

Del Webb Sunbridge



Landscape Operations
Guidelines & Standard
Procedures

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Introduction Message

The Sunbridge Stewardship District is 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 based on the soil and weather conditions. To preserve and enhance these principles, landscape service criteria were established to maintain certain standards by which Del Webb Sunbridge may grow, develop, and become a symbol of pride for all of our residents.



Del Webb®

SUNBRIDGE

A Message From Your **Landscape Committee**






The Sunbridge Landscape Advisory Committee's mission is to foster effective working relationships between all Sunbridge residents, the Association's Board of Directors, and the Property Management Company relating to landscape matters affecting residential lots as well as the community at large. The Committee is advisory only and serves as a focal point for gathering resident input regarding residential and community landscaping. The Committee, in collaboration with the Board and landscaping vendors, will formulate solutions to meet the community's evolving needs.

**Del Webb Sunbridge
Landscape Committee**
Cheryl Maze - Secretary
Jeff Paz - Vice Chair
Lori Quinlivan - Chair



Standard Services

What does bulk service include?

-  Mowing, Edging, Trimming and Blowing
-  Turf & Ornamental Shrubbery Pesticide/Insecticide
-  Fertilization and Herbicide
-  Irrigation System Inspections & Repairs
-  Shrub Trimming and Tree Pruning

Basic Service

Mowing, Edging, Trimming & Blowing

Basic Lawn Care Services include: Mowing, Edging, Trimming, and Blowing. These all-inclusive lawn care services are designed to keep your yard looking well-maintained year-round.

Mowing: Teams will maintain your lawn at the ideal height, promoting healthy grass growth with a uniform cut.

Edging: Crews will define the boundaries of your lawn, creating clean lines along driveways, sidewalks, and flower beds. This detail adds a polished touch to your landscape.

Trimming: The string trimming service tackles those tricky spots that mowers can't reach, such as around trees, fences, and garden beds.

Blowing: After mowing, edging, and trimming, the job will be finished by blowing away grass clippings, leaves, and debris, leaving your property clean and ensuring that pathways and patios are cleared.

Bulk landscape services provided by the HOA is provided so you can relax and enjoy your outdoor oasis!

Mowing, Edging, Trimming & Blowing

Forty-two (42) mowing cycles in a 12-month period shall take place. Turf maintenance is defined as all mowing, edging, trimming and cleanup of lawn areas. Turf maintenance operations are to be completed the same day they are started.



Mowing to be performed weekly during the months of April through October and every other week from the months of November through March. This schedule is subject to change based on weather conditions.

Mowing height will be according to grass type and variety. St. Augustine grass is typically mowed to height of four (4) to five (5) inches.

Mowing is done by reel, rotary, or mulching mower. Mower blades are sharpened twice a month or as needed and properly adjusted to provide quality cut.



Mowing, Edging, Trimming & Blowing

Edging of all hard surfaces is performed during each service routine. During periods of heavy rains, the team may only edge the landscape beds to reduce dirt and mud from getting on the sidewalks and driveways. This service will be resumed the next cycle.



Isolated trees and shrubs growing in lawn areas will require mulched areas around them (minimum one foot diameter). This will help avoid injury to the bark of the tree from mowers and filament line trimmers. It also helps reduce root competition from grass growing too close to the trees.



Detail Services and Shrub Trimming

Shrubs will be pruned with hand shears as needed to provide an informal shape, fullness, and bloom.

Shrubs will be trimmed to sit below the window trim.

Shrubs around pool enclosures, fences, and common area boulevard will be maintained at 6 feet.

Sucker growth will be removed by hand shears from the base of trees as needed.

Landscape beds will be detailed and hand removal of weeds will occur when chemical spraying is not ideal.

This service is provided on a monthly frequency.



Agronomy Services

Agronomy services involve a range of agricultural practices and support aimed at optimizing crop production and soil management. Here's an overview:

- Soil Testing: Analyzing soil health to determine nutrient levels and pH.
 - Soil Amendment Recommendations: Suggesting fertilizers and organic matter to improve soil fertility.
 - Pest and Disease Management: Developing strategies to control pests and diseases that cause potential harm to plant and turf health through integrated pest management.
 - Water Conservation Techniques: Recommend practices to regulate water use needed for seasonal conditions.
 - Fertilization Programs: Creating customized fertilizer plans based on soil tests for plant and sod needs.
 - Plant Variety Selection: Working with the community to recommend plant varieties that are best suited for local conditions and curb appeal.
 - Education and Training: Receive continual education to comply with licensing requirements and provide information on best practices and new technologies.
 - Consultation Services: Offering one-on-one support to our community and residents as needed.

Agronomy services are essential for enhancing productivity, sustainability, and curb appeal in our community. By integrating scientific principles with practical applications, these services support the landscape operations program in making informed decisions that lead to healthier plant material, conserving water resources, and being mindful of the impacts on the surrounding ecosystems.

