

VILLAS OF TWIN EAGLES COMMUNITY ASSOCIATION LAWN/LANDSCAPING/SNOW REMOVAL/IRRIGATION/POND SERVICE INFORMATION FOR 2025 THE GREEN SHEET

The following information is provided by the Villas Association Board to familiarize the members of the Association (Villas/Preserves) with the contracted services for lawns and landscapes, irrigation systems, snow removal, and ponds in the community. Adjustments to services and schedules may be necessary from time to time based on weather and other variables.

REPORTING CHRONIC OR SERIOUS PROBLEMS

On occasion, our service providers will make mistakes therefore complete resident satisfaction is a tall order. Your assistance in handling minor issues that may arise from time to time is appreciated. You are welcome to discuss specific issues with the crew in a constructive way when they service your home if there is a problem. However, frequent expressions of concern over minor issues, very likely, will send the wrong message. The guideline here is simply to exercise good judgment. Chronic and serious concerns should be reported to our Management Company for follow-up. **Our primary contact for maintenance issues/concerns is Sandra Montes Musi. She can be reached at Above & Beyond Community Management (260) 490-2226.** Sandra is an experienced property manager and maintenance supervisor. It is anticipated that she will be able to effectively resolve most issues.

LAWN CARE

Landscape Maintenance is our provider for the lawn, landscaping, and snow removal services. Their contract extends through 2026. The phone number for Landscape Maintenance is (260) 615-7622 (Justin Harlow, owner) should residents wish to engage Landscape Maintenance for a particular service not provided for in our contract. As always there is a provision in our vendor contracts to cancel service if necessary.

The following information is intended to briefly outline the contracted services Landscape Maintenance will be providing along with a tentative timetable for lawn services. It is recognized that weather conditions will always affect when services can be delivered.

Spring Clean Up Per Unit

Edge landscape beds and trees

Cut down the ornamental grasses that remain

Apply pre-emergence to landscape beds and trees

Lay approximately 2 inches of brown single-grind dyed mulch

Fertilization

Based on input from residents and other sources, the Board has upgraded the fertilization program to not only keep the grass looking green but to help with nutrients in the soil. There are five applications planned with approximately six-week intervals between applications plus weed control. **Application dates are tentative as some adjustments in timing may be necessary due to weather conditions.** Plans are to review this structure during the year.

1. Early Spring - Fertilizer and Crabgrass Preventer
2. Broadleaf Weed Control + Iron
3. Fertilizer + Weed Control
4. Fertilizer with Bio-Humate
5. Late Fall Fertilization (Winterizer)

Special Turf Maintenance

The Association provides one application of Grub Control to the lawns. Late June/Early July.

Mowing Per Unit

Mow weekly. Schedule is Thursday & Friday unless weather or some unusual circumstance causes a change. The next mowing day would be Saturday with the final option to be on Monday.

Bag all lots front, back and around ponds.

Trim/edge around trees, landscape beds, and designated areas.

Edge sidewalks, driveways and curbside.

Blow clippings from driveways, curbside, sidewalks, and patios.

Weeding Mulched Areas

Weeding the mulched areas continues to be an issue that is difficult to solve as weeds can appear overnight. Based on considerable discussion and responses from the neighborhood survey the Board made the following adjustment in 2019. Landscape Maintenance will continue to apply a weed preventer in the spring while mulching the beds. The goal is to reduce the number of weeds that appear. Even with this extra preventer it is anticipated that the homeowners will be required to pull some weeds from time to time. Weeding is no longer part of the contract beyond the initial cleanup in the Spring. They do remove weeds and grass during the edging process before the mulch is laid but nothing beyond that. If homeowners need additional weeding, contact Landscape Maintenance or your own service provider at your own expense.

Pruning Shrubs/Bushes

While the trimming schedule is dictated in part by the weather, shrubs/bushes are generally trimmed during Spring Clean-Up. Tall decorative grasses like the ones at the entrance will

be cut in the Fall. Landscape Maintenance recommends that all decorative grasses be cut in the Fall due to the issue of the grass and seeds that break off and blow into the lawns during the winter.

