

July 24, 2006

Federation Board of Directors of Kings Point Associations
1902 Clubhouse Drive, Suite A
Sun City Center, FL 33573

Manchester IV Quarterly Landscaping Status Report

Dear Federation Board Members:

The purpose of this letter is to provide what this Association believes is a factual summary of the landscape conditions and responsibilities of One Source during the period April 1 through June 30, 2006. The sequence of each listed area is not indicative of the importance of the issues covered herein..

1. **Irrigation System** - In early April, the Manchester IV Board hired Valley Crest to inspect the irrigation system and fix what was inoperable. This was necessitated because One Source did not schedule an inspection until May 15, 2006 and there was a dire need to get adequate water for the lawns. Later, One Source tested the system and found over 40 locations requiring additional attention. Valley Crest returned and completed all the listed work except 4 areas because they could not be located. The Board then requested One Source return and fix the four areas in question. To date, we have not heard from One Source as to whether or not the entire irrigation system is operational and if they have assumed the responsibility for future maintenance and repairs. We are proceeding on the basis that One Source is now responsible for Manchester IV's irrigation system operation and maintenance. The schedule indicates the system is to be checked once per month. The Board requested adjustment to the system because it was observed that some irrigation heads (especially the rotating ones) are not properly directed and the buildings and streets are getting the water. We are still awaiting notice from One Source that this work has been completed as well.
2. **Lawns** - Prior to our recent rains, the Board of Manchester IV surveyed and measured the fronts, sides and common areas which required sod replacement. This was also done by One Source and an estimated replacement cost was submitted. Due to budgetary constraints, on June 26th, Mr. Hummel was requested to provide an estimated replacement cost for only the fronts and side lawns viewed from the streets of each building. This is still an outstanding issue.
3. **Weeds** - All residents have reported problems in this area from high weeds in the shrub areas to weeds growing over the existing popcorn and within the stone areas. The schedule indicates that the frequency of weeding is once a week. To date, two weedings in the three month period were done - once by hand, once by chemicals.
4. **Mowing** - The grass is cut on schedule once per week. Upon inspection, however, you

will see it is cut unevenly perhaps due to the high speed maintained by the ride-in mowers. Also, many areas are left uncut because the machine cannot negotiate the space in which to cut the grass.

5. **Edging** - Next to weeds, edging of grass is a constant complaint. Grass and weeds cover the common areas and over the popcorn and stones in the front of the homes. The purpose of popcorn installation was to separate the grass from the shrub areas. Our residents were told by the One Source supervisor in the area that she instructed the crew not to edge along the popcorn. The contract calls for edging bed lines with each mowing. The schedule indicates hard and soft edging two (2) times a month for June and July and three (3) times for August. It shows string trim at four (4) to five (5) times a month. Nothing was done in June and we are awaiting One Source's performance for July, August and September.
6. **Shrubs** - We have received many complaints about the "hit and miss" or total lack of shrub trimming around the air conditioners as well as many of the shrubs within the popcorn in front of the homes. Again - the schedule indicates a frequency of once (1) per month in these areas.
7. **Trees** - Palm tree branches are leaning on most every roof. Many complaints have been placed about this and the answer we received was "in June, One Source will have a cherry picker on site which will take care of this issue". June has now passed and the problem has worsened. It should be noted here that Manchester IV completed the installation of new roofs in February, 2006 and with the hurricane season upon us, branches hitting these roofs will ultimately cause damage. This issue needs immediate attention.

Oak trees throughout the common areas also require trimming - especially those near and over the buildings. This, too, has not been done. The schedule states that tree pruning is scheduled for once every month.
8. **Fertilizer** - One fertilizer application was completed during the month of June. We look forward to future fertilizer applications to the grass and shrubs in accordance with the schedule.
9. **Insect Control** - We have had one application completed in July, 2006. The schedule indicates insect/disease control and herbicide/PreM is to be applied once a week for shrubs and turf. We have brown areas in the grass and shrubs which indicate the possibility of disease and there are grubs in the turf. As mentioned above, the grass is overtaken by weeds in many areas.
10. **Common Areas** - All the common areas have been totally neglected and are in dire need of attention. They all need weeding, shrubs, palm and oak trees trimmed, and mulch. They are overgrown eyesores.

- 11. Cleaning/Policing** - In general, this area of service can be rated below average. Grass clippings are all over the streets, in driveways, on lawns, unit entrances and in garages, if left open. Water hoses are taken off racks and left on the grass. In one instance, where the owners were away, the water was left on after use and the entire common area became flooded. A few residents reported soda cans and bottles on their lawns. Policing is scheduled to be done whenever mowing is completed. Obviously, little effort is directed to this important area.

The above physical symptoms only amplify the fact that there are at least three major significant factors affecting the performances of this and maybe all of the contracts in effect under the Kings Point Federation.

- A. Management** - There is no one in charge with responsibility or authority to ensure the intent, let alone the letter of the requirements in a contract(s) are strictly enforced or adhered to. Sterling Management is nothing more than a conduit to get the information to the contractor. In the case of the Landscape and Lawn Maintenance Contract, OLM provides a report card, but who has the day-to-day authority to get the final results and accept responsibility? Silence speaks volumes.
- B. Communication** - There is no dialogue, discussion or dissemination of information between relevant parties. Problems are reported through the conduit to One Source by the Association designated Point(s) of Contact. However, there is a complete absence of any communication in the opposite direction. Without the loop being closed, the work orders remain open, the files just get larger and the complaints begin to multiply. There must be two-way communication and meaningful dialogue.
- C. Resources** - It is evident that either insufficient supervision, manpower and machinery are not being employed or they are not being effectively utilized. The quality of the product is reflected in the final results, and to date, the quality of the landscape and lawn maintenance service is severely inadequate.

Certainly, with greater focus on these three major factors, the quality of the service being provided can be greatly improved. A concerted effort to get this accomplished must be addressed.

We thank you for your attention to this matter and hope there will be a successful conclusion to this very important service.

Sincerely,

Henry Hosman
President, Manchester IV

cc: Manchester IV Board of Directors
Dick Holgate, Contract Committee
Sterling Management, Attn. Brian May