Turf & Plant Fertilization & Fungicide

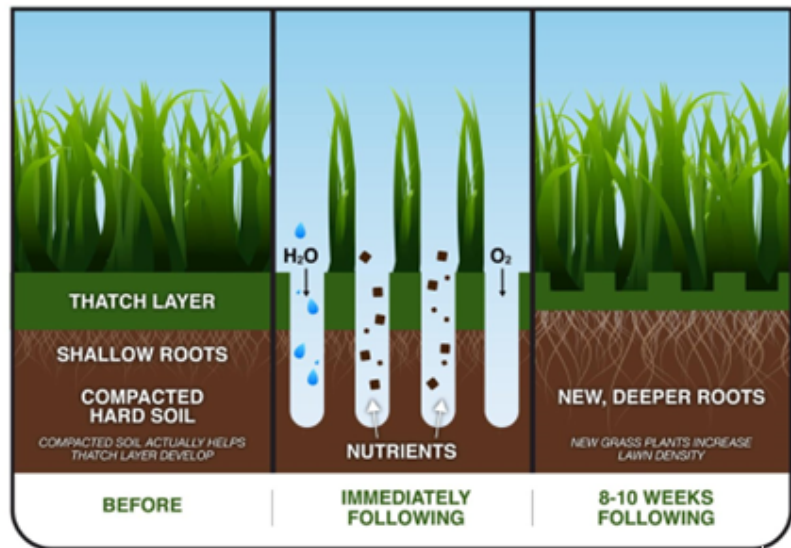
Turf treatments are typically completed during the months of March, June, September and December weather permitting. Fungicide applications shall be applied on an as-needed basis.



Fertilization treatments are applied by one of the two methods:

- Granular (shown)
- Liquid

Fertilization to be performed using granular products with rich micronutrient package.



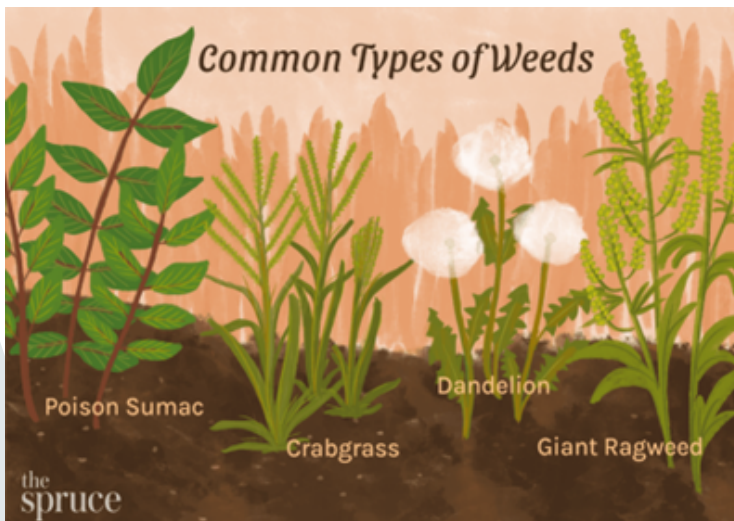
Herbicide Control

Weed control services are typically completed twice per month throughout the community. Frequencies vary based on the areas being treated.

Curbs, ground between plants, joints in walks, decks and driveways are treated using the appropriate method for the condition. The three methods are manual (hand pulling), mechanical (spin trimming) and chemical control (herbicide).



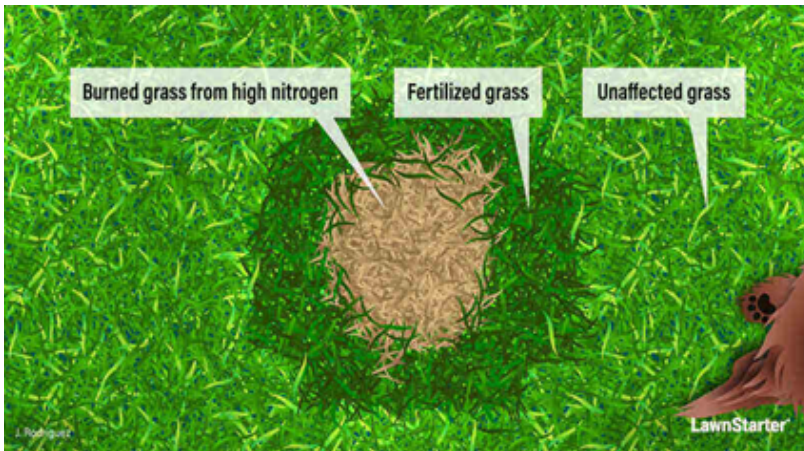
Herbicides may be applied for heavy weed infestations. It will be applied with care not to injure adjacent plants. Weed control is expected to be performed at a frequency of one time per month. Weeds within the turf will not be pulled. Pulling of weeds causes seeds to spread.



Weeds with in plant beds that are under 5 inches will be sprayed with roundup, this includes pavers. Anything over 5 inches will be pulled.

Dogs and Turf Damage

Dog urinate on your lawn, and their urine contains nitrogen and associated salts as a byproducts of protein metabolism. Plants need nitrogen to photosynthesize effectively and grow, so, in the theory, a little extra nitrogen should be great for you grass, right? It's like a built-in-lawn fertilizer that comes with every game of fetch. The owner is responsible for damage caused to the turf by their pets. This is not covered by the HOA.



