistent, manicured appearance throughout the community which helps protect resident home values.
 - b. The HOA Landscaper is thoroughly vetted, properly insured and service quality is monitored by the HOA.
 - c. Homeowners avoid the hassle and stress of lawn maintenance.
 - d. If 124 homeowners employed different landscaping companies, the amount of truck/equipment/crew traffic would increase significantly and the HOA cost to maintain just the common areas would go up (package pricing benefits).
2. Who is the current Landscaper?
 - a. Brightview (www.brightview.com)
3. How do I submit a landscape or irrigation work order?
 - a. Go to <https://www.oldstillhoa.com/landscape-or-irrigation-issue/>, log in, click "Service Request", choose the category type, and then proceed to complete the form. If completed correctly, you should receive an email confirmation of your request. You should also receive a response within 2 – 3 business days unless it is an emergency.
 - b. For emergencies, once you have completed the request with Brightview, please send an email or call the management company.
4. When can I expect to see the Landscaper in the community?
 - a. Scheduled services will take place Tuesday – Thursday. However, due to holidays, special requests, and/or weather, the Landscaper may need to be onsite Mondays or Fridays, too.
 - b. Frequency of services throughout the year varies between the growing season (normally March – October, weekly service, weather permitting) and the non-



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growing season (normally November – February, up to bi-weekly service, weather permitting).

5. What does 'weather permitting' mean?
 - a. It is not safe to operate equipment in the rain. Every effort will be made to provide services each week, but active or anticipated storms can create disruptions.
 - b. At times, even after the weather clears, the ground can remain saturated. Running lawn equipment over saturated ground can leave ruts and damage the turf.
6. What Landscape services are included in my HOA provided services?

Service	Landscaper Responsibility	Homeowner responsibility
Mowing	Mowing of turf as scheduled <ul style="list-style-type: none"> Weekly during growing season, weather permitting As needed outside of growing season 	All moveable items should be removed from the turf by Monday evening. This includes items such as hoses, toys, potted plants, and pet waste.
String Trimming	String trimming around the lot will take place on the same days as mowing. Landscaper will also maintain a small strip of dead grass (chemical application) along the fence line. This protects the fence from damage due to string trimming against the metal.	Requests to opt-out of chemical applications along the fence line must be submitted to the Landscaper portal. All damage to fencing as a result of string trimming on the fence is the responsibility of the homeowner.
Weeding of Beds	Weeding of beds is scheduled monthly during growing season, weather permitting. Large weeds/grasses, or weeds/grasses within shrubs and plants will be pulled by hand. Smaller weeds will be sprayed.	Requests to opt-out of spraying beds must be submitted to the Landscaper portal. If a homeowner opts-out of spraying, weeds/intrusive grasses will only be pulled once they reach a certain height.
Edging and Blowing of Hardscape	Hardscape edging and blowing is scheduled weekly for driveways, walkways to the house, street curbing, and sidewalks during the growing season.	
Edging of Beds	Landscape bed edging is scheduled every other week during the growing season.	



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Pruning of Shrubs and Small Trees	Shrubs and small trees (8 feet or less) will be pruned/trimmed monthly during the growing season. Growth inhibitors will be applied. Privacy bushes will be maintained at a height of no greater than 5 feet 6 inches.	Trees taller than 8 feet located on the homeowner's lot are the sole responsibility of the homeowner.
Fertilizer, Herbicide, & Pesticide	Fertilizer, herbicide and pesticide treatments of the turf are applied every other month during the growing season. Insect control on your lot includes chinch bugs, ants and mole crickets; turf damaging species.	Requests to opt-out of fertilization services must be submitted to the Landscaper portal.
Dead Plants/Shrubs/Trees	If a plant/shrub/tree is determined to be dead by the lawn care provider, AND it was an originally installed plant/bush/tree by the developer within the last 12 months, AND the monthly irrigation checks confirm the homeowner has not modified or turned off their irrigation system, AND the homeowner has upgraded their system when requested due to maturing plants/shrubs, then the HOA will replace the plant/shrub/tree at no cost to the homeowner. Note: <i>The replacement plant/shrub/tree will not be a full-sized replacement, and sometimes a different plant/shrub/tree may be substituted for the original plant/shrub/tree.</i>	If the house is more than 12 months old, or if the homeowner installed their own plants, shrubs, trees, etc., the homeowner is responsible for the cost of replacement.



