

## October 2017 Palermo Newsletter

The Palermo Board of Directors wishes to provide its owners with a brief update of material activities occurring within our Association that were discussed at the recent Board meeting.

**Board Meeting:** On October 3, 2017 a Board meeting was held.

**Palermo Web Site:** We are pleased to announce that our new web site is now up and running. The link to the web site is: [www.mypalermohoa.com/](http://www.mypalermohoa.com/) You will see the Association's financial information, Board minutes, Board meeting schedule, newsletters, and other pertinent information posted here. Further, click on **Contact SMG** to report an issue. Using this work order form is the most efficient way to get service.

**Palermo Financial Status:** At the Board meeting an unaudited balance sheet and income statement of Palermo through August 31, 2017 was distributed and discussed by Mark Faford, Treasurer and Secretary. Mark indicated that, as of the balance sheet date, the Association had \$76,892 of cash on hand, for the most part due to the timing of quarterly collections and the fact that some of the expenses payable, such as mulching and insurance, are due and payable in the latter part of the calendar year. Mark reported that collections from all homeowners have been fully paid, except for one homeowner for whom the July 1 payment has now been received. From an expense perspective, Mark reported that, at present, expenses incurred have been substantially less than those budgeted, due to timing, and also due to the fact that the new landscaper is costing the Association less than the prior vendor, and the new management firm, which commenced services in August is also costing the Association less than the prior firm. Expectations are that additional savings will be realized due to anticipated lower mulching costs than that budgeted as discussed at the August Board meeting. Offsetting some of these savings were authorized expenditures for cleaning the drip line filters and installation of sprinkler head donuts, as well as the anticipated expenditure related to landscaping repairs (see **Landscaping**, below). The Palermo financial statements as of August 31, 2017 can be found on the Palermo Web Site. (See **Palermo Website**, below).

**Insurance:** The Association's insurance policies require renewal as of October 10, 2017. Sunstate engaged Roberts Insurance to review the coverage and to obtain bids for the replacement insurance. Blake A. Roberts attended the October 3<sup>rd</sup> Board meeting to review the recommended insurance and answer questions about coverage. The recommended coverage for the annual coverage period, at a cost of approximately \$150 less than that currently being paid, was approved by the Board.

**Landscaping:** ArtisTree Landscape commenced services to the community effective March 1. The Landscape Committee and Board have been actively involved, along with Sunstate, in monitoring ArtisTree's work and providing feedback on areas needing improvement. We have seen improvement in edging practices and clean-up after moving and pruning. That said, the neighborhood continues to have issues with fungus damage to lawns, as well as other issues with some lawns that look subpar. Additional investigation and options are being reviewed to ensure that we fully understand the extent and cause of the problems and that the Association's remediation dollars, which could be costly, are carefully evaluated before being spent. A six-month performance review is expected to be held shortly with ArtisTree. Please reply to the e-blast sent to all homeowners on October 5<sup>th</sup>, with any specific comments that you have on ArtisTree's landscaping services.

As explained at the last Board meeting, Coco Brown mulch will be installed this year. The vendor expects the installation to take place on October 26<sup>th</sup>. Please see the attached information sheet - **Mulch Installation** - to know what to expect during the installation.

Note, for any homes recently purchased from the developer, Lennar, please be aware that after expiration of the developer warranty period (90 days on shrubs, one year on trees), homeowners are responsible for replacement of all dead shrubs and trees. If you have any dead shrubs it is suggested that you arrange for replacement so that our neighborhood continues to look well cared for. Further, there is a 90-day warranty on sod, so it is important that you report any sod issues to Lennar, so that Lennar can remedy the sod issues as well.

Please realize that in the course of fulfilling our responsibilities and to address any homeowner issues, members of the Board and the Landscaping Committee, Sunstate personnel, and ArtisTree personnel may be briefly walking around the exterior of your property.

**Damaged Pavers:** On May 12, 2016, Tri-County's landscaping equipment damaged some homes' driveway and walkway pavers with dripping oil. Tri-County placed a claim with their insurer based on an inspection they performed in connection with Castle Group. Tri-County's insurer has reviewed the claim and offered a sum to compensate for replacement of the damaged bricks. The Association has polled all homeowners regarding whether they feel there is damage of bricks and whether or not replacement is desired. At this point the claim has been settled by the Association. Attached hereto is a list of homeowners who have responded that they believe they have damaged bricks AND want their damaged bricks replaced, knowing that the new bricks will most likely not match their existing ones, due to fading over time and a different production batch. The Association will be working directly with these homeowners in the coming months on next steps. If you feel you have responded and your address is not included on the attached list, please email Mark Faford (see below).