However, when your pet keeps marking the same spot repeatedly, this spells trouble. It's not exactly 'doomsday' on day one, but continual exposure to a small area could cause an excess nitrogen.

Dog food is deliberately protein-rich to keep you pets healthy. High-protein diets generate high nitrogen waste content. So, what's good for them ends up as a scorching drawback for your lawn.



Irrigation Services

Landscape irrigation services focus on designing, installing, and maintaining irrigation systems for residential, commercial, and public landscapes. Here's a breakdown of what these services typically include:

- **Site Assessment:** Evaluating the landscape to determine the best irrigation solutions based on plant types and soil conditions.
- **System Design:** Creating a customized irrigation plan for the layout of pipes, sprinkler heads, and drip lines to ensure even water distribution.
- **Automation:** Setting timers for automated watering schedules, which can optimize water usage.
- **Seasonal Adjustments:** Modifying irrigation schedules based on seasonal weather changes and plant needs.
- **Regular Inspections:** Checking for leaks, clogs, or malfunctioning components to ensure systems operate efficiently.
- **Repairs:** Troubleshooting, diagnosing, and fixing problems such as broken pipes, faulty valves, or damaged sprinkler heads.
- **Retrofits:** Enhancing or reconfiguring existing systems to ensure proper coverage.
- **Regulatory Compliance:** Adhering to local regulations related to water usage and conservation.

Landscape irrigation services are essential for maintaining healthy and attractive outdoor spaces while promoting efficient water use. Irrigation services help achieve sustainable lawns and landscaped areas.

Irrigation System Inspections



Irrigation system inspections to be performed on a monthly basis. The HOA contracted vendor will provide inspection reports that provide detailed listings of system breakages and an accompanying estimate for the labor and materials associated with the recommended repair.

Each box will be locked with a tamper tag. This will assist during quality control walks. Each month this tag will change colors to help with inspections.



Irrigation System Inspections

All zones including pop-up sprinklers and driplines are inspected. Controllers are set to assure proper water management.

Visually check for any damaged heads needing repair or adjustments. Damage caused by Exclusive Landscaping Group, Inc. during landscape maintenance is the responsibility of Exclusive Landscaping Group, Inc. and will be repaired at no charge.



Damaged valves or valve boxes are reported and estimates for repair are provided to management.

Exclusive Landscaping Group, Inc. assumes no liability beyond its control, disclaims any and all express or implied warranties, and is not responsible for the condition of the landscaping or irrigation system due to freeze, irrigation deficiencies, storm damage, vandalism, pedestrian, or vehicle damage.

Irrigation Breaks or Leaks

A broken pop up is not considered an urgent repair as this will stop when your watering cycle stops. If a resident notices the sprinklers continue to leak after the cycle has stopped, follow these steps.



Rain Bird

Step 1. Break the plastic tab by pulling it or cutting it with scissors.

Step 2. Open timer cover.

Step 3. Turn the knob to the off position.

Step 4. Close timer cover.

Step 5. Immediately notify the HOA by submitting a service request on the website.



Hunter

Step 1. Break the plastic tab by pulling it or cutting it with scissors.

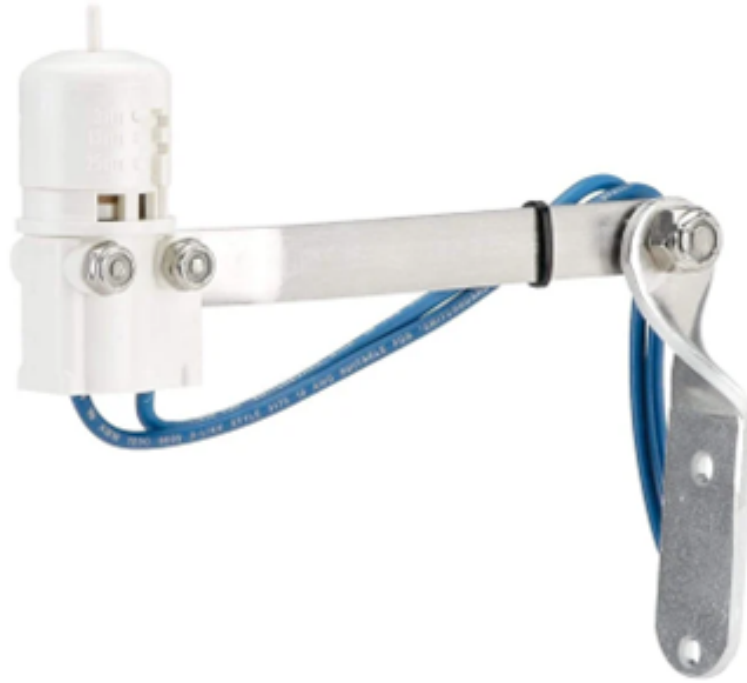
Step 2. Open timer cover

Step 3. Turn the knob to the off position

Step 4. Close timer cover.

Step 5. Immediately notify the HOA by submitting a service request on the website.

Rain Sensors



A rain sensor or rain switch is a switching device activated by rainfall.

Rain sensor for irrigation systems are hard wired and use a absorbent disc that swells when it gets wet enough to trigger an electric switch that overrides the irrigation system. The dish shrinks as it dries out, allowing the systems to operate normally.