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Retaining Wall	The HOA pays for an annual “cut back” to keep the preserve from encroaching on a homeowner’s lot. Spraying of the wall itself will occur monthly	If additional services are needed, homeowners can submit a request to the Landscaper portal.
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7. Am I permitted to provide additional landscape services to my lot?
- Yes. The landscape maintenance package is considered a base package. If you prefer to do additional landscaping to your lot such as add mulch, weed your beds, fertilize your lawn, trim your shrubs, deadhead your roses, etc., you may do so at your own cost.
 - You may also request add-on services of the Landscaper via their portal. All add-on services (plants, stones, additional landscaping) will be provided at a reduced, group rate, but will be the sole financial responsibility of the homeowner. All lot enhancements must be submitted to the Association for ARC review/approval. See question 29 for details regarding ARC requests.
8. Do I get a refund or credit on my Association account if I do not want one or more of the landscape services?
- No. The landscape maintenance services are provided to each lot by the Association and are part of the Governing Documents for the community.
9. Can I request my grass be trimmed to a non-standard height?
- No. Landscaper will maintain turf at the height recommended by [IFAS](#). Please note, cutting turf lower than the recommended heights causes the turf to be less drought tolerant and more susceptible to insect damage.
10. Does the HOA replace dead grass on a homeowner’s property?
- No. Per Old Still CC&Rs, the HOA is not responsible to replace dead grass. Article VIII, Section 8.17, (b) (iii) 3. Homeowners may hire the Landscaper to replace dead sod at the homeowner’s expense.
 - If the HOA and Landscaper determine that the Landscaper was responsible for the dead grass due to mower damage or negligence, then the Landscaper will replace the dead grass.
11. What type of grass do I have in my yard?
- Floritam St. Augustine.
12. What type of grass is on the pond banks?
- Bahia. Bahia grass is very effective as an erosion-controlling stabilizer on sloped areas and requires less water, thus keeping our common area irrigation cost lower.
13. When does the HOA mulch my lot?
- The Old Still HOA budget calls for the mulching of all lots and common areas once a year. This will generally be done during the 3rd quarter but will depend on the financial status of the community from year to year.



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14. Will the association replace my mulch, plants, or sod if the rain from my roof or down spout washes out the mulch or plants or drowns my sod?
 - a. No. If rain from your roof is washing out the beds or mulch around your home or it is saturating your turf to the point where it can no longer sustain itself, the Homeowner shall be responsible for the cost of installing gutters on their home and/or extending their downspouts away from their landscape beds via drains and pop up emitters.
15. Does the HOA trim trees on my lot?
 - a. All trees larger than 8 feet are the responsibility of the homeowner and homeowners are required to provide standard tree maintenance. Any pruning of the large, legacy trees shall be done in a limited manner without extensive cutting of the tree limbs in order to maintain the property's tree canopy. Any pruning must be approved in advance by the ARC.
 - b. Small trees (8 feet or less) will be trimmed as defined in Landscaper services.
 - c. Any large tree or shrub that has a trunk that exceeds 6 inches in diameter one foot above the ground shall not be cut down, destroyed, or removed from a lot without approval.
16. Does the HOA provide Palm tree maintenance?
 - a. Palm trees located in the beds around the houses will be maintained as defined in Landscaper services.
 - b. Palm trees located on the perimeter of the community along the white vinyl fences, or the palm trees located in the common areas, will be maintained annually.
17. Does the HOA provide Bamboo maintenance?
 - a. The bamboo bed will be maintained/sprayed as defined in Landscaper services.
 - b. The bamboo will not be maintained, other than to cut-back stalks that are encroaching on the home.
18. I have weeds growing on my driveway and/or on my unscreened patio/lanai. Is this something that is covered under the association's maintenance program?
 - a. Yes. Weeds in these areas will be sprayed as needed.
 - b. Outside of spraying for weeds, general maintenance of driveways, patios, and/or lanais is the responsibility of the homeowner.
 - c. Many homeowners find that hiring a service (suggestions available, see Old Still website or contact Evergreen Management for a link to a list) that power-washes and seals your driveway will keep weeds down without use of chemical sprays and gets rid of mold/mildew, to be repeated periodically.

Turf Treatment and Insect Control

19. What materials on my lot are fertilized by the Landscaper and how often is it done?
 - a. Grass: Fertilized and treated for insects up to 6 times annually.
 - b. Shrubs: Fertilized up to two times annually.
 - c. Palms: Fertilized up to two times annually.
20. What type of turf treatment program does the community utilize?
 - a. Liquid and granular fertilization of sod and shrubs and pesticides and herbicide



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treatment of chinch bugs, mole crickets, funguses, and invasive weed species. Please note, crabgrass is not included as there is not a product available to eliminate it.