The next Board meeting is scheduled for Monday, November 6 at 1 p.m. Please note that this is a change in time from the originally published time. Watch for information about the Annual Membership Meeting in your mail and email.

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**The Palermo Board of Directors**  
Nancy Spokowski -- Phil Occhino -- Mark Faford

**Board:**

Nancy Spokowski ([philnans@verizon.net](mailto:philnans@verizon.net))

Phil Occhino ([pocchino@gmail.com](mailto:pocchino@gmail.com))

Mark Faford ([faf99@aol.com](mailto:faf99@aol.com))

**Landscape Committee:**

Harry Wildman ([hwildman@comcast.net](mailto:hwildman@comcast.net))

Richard Stufft ([mdmsp08@gmail.com](mailto:mdmsp08@gmail.com))

Tami Gray ([tami\\_timperio@mindspring.com](mailto:tami_timperio@mindspring.com))

**Sunstate Association Management Group:**

Brian Rivenbark ([brian@sunstatemanagment.com](mailto:brian@sunstatemanagment.com)) (941-870-4920)

Jo-Ann Finnell ([joann@sunstatemanagement.com](mailto:joann@sunstatemanagement.com)) (941-870-4920)

**NOTE:** Lennar Customer Care has altered their process for reporting warranty problems and the previously used contact address has been disabled. The present system requires going to [www.lennar.com](http://www.lennar.com) and following the links for Contact Us and then Customer Care & Warranty, and then following the instructions therein.

# Mulch Installation

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## ***“What to Expect”***

1. Our Installation procedures occur in phases (Delivery, Spreading, clean-up) so please allow ample time for the process to complete
2. Pallets, bags of mulch and equipment may all be present on the grounds, and will be maintained in a clean manner
3. Our uniformed crew will always be polite and gracious around your home, but will need to get close to windows, doors and pool screens
4. Please take care to remove any delicate garden items, such as statuary, that you deem fragile enough to break
5. We're looking forward to *Covering Ground Together!*

## Palermo Paver Replacement due to Oil Spill of May 12, 2016

Homeowners who have responded they wish to have their damaged pavers replaced are:

- 124 Sevilla Place
- 319 Padova Way
- 322 Padova Way
- 335 Padova Way
- 387 Padova Way
- 397 Padova way
- 451 Padova way
- 476 Padova Way
- 494 Padova Way

Note: if the above list erroneously omitted any homeowners, please send an email to Mark Faford at [faf99@aol.com](mailto:faf99@aol.com) with your name, address and number of bricks you wish to have replaced.

## PALERMO LANDSCAPING PROTOCOL

Starting March 1, 2017, the Palermo Board contracted with ArtisTree to handle those yard maintenance activities that are provided by the association. In light of the fact we have added several new homeowners in the past few months as well as a new management company, Sunstate, which has taken on its role effective August 1, it appears to be an appropriate time to review landscaping services, homeowner vs. Association roles, and how to make a landscaping maintenance request.

### Landscaping Services

ArtisTree provides landscaping maintenance services subject to their contract with the association and the Palermo Declaration. Services provided by ArtisTree are performed on a schedule that varies as to frequency on a seasonal basis, as shown below. Mowing, edging, pruning, etc. are done by varying crew members, so each service is not necessarily performed on the same day as each other service, and not all services are done each and every week. Further, while weed control and pruning, for example, is periodically done, homeowners will likely need to intermittently tend to their own planting beds and hardscapes to keep them well maintained.

	TIMES PER MONTH											
	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Mowing and Hard Edging	2	2	3	4	4	5	5	4	4	3	2	2
Bed Edging	1	1	2	2	2	2	2	2	2	2	1	1
Weed Control Turf	1										1	
Weed Control Beds and Hard Surfaces (1)	1	1	1	1	1	1	1	1	1	1	1	1
Prune Shrubs and Palms of less than 15' (2)	1	1	1	1	1	1	1	1	1	1	1	1
Fertilize Turf			1		1				1	1	1	1
Fertilize Shrubs			1				1				1	
Fertilize Palms			1								1	
Fertilize Trees			1				1				1	
Insecticide Turf			1		1		1		1			
Mulching									1			
Wet Check (3)	1	1	1	1	1	1	1	1	1	1	1	1
Insecticide Shrubs and Pre-Emergence Beds	AS NEEDED											