The sensors activates after $3/4$ " of rainfall has filled up the sensor, so, you can see systems at times turn on during a rainfall.

After Hours Emergency Instructions

What is considered an urgent irrigation emergency?

A broken main line.

If you have main line break from the meter box toward the road or sidewalk please call:

Toho Water

Emergency Line at
407-944-5000 and press 1 for
water/sewer emergency.



If you have main line break between the meter box and your home call:

Exclusive Landscaping

Emergency Line at

305-726-6885 or 352-242-8120.

Reclaimed Water

Toho Water Authority provides reclaimed water for our irrigation systems. Reclaimed water is the final product of a multiple-stage advanced wastewater treatment process. Toho currently treats and pumps over 27 million gallons of reclaimed water each day. Reclaimed water is tested daily to ensure it complies with state and federal requirements. Most of Toho's nine reclaimed water facilities have expanded in recent years to meet future demands conserving our potable water resources.



Watering landscapes with reclaimed water saves our potable water supplies. Like other water sources, there is a limited amount of reclaimed water. Proper use by all reclaimed water customers will help ensure the continued availability of this resource. Reclaimed water user follows the same irrigation schedule as potable water customers.

Tree Trimming Services

Tree and palm tree pruning will be done as needed throughout the year and limited to branches and/or brown fronds and seed heads.

No trees under utility lines will be pruned, this is the responsibility of the respective utility company, and no pruning will be done during or immediately following growth flushes.

No green palm fronds shall be removed.

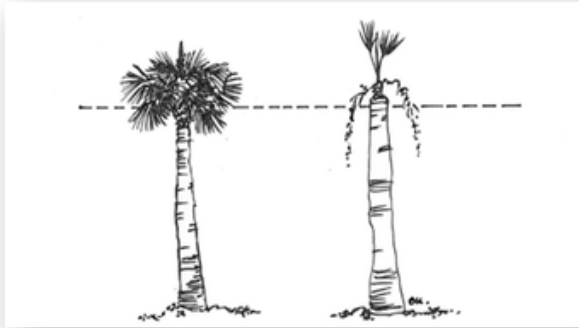
Branches will be pruned just outside the branch collar.

Trees in pedestrian walkway areas will have a clearance maintained at eight to ten (8 - 10) feet



Tree Pruning and Trimming

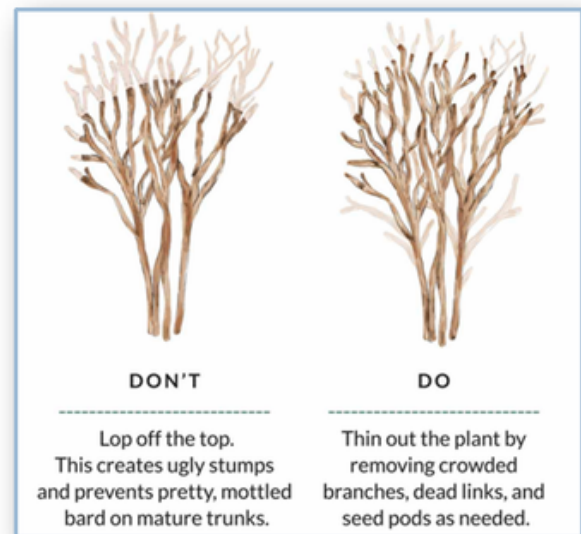
Trees under ten (10) feet tall are included in the tree trimming service. Trees above ten (10) feet tall would be at the owner's expense and responsibility. It is recommended that this service is performed in October.



Palms will be pruned as displayed to the left. Palm trees will be trimmed of excess fronds and cleaned of unwanted seedpods and debris.

Note: Canary, Medjool, and Dactylifera will be pruned Two (2) times per year during the seedpod bloom but before seed pods drop fruit or flowers. Only dead fronds and fronds that are over 50% discolored should be removed.

Crepe Myrtles will be pruned one (1) time per year in February. Trimming method should only remove out-of-bounds shoots and lightly shorten limbs as needed. All sucker shoots from the base are to be removed.



Cost for tree trimming when service is not included in the contract or height exceeds 10 feet:

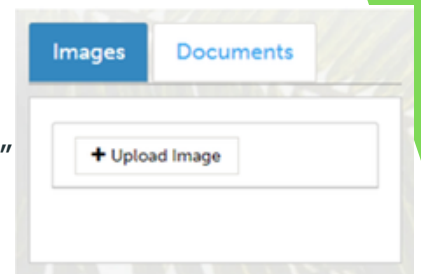
Trees and palm trees - \$35 to \$150 each depending on the size.

Crape Myrtles - \$15 to \$35 each depending on the size.

How to Submit a Service Request

The work order system known as “member service” can be found on the association page or via the phone application under “Resident Services.

1. Log in to the Del Webb Sunbridge website.
2. Hover over the resident's services and click on Member Service Request
3. Click on the drop box to find “Landscaping-General.” type your request.
4. Click on the “Upload Image” or “Upload Document”



3. Once the front desk receives your request, they will open a work order under one of the above categories, print and present it to the landscape vendor for completion. When the work order is opened, the homeowner will receive an email informing them a work order has been opened for their request.



