

**Final Report**  
Garden Park Village  
August 20, 2019 Town Hall Meeting Report  
Bill Marticorena  
9.12.19

**TOWN HALL MEETING**

On August 8, 2019 the HOA Board of Directors held a Town Hall meeting to get feedback from members on the landscaping services provided by BrightView. Donald Atkinson was the moderator, and about 75 people attended. He divided them into small discussion groups, then asked a member of each group to name one thing where there had been improvement, and one problem along with suggested solutions. We gathered ten areas where the members felt there had been noticeable improvement. There were 19 separate areas that were problematic, each with a solution suggested. Below is a consolidated summary of those 19 areas of need. (See minutes attached)

**RECOMMENDATIONS (In red)**

1. Utilize the Garden Park Village Community Bulletin on HOA Connect, for all community announcements and updates.
  - a. Brightview will conduct several workshops for HOA Connect on a regular published basis during the balance of 2019. Derek Martindale will develop the schedule, and deliver it to Ryan for publication.
  - b. Zone representatives will be trained on HOA Connect and be available to their Zone members for help.
  - c. Updated Zone maps will be prepared and distributed by Ryan Wimmer.
  - d. All work orders phoned into the HOA office are uploaded into HOA Connect by HOA management staff.

2. Too much down time between mowing and blowing, and the lawn is not freshly mowed for the weekends
  - a. BV will consider the ideal mowing schedule for 2020, so that weekend grass looks good.
  - b. The schedule will be published in the Community Bulletin when ready.
  
3. Lack proper training on tasks and equipment (See items 4, 9, 10, 11, 12, 13, 14, 17-18 Attachment 1 “Needed Improvement” items).
  - a. BV will assure that it’s ongoing training of crews will include these areas:
    - i. Proper use of equipment
    - ii. Trimming or not trimming in “no trim” yards.
    - iii. Weeding. (pulling or spraying)
    - iv. Spraying for insects.
    - v. Mitigating the rise of drip system tubing, to the extent possible and practical. (Permanent submerged piping will require a system wide project)
    - vi. Avoiding tan bark being blown onto the grass.
    - vii. Cutting all grass areas at a uniform height.
    - viii. Blowing grass clippings from patios.
  
4. Access to sprinkler control boxes
  - a. A resident wanting to control access to sprinkler settings, will go online to HOA Connect and indicate that preference. BV will place an orange sticker on that resident’s control box to inform the crews this is a no adjust box.

5. Some trees and shrubs are leaning, dead, and/or missing
  - a. BV has created a GPS map of every tree for which they are responsible, and the location of missing trees.
  - b. The BV Arborist knows which are the right trees that should be planted, and how they should be planted. Trees that have died may have been planted incorrectly or were the wrong tree for that location, in his opinion.
  - c. Replacement of dead trees with a tree of at least a 2 inch caliper, and/or the staking of leaning trees, will be in the budget discussions for 2020.
  
6. "No Trim" Notification
  - a. Ryan Wimmer has published an email invitation to all residents, asking them to indicate if they would like to be on a "no trim" list, which will then be delivered to BV.
  - b. BV will identify the best trimming schedule to preserve the flowering time as long as possible, and will publish that in the Community Bulletin.
  
7. Mulch Replacement
  - a. This will be included in the 2020 budget discussions
  - b. Brightview will announce the distribution process and how to accommodate residents preferences, in the Community Bulletin .
  - c. Ryan Wimmer will publish an email invitation to residents, asking them to indicate who would like to spread their own mulch, and deliver the list to BV.
  
8. Hills and retention basins are a unsightly

NOTE: These areas are the responsibility of the Day-Break master plan, contracted with LMS. Garden Park Village residents having questions or comments, should address the Day-Break HOA regarding any concerns they may have.

# Attachment 1 “Town Hall Minutes”

## Garden Park Village

Town Hall Meeting Minutes

August 8, 2019

### **Opening**

The town hall meeting of Garden Park Village was called to order at 7:30 p.m. in the Garden Park Clubhouse by Resident Board member, Bill Marticorena, to discuss landscaping concerns and becoming better resident communicators. Bill introduced Don Atkinson, a Garden Park Village resident, who took charge of the meeting and discussed the process of how the town hall will function and a process for residents to speak up and have a unified voice.

### **Present**

Garden Park Village residents

Each group will list on a notepad 3 good things happening with landscaping since the last BOD meeting and 5 need improvements items with resolutions. Then each group will have a spokesperson who will read off one good item and one needed improvement item to the town hall. (Each needed improvement item must come with a resolution)

### **Improved Items**

1. Rotating lawn mowing day schedule is going great
2. Notice the lawn are the greenest they been in 3 plus years. The length and fertilizing with granules and not liquid has made a big impact
3. Brightview executive leaders are organized and experience team
4. Group liked communication and work order system(HOACConnect)
5. Better job overall
6. Appreciate the fact that the HOA has improved immensely with noticing the issues and addressing them
7. The next day response from Brightview on landscaping issues
8. Filling in the dead tree holes has finally happened
9. With the rain having stopped the grass clipping are coming out better
10. Edging around the trees has been improved

