

Palermo HOA at VGRC Communication Update

It has been a busy time for the HOA and Palermo Residents in the first months of 2019. We wish those who have returned or are returning to their summer residence away from Palermo a great summer.

While we hope **you will read the whole communication to the bitter end**, if you decide to just pick a few topics to review **please read numbers 1 and 4!**

Here is a recap and highlight of items you need to know:

1. A Must Read: ART Work Order System for Landscape goes Live May 1

Beginning May 1 if you have a repair or maintenance issue to report about your landscaping, please log your request into ArtisTree's system known at ART. This will allow us to review items in total by reports pulled and to better understand open items.

Simply follow the steps below:

- Visit ArtisTree's website at www.artistree.com
- Go to CONTACT US from the navigation bar and select **WORK ORDERS**.
- Click "Enter Work Order Request" and you will be directed to the Work Order System.
- Select your Community ID from the drop-down menu *only*. Any submissions other than PALE-333 will not be received.

PALERMO Community ID = PALE-333

- Enter your **complete information** and choose a selection from each drop-down menu.
- Enter a description of your request and hit "Submit."

Your ArtisTree account executive will receive your request, and you will receive a confirmation email and Request ID at the email address you entered. It's easy and efficient!

PLEASE NOTE: An email to Brian Rivenbark at Sunstate Management (brian@sunstatemanagement.com) should **only be sent** if the item requires a reply or further dialogue.

2. February 15 Block Party A Hit!

A Big THANK YOU to all the residents who turned out for our first ever "In Season" block party on Friday, February 15th. And an even BIGGER THANK YOU to Trish Dipierro and Kitty Stufft for organizing such a wonderful time. We had a plentiful assortment of food, drink and a wonderful time getting to know each other better.

We hope to repeat this every season and will do our best to add another block party in the fall.

3. RFP for Landscape Vendors Recap and Outcome

We are in our third year of a 5 year contract with ArtisTree Landscape Maintenance & Design. As is good practice, we bid the work out to multiple vendors to insure we are getting the best value and service for our hard working HOA dues. The vendors included in the Request for Proposal (RFP) were ArtisTree, Bloomings, Juniper, TruScapes and Performance Driven Landscape.

A detailed results spreadsheet with the coverage items and costs was reviewed at the April 4, 2019 board meeting.

We are pleased to report that ArtisTree will continue to be our landscaping vendor of record, providing comprehensive service including mulch which will be spread in the fall.

After this careful review, which also included several conversations with like sub-association presidents here at VG&RC, it is imperative that detailed monitoring and management of ArtisTree, or any vendor, must occur. Hence the implementation of the work order system in #1 above.

4. A Must Read: Landscape Maintenance Upcoming

A thorough walkthrough of all 78 home sites was performed on 4/18/19 with the Palmero board and ArtisTree team, including Gary Murray, Account Manager; Bill Walters, VP of Operations; Bob Hall, Irrigation Manager; Tim White, Pest Control and Fertilization Manager.

Many areas of turf stress were noted, primarily driven by winter drought conditions, the severe watering restrictions here at VG&RC, and further compounded by poor soil conditions (high PH) as well as irrigation system issues described below.

Because this area of VG&RC was one of the last to be developed by WCI/Lennar, and for several years was the dumping ground for many leftovers, the soil conditions are suboptimum in many ways. In addition, it has been noted that inferior irrigation heads as well as an overall smaller in diameter irrigation line were used during installation, no doubt to control costs.

In an attempt to address the irrigation deficiencies, we have authorized the replacement of irrigation heads in many of the larger home sites as well as many front yards. This will optimize water output during the 2 hour maximum each home site receives and if activated Block 2 which would increase to 4 hours of water each week per home site. Please note that Block 2 is rarely activated.

We have also authorized additional treatments of Sulphur and other nutrients to help the turf become stronger and more drought tolerant.

While St. Augustine grass mainly goes dormant due to lack of water and will return during rainy season, weakened turf allows pests and fungus that is undesirable.

These remedies should be complete by the end of June.

Once we have had a period of time to see how the turf is responding, we will assess for sod replacement as needed in the late summer/early fall timeframe, with the goal of any replacement happening during wetter times.

5. In closing.....

We learned in mid-February that the turnover of our neighborhood to the Venetian CDD is complete. This means they will maintain the monument at the top of Padova Way as well as the common areas and lakes. If you have any issues to report or have questions concerning these areas, please contact the CDD by emailing fieldmanager@vcdd.org

While many of us bought into the concept of “maintenance free” landscaping, this does not imply personal gardeners at our disposal. Our scope of work with ArtisTree is very comprehensive, but at times it may happen that we individually need to augment this scope of work to achieve more personal results as desired, i.e. hand weeding, more spot fertilization, or applying more water out of our taps.

Please use the ART work order system to log your issues as noted in item 1.

Please continue to provide any feedback to your HOA Manager, Brian Rivenbark (brian@sunstatemanagement.com) or your board members (Tami Gray, President, 457 Padova Way; Kitty Stufft, Vice President, 507 Padova Way and/or Mark Kreighbaum, Treasurer, 451 Padova Way).

We truly appreciate your support,

Tami Gray