This symbol means the work order has been opened. The request number will be different than your work order number.

When a work order is updated, the homeowner will receive an email from delwebbsunbridge@gmail.com. Residents can respond to this email when they need further explanation or updates. Residents may also reach out to the landscape team via email.

If you are having trouble submitting a work order, please contact the front desk at the Hammock Club, we are more than happy to assist.

Architectural Review (ARC) Process

Changes to the exterior of your home require an ARC application submitted and approved prior to commencing any work. If you are replacing a plant, or two, or 10+ with the same exact plant in the same location, an ARC application is not required.

What to keep in mind during your project installation.

- If installing plants, trees, and shrubs, a required minimum of one foot of mulch must be installed to avoid injury to plant material and objects from mowers and filament line trimmers.
- During the architectural upgrade, if any damage is caused on any of the common areas or neighboring yards the homeowners will be liable to repair. This may include irrigation breaks, grading damage, and or broken sidewalks.
- The homeowner is also responsible for replacing any plant material or turf removed and/or damaged. This can be done thorough one of the approved vendors.
- If putting in a lanai or pool it is highly recommended that a mulch or rock border of one foot be placed around the structure to avoid damage by the mower, edger, string trimmer, and other landscaping equipment.

Landscape ARC Submission Process

Below is a summary of the steps to submit an ARC for Landscaping modifications or enhancements.

Step 1: Select from one or more of the approved landscape vendors to acquire a proposal.

Step 2: Complete the ARC application and include all supporting documents (a checklist is on the form).

Step 3: Submit the completed form to the HOA.

Step 4: The Landscape Committee will meet weekly on Wednesday afternoon as needed to review pending applications. Our documents state that the HOA has 45 days to review the application. Owners should consider the application denied if they do not hear from the HOA.

Step 5. Once a decision has been made the homeowner will receive a email informing them of the status.

Step 6. Once the project is completed, the resident must notify the HOA so that a final inspection can be conducted by members of the landscape team and committee.

Step 7. The deposit check will be refunded to the homeowner once it is determined that the work was completed with no damage to the irrigation, common areas, or items that fall in the scope of maintenance by the HOA.

Cut & Cap Irrigation Retrofit Process



Below is a summary of the steps to submit an ARC for irrigation modifications or enhancements.

Step 1: Before any work is started on a pool, lanai extension, or paver installation, the homeowner should contract with the HOA landscaper or a reputable irrigation company to properly cap the irrigation system that will be impacted by the addition.

Step 2: Once construction is finished, the irrigation contractor should return and complete the retrofit. This process will need to include an evaluation and possibly an entire new design of the sprinklers to ensure proper coverage.

Step 3: Once the work is completed, call the HOA for an inspection and sign off. If these steps are not taken, or the work is not sufficient for proper irrigation coverage, the HOA shall not be responsible for any plant or sod loss.

Approved Plant Material

Below is a list of plant material approved by the Sunbridge Stewardship Development. These plants have been determined to be drought friendly.

Canopy Trees

- Dahoon Holly
- Drake Elm
- Live Oak
- River Birch
- Sweet Bay
- Sweet Bay Magnolia

Palms

- Bismark Palm
- Bottle Palm
- Cabbage Palm
- Cardboard Palm
- Cat Palm
- Chinese Fan Palm
- Christmas Palm
- European Fan Palm
- Foxtail Palm
- Pindo Palm
- Queen Palm
- Robellini Palm
- Royal Palm
- Sylvester Palm
- Windmill Palm

Buffer Trees (full to ground)

- Eagleston Holly
- East Palatka Holly
- Little Gem Magnolia

Flowering Trees

- Magnolia ssp
- Crape Myrtle
- Redbud
- Bottle Brush Tree

Accent Trees

- Crape Myrtle
- Ligustrum (Patio Tree form)
- Little Gem Magnolia
- Nellie Stevens Holly
- East Palatka Holly

Grasses/Accents

- Daylily
- Dwarf Agave
- Sand Cordgrass
- Fakahatchee Grass
- Muhley Grass
- Mondo Grass

Turfgrass/Sod

- St. Augustine Grass 'Floritam'



Approved Plant Material

Below is a list of plant material approved by the Sunbridge Stewardship Development. These plants have been determined to be drought friendly.

Groundcovers

- Confederate Jasmine
- Dwarf Asian Jasmine
- Dwarf/Asiatic Jasmine
- Dwarf/Minima Jasmine
- Juniper (all varieties)
- Lantana
- Liriope
- Mexican Heather
- Sunset Jasmine
- Sunshine Mimosa
- Purple Heart
- Vinca

Shrubs & Plants

- African Iris
- Azalea (all varieties)
- Bromeliads
- Birds of Paradise
- Burford Holly
- Clusia
- Dwarf Clusia