- (1) Weeds between bed plantings are controlled with Round Up and/or pulled. Smaller weeds growing in the midst of plantings, requiring hand pulling, are not removed and are a homeowner responsibility.
- (2) Fronts and sides of homes are pruned first and then backs of houses are done subsequently, likely on the following day(s)
- (3) Irrigation system settings and functionality checked monthly with approximately one fourth of the homes done each week

### **If you have a request or concern about your yard maintenance please follow this process:**

The most effective way to report a landscaping issue is to place a work order through the Palermo web site. The link to the web site is: [www.mypalermohoa.com/](http://www.mypalermohoa.com/) You will see the Association's financial information, Board meeting minutes, newsletters, and other pertinent information posted here. Further, click on **Contact SMG** to report an issue that needs to be addressed. Alternatively, you may call or email Brian Rivenbark or Jo-Ann Finnell.

Note: Please do not report problems directly to the landscaping personnel or manager without also initiating a formal request through the above system, as the landscaper works for the Association and the only way for the manager to follow up and supervise the landscaper is to know about each problem reported or request made.

**If you elect NOT to have certain services performed by ArtisTree (you may opt out of pruning services and/or Round-Up application by reporting your desires to Sunstate), here are guidelines to be followed:**

1. All bushes facing the street must be trimmed to the lower sill height level of the windows.
2. All bushes must be trimmed at least 8 inches away from the exterior house walls. This protects the neighborhood from vermin, snakes, and other creatures.
3. All palm trees are to have fronds trimmed that are touching the house and/or fronds that are dead.
4. Weeds in beds and hardscapes must be eliminated.

**Irrigation**

Irrigation timing is determined by the VG&RC. See [www.venetianpoa.com/](http://www.venetianpoa.com/) ArtisTree performs a wet check of the functionality of the irrigation system at each home monthly (one quarter of the homes per week). In between these times it is the homeowner's responsibility to keep an eye on whether it appears there is an irrigation problem by reporting dead grass patches, dying bushes, etc. and irrigation operation that is not in accordance with the VG&RC allowed timing. The homeowner is fined by VG&RC for irrigation violations after a warning has been issued, so upon receipt of any violation letter, please inform Association management immediately so that they can contact ArtisTree and have them inspect the irrigation controller.

If an electricity outage occurs, please insure that the power to the irrigation timer is turned back on as soon as possible and that the irrigation timer is accurate by submitting a request, as above. If you do not reside at your home on a full-time basis, it is highly recommended that you have an on-site third party that is checking that your power is on at all times. The Association is not responsible for reporting power outages to you.

**Please be reminded that the following are the homeowner's responsibility:**

1. Dead plants: If the dead plant is within 90 days of the original closing date of the house purchase from the developer, please contact Lennar customer care (Lennar.com) to schedule removal and replacement under warranty. Otherwise removal by the homeowner is mandatory. The decision and need to replace dead plants by the homeowner should be based on the need to ensure a well-maintained appearance for your property.
2. Dead sod: If the dead sod was identified at time of the original closing date of the house purchase from the developer and/or within the 90-day warranty period, please contact Lennar customer care (Lennar.com) to schedule replacement under warranty. Otherwise please submit a request as above, so that the landscaper can assess a course of action.
3. Dead trees: If the dead tree is within one year of original closing date of the house purchase from the developer, please contact Lennar customer care (Lennar.com) to schedule removal and replacement under warranty. Otherwise, removal and replacement by the homeowner is mandatory, following the requirements and approval of the VG&RC Property Owners Association.
4. Any changes to your landscaping requires the approval of the VG&RC ACC in advance.
5. ArtisTree will remove tree stakes for homeowners, if desired, for \$10/tree invoiced to the homeowner (please submit a request as above). Similarly, restaking trees for which the stakes have come loose is a homeowner responsibility that ArtisTree can be hired to do for you at your cost.
6. Cleaning of your driveway and sidewalks is a homeowner responsibility.
7. If you prune or remove dead plantings, the VG & RC rules for disposal, as follows, apply. Trash containers and standard city recycling bins may be put out after sunset the day prior to pick-up and must be removed by sunset the day of pick-up. Heavy duty plastic bags are permitted only if put by the curb on the day of pick-up. Shrub and tree trimmings to be picked up by the weekly

trash collection service may be placed at the curbside the day prior to the date scheduled for pick-up.