Fall Clean Up Per Unit (November)

Remove leaves from landscape beds

Hostas and day lilies are cut down for the winter

Cut down the ornamental grasses that remain

Additional Services Available from Landscape Maintenance

(Homeowner Expense)

The lawn program outlined above is thought to be a comprehensive program for lawn care, however there may be homeowners who would like to do more than what the Association contract dictates such as aeration, over seeding, spraying of bushes and trees, removal of mulch etc. Homeowners who wish to contract Landscape Maintenance should call directly to schedule any of these services and to confirm costs. As always homeowners may choose to contract other vendors for these extra services.

SNOW REMOVAL

This is always a touchy subject, and it is difficult to provide 100% satisfaction to all residents over the winter months. Snow will normally be removed as soon as possible from driveways and the street when accumulation is at least two inches. Two inches is a guide and not a rule. At times, the decision can be easy; under some conditions "the call" can be very difficult to get right. As can be imagined, some judgement is necessary when the two inches is in January and ice forms on streets and driveways versus a two-inch snow in late March which will soon melt. The streets are cleared by Huntertown Utilities. The driveways and walks to the house are cleared by Landscape Maintenance. Public sidewalks will be cleared when possible, later. Extreme weather conditions may change this schedule. Please remember it will take some time to clear all streets, driveways, and sidewalks.

Communication will be maintained between the Community Management Services and Landscape Maintenance, our snow removal company.

COMMON GROUNDS

The completed common areas of the Twin Eagle Villa/Preserves will be treated in the same manner as the individual lots regarding mowing, fertilization, pruning, mulching, etc. These areas are the responsibility of the Twin Eagles Neighborhood Association not the Twin Eagles Villas/Preserves. If there are "common ground" concerns, please visit the website for Twin Eagles: www.twineaglesneighborhood.com.

If you need a pool key, contact Sue Beaver.

IRRIGATION AND IRRIGATION SYSTEM MAINTENANCE

The Villas are serviced by Pfister Irrigation, they are responsible for the general maintenance of the irrigation systems in Sections 1 & 2 of the Villas area.
(Run times are adjusted based on weather conditions)

The Preserves are serviced by Pfister Irrigation also. They are responsible for the general maintenance of the irrigation systems.

The Association contract pays for opening, repairs and overall checking of the systems in the spring as well as the draining and closing of the systems in the fall. Problems with the overall operation of the system such as irrigation lines, leaks, replacement of heads, or with the well and pump are assumed by the Association. Homeowners who have special irrigation installed on shrubs and flowers assume the cost of those repairs.

It is requested that irrigation system problems first be reported to Sandra Montes Musi (260) 490-2226. There may be some commonality between problems, and she may be able to more effectively handle the repair or adjustment.

Homeowners who elect to move irrigation heads or add heads to their residence will assume the cost in these situations. Contact numbers for Pfister (260) 672-8300.

POND MAINTENANCE

Pond Pro is responsible for maintaining the ponds. **Report pond concerns to Sandra Montes Musi (260) 490-2226.** The Twin Eagles Neighborhood Association (TENA) is responsible for the cost of maintaining ponds in the Villa/Preserves areas as well as the entire Twin Eagles Development.

SECURITY

Security is everyone's concern and everyone's issue. There are a few easy things that can be done to reduce the chance of an unfortunate experience. Keep your yard lamp post in good working order (this is homeowner responsibility), make sure your photo sensor is in good working order and please make sure all lamp post light bulbs are in working order. A few other ideas include keeping your garage doors closed whenever possible, using light timers inside your home when you are gone and depositing items to be mailed, in the mailbox in the morning before mail delivery/pick-up. If you will be gone, make arrangements for your newspaper deliveries, possible package deliveries, and mail.

Also, please keep this phone number handy:

Allen County Sheriff Department – Non-Emergency Phone Number: 260-449-7795.

Naturally, if you deem a situation to be an emergency, dial #911.