Shrubs & Plants

- Cordyline Red Sister
- Croton (all varieties)
- Crown of Thorns
- Dragon Plant
- Dwarf Ixora (All varieties)
- Firebush
- Florida Anise
- Foxtail Ferns
- Gallberry (Ilex glabra)
- Gardenia (all varieties)
- Hibiscus (all varieties)
- Indian Hawthorne
- Ligustrum (shrub form)
- Lily of the Nile
- Liriope
- Loropetalum
- Marigold
- Oyster Plant
- Pentas
- Petite Knock Out Roses
- Pineapple Guava
- Podocarpus
- Schillings Holly
- Spartina
- Tea Olive
- Viburnum (all varieties)

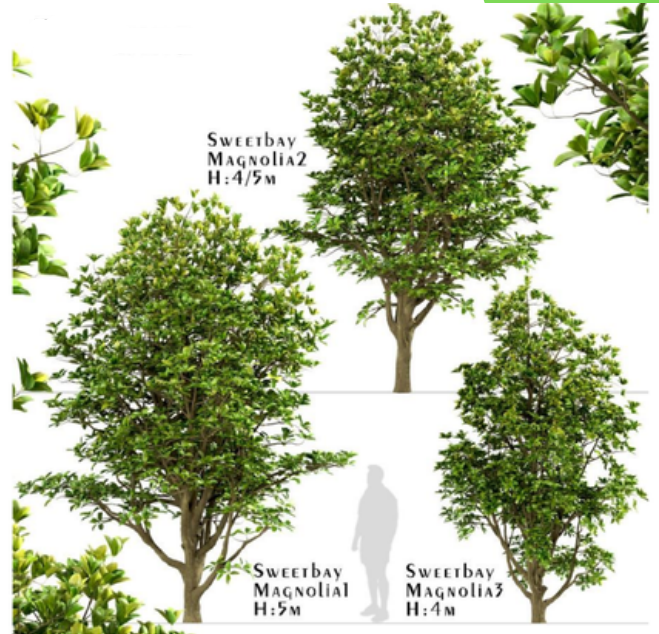


Approved Plant Examples

Canopy Trees



Live Oak Tree



Sweet Bay Magnolia



Drake Elm



Sweet bay tree

Approved Plant Examples

Canopy Trees



River Birch



Dahoon Holly

Approved Plant Examples

Buffer Trees (Full to ground)



Little Gem Magnolia



Eagleston Holly



East Palatka Holly

Approved Plant Examples

Palms



Bismarck Palm
Bismarckia nobilis



Bottle Palm



Cabbage Palm



Cardboard Plant
Zamia furfuracea



Cat Palm



Chinese Fan Palm

Approved Plant Examples

Palms



Triple Christmas Palm



Foxtail Palm



European Fan Palm



Pindo Palm
Butia capitata



Windmill Palm

Approved Plant Examples

Palms



Queen Palm



Robellini Palm



Royal Palm



Sylvester Palm

Approved Plant Examples

Flowering Trees



Magnolia SSP Tree



Crape Myrtle



Redbud Tree



Bottle Brush Tree

Approved Plant Examples

Accent Trees



Crape Myrtle



Ligustrum (patio tree form)

Approved Plant Examples

Grasses/Accents



Daylily



Dwarf Agave



Sand Cord Grass/Spartina Grass



Fakahatchee Grass



Muhley Grass



Mondo Grass

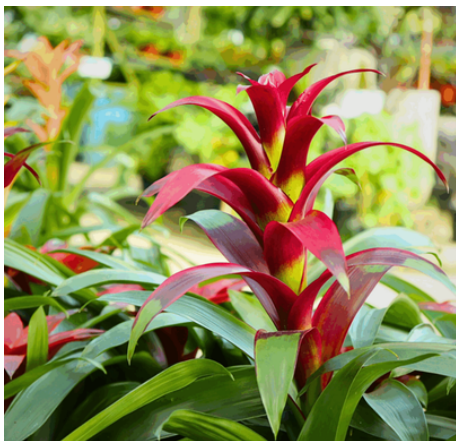
Approved Plant Examples



African Iris



Azalea (all varieties)



Bromeliads



Bird of Paradise



Bufford Holly

Approved Plant Examples

Shrubs



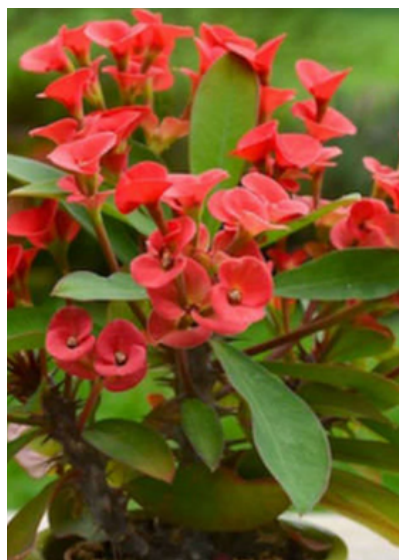
Calusia and Dwarf Calusia



Cordyline Red Sister



Croton (all varieties)



Crown of Thorns

Approved Plant Examples

Shrubs



Dwarf Ixora (all varieties)



Fire Bush



Florida Anise



Fox Tail Fern

Approved Plant Examples

Shrubs



Gallberry (*Ilex glabra*)



Gardenia (all varieties)



Hibiscus (all varieties)



Indian Hawthorne

Approved Plant Examples

Shrubs



Ligustrum (shrub form)