## Needed Improvement Items w/Resolution

1. Communication on HOA Connect –
  - a. Workshop on learning how to utilize HOAConnect properly, Process for training and education residents to understand it's function
  
2. Too much dead time between mow and blowers –
  - a. Shorten time between mowing and blowing; also blowing away from house and clearing off patios
  
3. Landscape crews don't seem to have proper training on equipment –
  - a. Better training and support to make sure crews are more efficient. Lower personal phone usage mowing and edging. It was explained and understood that the work mobiles are used to address work order issues
  - b. Dead limbs on trees –
    - i. get the crews trained with pruning trees and bushes properly
  
4. Weeding - Some of the landscape team members don't seem to know the difference between a weed vs flower vs grass
  - a. Walk around with crews and train them to spot the difference, by the alleyway with buckets weekly flowers weeds and grass
  - b. Pull the weeds and not whack them – bi-weekly
  - c. Could be more spraying of weeds for prevention
  
5. Sprinkler boxes are being reset and locked – dead plants are happening, some plants sensitive to water and getting overwatered. Since homeowners are responsible to pay for them they should have access
  - a. Want notification of sprinkler changes sent to residents
  - b. Don't lock boxes; do not adjust without Homeowner's consent
  - c. Rainbird.com is where you can purchase universal key and do electronic setup and control from mobile phones
  
6. Crooked/leaning trees
  - a. Stake trees
  - b. Communications and using correct tools for the appropriate jobs

7. Planting incorrect trees
  - a. Consult an arborist / training
  - b. Brightview has an arborist on staff
  - c. Shrub trimming
  - d. Want more trees planted and replaced not more turf
  
8. Lawn looks horrible on the weekends
  - a. Consider the rotation schedule when it comes into weekends
  
9. The tan bark being blown into yard and not being replaced
  - a. Don't take mower into bark
  - b. Enclosed the bark
  - c. Replace bark that has been removed
  
10. Bushes are being eaten by insects
  - a. Spray the bushes
  
11. Drip systems are exposed
  - a. Need them to be re-buried
  
12. With Fall coming around making sure the no trim yards list is being used
  - a. Please pay attention on who are no trim yards
  
13. Trimming
  - a. Training the crews on all aspects of landscaping
  - b. Flag notifications of what the issues are going on in lawn
  - c. Established a method for homeowners to notify and identify landscaping issues
  - d. Zone Rep communications should be utilized more
  
14. Grass length in fenced yards not being done correctly
  - a. Do not use standup mower fenced yard
  
15. Bark replacement
  - a. When will bark be replaced?
  - b. What is the bark replacement schedule
  - c. To budget for bark replacement

16. Hills on Lake Ave (Master Association) a mess – didn't get sprayed for weeds and resident's allergies are being affected. Retention pond is not getting mowed
  - a. Making sure the lawn around the sprinklers are exposed to ensure proper watering
  - b. Need to weedkiller to be used
  - c. Retention pond needs to mowed and sprayed
  
17. Big standup lawnmowers – being over utilized in areas which is leading to corners not getting completed, big clumps of grass, and green tracks on cement being left behind
  - a. Making sure crews know which equipment should be used for which job
  
18. Confusing to have two companies doing landscaping in the one community
  - a. One landscaping company
  - b. Some way to be informed on who is responsible for what area
  
19. Replacement of entire community dead plants
  - a. Budget needs to allow replacement
  - b. Direct special assessment used for replacement
  - c. Balance budget allocation so that snow removal cost don't get offset by lawn issues

# Parking Lot

(Additional Issues that arose during the Town Hall discussions, but were not addressed at that time)

- A. Budget issues
- B. Pillars at entrance tulips not consistency
- C. Catch ponds – water stagnant much concern with insects and disease potential hazard for children
- D. Rumor heard exercise equipment was going to be replaced next cycle costing around \$40K, yet equipment is not highly utilized for costly replacement.
- E. Study was done in 2008 indicating what the reserve fund should be and Garden Park is not even making the minimum
- F. Audit financial situation of the community
- G. More information and transparency Budget vs Actuals
- H. Open forum for topics such as finance, amenities, in a town hall setting for residents
- I. Master association on paying for a massive lake now \$550K vs the South Jordan maintaining it and taking it over. If residents are paying for it, it should be only for residents of Day Breaklit.
  - a. Dingy fund
    - i. \$55K for dingy on the lake but restricted on other boats and cost are an issue
- J. Suggest landscaping packages for Homeowners like tiers and that they get what they pay for
- K. Conduct a skill or talent survey of residents, to discover who is willing and able to contribute time and talent to the good of our community.
- L. Organize an HOA public relations committee to manage communication to from the community.

## **Feedback on the Town Hall meeting**

- A. Town Hall meetings are better way of educating residents
- B. Great job first time around
- C. Glad the HOA was involved and able to answer questions
- D. To continue for residents to have a voice
- E. Continue format

### **Follow Up**

- A. Some who signed previous petition informed they were removed from community email list
  - a. (Ryan is looking into it) Reassurance was made that no retaliation was made
- B. When snow removal is minimal HO should receive a refund
- C. Avoid surprise assessments, better planning for the unanticipated and building reserves
- D. Discreet line items in budget for resident's visibility