- b. If a homeowner has a crabgrass infestation, or other invasive species such as torpedo or Bermuda, it is recommended the area be treated with a non-selective herbicide and re-sodded (at the homeowner's expense).
21. Does the HOA spray for mosquitos on my property?
- a. No. The HOA does not spray for Mosquitos anywhere on the property.
22. Can I contract with someone directly to spray for mosquitos on my property?
- a. Yes. Homeowners are free to contact a mosquito control company.
23. Does the HOA provide pest control on my lot?
- a. No. The HOA does not handle pest control on your lot or inside your home. This includes, but is not limited to, snakes, mice, rats, roaches, palmetto bugs, termites, frogs, etc.
 - b. Fire ants are covered under landscape services. Requests for treatment must be submitted to the Landscaper portal by the homeowner.

Irrigation

24. Who maintains my irrigation controller?
- a. Per section 8.17 of the Declaration of Covenants & Conditions for Old Still, the Association and its service provider are responsible for maintaining the overall appearance and condition of the lawns throughout the entire community. To ensure the proper care for turf, plants and trees, professional landscapers are responsible for managing the irrigation controllers. This includes determining the days of the week that your system will run and the amount of time each zone will run.
 - b. The HOA has the authority, via the service provider/Landscaper, to adjust your irrigation as it sees fit based on the time of year and weather conditions.
 - c. Irrigation control boxes are intentionally left unlocked so that homeowners who choose to monitor rain conditions can turn their systems on/off accordingly to save water. Any errors committed by the homeowner that cause the turf/plants to suffer or die will be replaced at the homeowner's expense.



25. What Landscape services regarding irrigation are included in my HOA provided services?

Landscaper Responsibility	Homeowner Responsibility
<p>Inspect irrigation system monthly, which includes the following:</p> <ul style="list-style-type: none">• Check system for proper operation and coverage.• Program system per SJCWD watering ordinances (www.coj.net/fertilizer).• Replace broken heads resulting from lawn maintenance as needed.	<p>Manage and maintain the system, including, but not limited to</p> <ul style="list-style-type: none">• System upgrades as landscape matures to properly cover the lawn and beds• Equipment repairs; all structural components of the system (valves, controller, backflow device, rain gauge and batteries) including heads that no longer function due to age, faulty parts, etc.• System adjustments needed after any landscape improvements are completed (as approved by the ARC)

26. What days of the week does my irrigation system run?

- a. System is programmed to align to the SJCWD watering ordinances for the City of Jacksonville, www.coj.net/fertilizer. There is a supplemental water cycle available on all irrigation controllers for use during periods of low rainfall.

27. Does my irrigation system have a rain sensor?

- a. Yes. Your irrigation system is equipped with a wireless irrigation sensor (white cylinder) attached to your roof above the irrigation controller. The sensor only turns off your irrigation clock after the cylinder has caught enough rain to saturate the spongy material inside. That is the equivalent of 1 inch of water. When that spongy material dries out, the irrigation clock will automatically reactivate.
- b. Please note that even though it may rain heavily for a short period of time each day during Florida's rainy season, the cylinder may not become saturated enough to turn your clock off or the high temperatures may dry out that spongy material much quicker than anticipated. Therefore, it is possible, and necessary, for your irrigation system to run at times during the rainy season.

28. How can I reduce the cost of my water bill each month?

- a. Old Still's only irrigation option is to use potable water from the City of Jacksonville for its irrigation. This means that you are being taxed for sewage on each gallon of water that your home uses for irrigation. An option for homeowners is to contact JEA and request installation of a second water meter to separate and measure the water used for irrigation. The website is:
https://www.jea.com/Engineering_and_Construction/Water_and_Wastewater_Development/Self-Service_Center/Applications/.



Landscape Improvements

29. Do I need to get ARC (Architectural Review Committee) approval to modify my current landscape design or swap out healthy plants, trees, or shrubs?
- Yes. ARC approval is required to make any landscape change to your current landscape design. Landscape modifications that are approved may be added to the weekly landscape maintenance program, however in certain circumstances the ARC may approve your modification but require that the Homeowner maintain that modification (i.e. fruit trees). If ARC approval is not requested and received prior to making the changes, the Homeowner will be responsible for maintaining the new landscape areas or items at their own cost. Failure to maintain them to the community standards will be considered a violation of the Governing Documents. Once notified of this violation, Homeowner will be given 14 days to correct the issue or be subject to further action by the HOA.
30. Can I install rocks or other materials to enhance my landscape?
- Yes, but only with prior ARC (Architectural Review Committee) approval. If the homeowner receives permission to install rocks or other hard ground cover, a retaining border must also be installed to keep those materials from spreading into the turf. Please note, this is to prevent string trimmers and mowers picking those rocks up and creating projectiles that could lead to injury or home damage.