Lily of the Nile



Liriope



Loropetalum

Approved Plant Examples

Shrubs



Marigolds



Oyster Plant



Pentas



Petite Knock Out Roses

Approved Plant Examples

Shrubs



Pineapple Guava Plant



Podocarpus



Schillings Holly



Viburnum (all varieties)

Approved Plant Examples



Wax Myrtle
Myrica cerifera

Copyright © Robert O'Brien

Wax Myrtle



Gallberry



Viburnum Suspensum



Mexican Heather

Approved Plant Examples



Confederate Jasmine



Shore Juniper



Lantana



Dwarf Asian Jasmine

Approved Plant Examples



Petra Croton



Blue Daze

Approved Plant Examples



Robellini Palm



Dwarf Ixora



Mammy Croton



Bottle Brush Tree

Approved Plant Examples



Marigold



Birds of Paradise



Yellow Ixora



Calusia

Approved Ground Cover Examples for Landscape Beds



Chocolate Mulch



Tan and White River Rock



Grey Granite Chips



Seminole Chip

FAQ

The following is a sample of frequently asked questions. This information is being provided as additional information and is not a comprehensive explanation of all services provided and procedures established. The Board of Directors and Landscape Committee reserves the right to amend the information in this helpful guidebook at any time. A current version of Landscape Operations Guidelines and Standard Procedures in place will be posted on the community website.

Q: What days(s) are landscape services provided?

A. Mowing, string trimming, edging, and blowing off hardscapes are completed on a weekly basis during the active growing season. Mowing is completed on a Bi-weekly basis from November through March. Detailing services are provided (1) time a month.

Q: Am I permitted to provide additional landscape services to my lot?

A. Yes. The landscape maintenance package is considered a base package. If you would like to perform additional landscaping items on your lot such as add more mulch, additional weeding of your beds, trim your shrubs, deadhead your roses, etc., you may do so at your own cost by completing these particular services yourself or by contracting one of the approved landscape vendors. Owners who alter irrigation or apply chemicals, other than moderate pest control products, may be held responsible for sod loss or damage.

FAQ cont.

Q: Do I get a refund or credit on my Association account if I do not want one or more of the landscape services?

A. No. The landscape maintenance services are provided to each finished lot by the Association and are part of the Governing Documents for the Del Webb Sunbridge community.

Q: Will the Association replace dead plant material?

A. Dead plant replacement will be the owner's cost and responsibility beginning January 1, 2025. If plants are replaced with the exact same quantity, type, and location, an ARC application is not required. If an owner is redesigning the landscape bed in any way, an ARC application must be submitted and approved prior to commencing any work. The sod replacement costs are the responsibility of the Association UNLESS die-off is due to the direct actions of the landscape maintenance company or a homeowner. All replacement costs for damaged or dead plant material directly related to the accidental, negligent, reckless, or willful actions of the landscape company or an individual homeowner shall be the offending party's responsibility. Requests to remove or replace living plants, shrubs, or trees are not covered under your Association fees and will bill directly to each homeowner.

Q. Will the Association swap street trees for different species?

A. No. Modifications are the owner's responsibility and must follow the ARC process as noted earlier in this guidebook.

FAQ cont.

Q: When does the Association mulch my lot?

A. The Del Webb Sunbridge Homeowners Association budget calls for the mulching of all lots and common areas one time per year. This will generally be done in the Spring but will depend on the financial status of the Del Webb Sunbridge community from year to year as well as the mulch vendor's availability.

Q: Will the Association replace my mulch or sod if the rain from my roof or downspout 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 out away from their landscape beds via drains and pop up emitters and/or the replacement of mulch, plants or sod due to them washing out and/or dying.

Q: What type of grass is on the pond banks?

A. Bahai grass is very effective as an erosion-controlling stabilizer on sloped areas and requires less water thus keeping our common area irrigation cost lower. However, Bahai grows much faster than Floratan during the summer season and may look shaggier and thinner than St. Augustine sod. The Bahai installed on the pond banks at Sunbridge is not irrigated.

FAQ cont.

Q. What should grass look like in the winter months?

A. Grass will be dormant during winter season causing the color to vary. During the winter months wind burn can also be a factor. Winter months are considered to be from November to April 1st.



Q: What do I do if the landscape maintenance provider damages my fence, home, or property during their maintenance service?

A. The landscape maintenance provider is required to reimburse or repair any areas damaged by their crews or machines. Please follow these steps to report damage.

Step 1: Homeowner must submit a Service Request on the HOA website or email the HOA at delwebbsunbridge@gmail.com. Include photos and a description of the damage.

Step 2: Someone from the HOA and landscape vendor will contact the homeowner to conduct an inspection of the damage.

Step 3: Landscape vendor will contact the homeowner and discuss repair options. The Landscape vendor may suggest that the homeowner handle the repair. To receive reimbursement, the Homeowner is to provide two quotes to the landscape vendor and a check will be sent to the homeowner for the lowest quote.

FAQ cont.

Q. What type of pests are treated on our lots?

A. The following pests are treated:

- Aphids
- Chinch Bugs
- Grubs
- Sod webworm
- Mites



Q: Does the Association handle wildlife removal, treat for fire ants, or provide pest control for the interior of my home?

A. The Association DOES NOT handle wildlife removal from your privately-owned lot or home, nor does the Association provide pest control for the interior or exterior of your home or garage. This includes snakes, mice, rats, roaches, palmetto bugs, termites, frogs, ants, etc.

Q: Does the Association spray for mosquitos on my property?

A. The Association DOES NOT spray for Mosquitoes anywhere on the property. Homeowners are free to contact a mosquito control company to spray their lots for mosquitos. Osceola County does spray for mosquitos from time to time. Information can be found on the county's website.

Q. What type of chemicals are being applied to our lots?

A. The treatments will vary depending on the weather conditions and/or needs for the turf and plant material. Our weekly updates will provide details and information on the type of treatments that are being applied.

FAQ cont.

Q: Who maintains my irrigation controller?

A. The HOA directs the contracted landscape vendor to maintain and control your irrigation clock. Monthly irrigation inspections are conducted and adjustments are made as needed. Irrigation inspections occur once a month. Specific days are not set for irrigation inspections on each lot because the number of lots that the irrigation tech can complete each day varies depending on the number of adjustments and repairs that need to be made on individual lots.

Q. Can I set my own irrigation settings?

A. No. Because the Association is responsible for the replacement of dead plant material, the Association must maintain and control the irrigation on each lot. Owners found to be adjusting or tampering with their irrigation settings without permission from the Association may no longer qualify for the plant replacement benefit provided by the Association and may be required to pay for the cost of replacement plant material including sod.

Q. Who determines the homeowner's watering days and run time?

A. Toho Water Authority sets the run times and days of the week. This can Be found on the TWA website. <https://www.tohowater.com/>

There is no watering between 10 a.m. and 4 p.m. Odd house numbers (ending in 1, 3, 5, 7, or 9) Wednesday and Saturday. Even house numbers (ending in 0, 2, 4, 6, or 8) Thursday and Sunday.

Q: Who pays for my irrigation water usage?

A. Lot Irrigation System Utility Charges for All Lots: (Villas, 50's, and 65's) shall be metered, charged, and billed monthly to the Owners or Lessees of such Single-Family Lot.

FAQ cont.

Q. What are Toho's current water rates?

A. Rates are subject to change. A link to their website to see the current rates is:

<https://www.tohowater.com/billing-payment/rates-and-fees>

Q: Can I have irrigation lines/ heads raised/ lowered, moved, adjusted replaced, added, or capped?

A. Yes. However, the moving, raising/ lowering, adding, capping, replacing, or adjusting of irrigation heads or lines at a homeowner's request due to an approved landscape or hardscape modification or for aesthetic reasons will be billed to the individual homeowner directly.

FAQ cont.

Q: How do I submit a landscape work order?

A. Navigate to www.delwebbsunbridgehoa.com on your computer, tablet, or phone. Login and then click submit a work order. Fill out the work order and click submit.

Q. Once a work order is placed by a homeowner, what is the turnaround time for it to be assigned to someone?

A. Work orders are assigned in less than 24 hours. The front desk team reviews the service request submissions throughout the day and assigns them to the corresponding person for the task requested.

Q. How is a Due Date established on a Work Order?

A. Due dates vary depending on the work order type and upcoming scheduled projects. For example, a broken irrigation mainline needs to be responded to within 24 hours. If a homeowner is requesting a "dead plant material" to be replaced and we are 30 days out from the HOA scheduled budgeted project then they will be addressed during that time, if the work order is sent in 30 days before the scheduled project then its Exclusive Landscape goal to have replaced within 14 business days.

Q. When a work order is updated what is the email address Homeowners will receive an update from?

A. When a work order is updated, the homeowner will receive an email from delwebbsunbridge@gmail.com. Homeowners can respond to this email if they need further explanation or updates.

FAQ cont.

Q: Do I need to get ARC approval to modify my current landscape design or swap out healthy plants, trees, or shrubs?

A. Yes. Architectural approval is required to change your current landscape design before beginning work. There is more information on this process in the ARC section of this guidebook.

Q. What are the steps for landscape enhancements or irrigation work needed for construction projects?

A. When a homeowner needs a cut/cap, irrigation retrofit, or planning a plant enhancement project, they should follow the steps below.

- The owner shall contact a vendor to request a proposal.
- To request a cut/cap service from the HOA landscaper, a service request may be submitted.
- If the owner selects Exclusive, the owner shall coordinate with Exclusive for payment terms.
- For landscape enhancement projects, the owner must submit an ARC application and receive approval prior to commencing work. Refer to the ARC Application for a more detailed description of the requirements for this process.

Once the project is completed, the owner will need to notify the HOA to complete a final inspection to ensure the project was completed per the specifications in the ARC application.

Meet Our Team



Stacey Peach
General Manager



David Dalton
*Senior Landscape
Operation Manager*

Contact Us

- **Phone**



407-915-3410

- **Message**



david.dalton@castlegroup.com

DelWebbLandscapeCommittee@gmail.com

- **Website**



delwebbsunbridgehoa.com

- **Address**



2600 Del Webb Blvd., Saint Cloud, FL 34771