 October 2, 2019

Your Homeowner Association and the Landscape committee have some important news. After a thorough and professional review of potential landscaping services, the committee and the board have approved **Images Landscape Service, Inc.** (Images) as the new lawn service provider to the Rivendell HOA. This decision was not taken lightly. The exterior appearance and landscaping of our homes does affect our property values.

**Background**

JD’s Lawn Care and his team have been our service provider since Ray (Trey) Moss III selected them to replace Lawn Commander. Trey’s contract with JD had run its course and JD had submitted a proposal to renew his contract at a higher rate. The new proposal did not include fertilizer and weed control treatments. This triggered the landscape committee and the board to seek competitive bids. After a review of multiple proposals, Images came out on top for their reputation, offered services and cost.

**About Images Landscape Service, Inc**

* Images is A+ rated by the BBB.
* All plants, shrubs and trees are warranted for 90 days from installation.
* Images is licensed, insured and covered with Worker’s Compensation Insurance. A partial list of licenses includes: TN Herbicide Applicator Certificate, TN Dept. Of Agriculture Permit, Turf Grass Chemical Applicator, Hamilton County License and Tree Removal Permit.

**What is covered**

* Mowing lawn areas weekly or as needed seasonally
* Trimming grass around obstacles and beds.
* Edging lawn areas that contact hard surfaces and curbs.
* Applying fertilizers and weed killers to lawn areas 6 times annually.
* Applying pre-emergent to lawns and planting beds twice annually.
* Irrigation Spring start up and winterization.
* Monthly irrigation inspection and adjustments
* Monthly trimming and pruning of shrubs as needed.
* Maintaining wood line to prevent encroachment.
* Maintaining tree canopies to 7’ minimum clearance.
* Leaf removal or mulching during fall.
* Installing brown dyed mulch or pine straw in existing areas each winter
* Planting flowers each Spring and Fall to fill beds by entrance.
* Spot spraying and removal of weeds from hard surfaces.
* Blow clean sidewalks and curbs.
* Cleanup and removal of debris from lawns and beds.
* Emergency service included.

**References**

* First Tennessee Bank - 21 locations (14 years)
* Longhorn Steakhouse - 3 locations – (9 years)
* Big River Grill (12 years)
* The Krystal Company - 21 locations (11 years)
* Pizza Hut - 17 locations (13 years)
* Burger King - 21 locations (9 years)
* Courtyard Marriott (9 years)
* Regions Bank – 31 locations (4 years)
* University Of Tennessee Chattanooga (4 years)
* Carrabas Italian Restaurant (6 years)
* City Of Chattanooga Parks –  Riverwalk, Ross’s Landing, Hunter Museum, TN Aquarium & more.
* B.B.& T Banks (8 Locations) 6530 W. Campus Oval #300 New Albany, OH 43054 (6 years)
* Lowes – (9 locations , 6 years)
* Seven Lakes HOA
* The Village at Frawley Lake HOA
* Porsche of Chattanooga (3 years)
* Acura of Chattanooga (3 years)
* Publix Supermarket – 3 locations (4 years)
* Walgreens/Rite Aid - 18 locations (5 years)
* Residence Inn

**Landscape Items**

* We have requested that Images service our neighborhood on Friday. They will try to accommodate us, but we should expect to receive service on Thursday until Images can work out the schedule.
* As Images starts service this week, everything may not be perfect. Images may miss some items. This should be considered part of a break-in period.
* We are aware that weeds are a problem. As the treatments are applied, be prepared for the inevitable dead spots. We need to allow Images time to first kill off the weeds and help us reestablish our lawns. The HOA will be discussing and paying for over-seeding when it is recommended by Images.
* If we need services, that are not covered under our contract, Images will provide them for an extra cost. Some of these, such as, landscape lighting, aeration and over-seeding will be covered by the HOA. If you need other services, such as shrub replacement or major changes to irrigation, the homeowner will have to submit a request and pay for it.
* The employees of Images have been told not to take direction from anyone except the Landscape Committee or Jackie Barker. If you have a request for service(s) or a complaint, a form must be filled out. (More details below)

**Non-Landscape Items**

It has come to the board’s attention that some neighbors are misinformed about the services covered by the HOA. At present the HOA does not cover anything not documented in our covenants. The covered items are landscape services (as listed above), termite protection, irrigation (minor adjustments, water cost and head replacement only), maintaining the common areas (the entry, the retention pond) and insurance for the board and common areas. We can change the coverage by a community vote, but it would require increasing the dues.

In order to protect the HOA board members, we must have written documentation for any actions we take. Phone calls or discussions on the street will not prompt action. This is the official procedure for submitting a request. There are two forms:

* **Rivendell Architectural Approval Form** – For submitting requests requiring approval from the Architectural committee, such as adding or changing the appearance of your unit
* **Rivendell Action Form** – for anything else

These are available in the **owner area** on the [www.rivendelltownhomes.com](http://rivendelltownhomes.com/) website. To enter the owner area, click the link in the upper right corner of the website. The password is 1234.

Fill out the form and send via email or mail it to Selby-Webb. They will distribute the form to the correct group for action. The management firm and the board will protect the anonymity of the submitter(s) when needed.

You should have received a copy of the architectural guidelines in the mail. These are guidelines and not strict rules. If a neighbor cares enough to fill out a form about you being outside the guidelines. it will be reviewed, and you may be contacted by the management company to address the concern.

The dues for the last quarter are now due.

If you haven’t submitted your **certificate** **of** **insurance**, please remember that this is required as documented in the covenants.

Does the board have your email? If you haven’t recently received an email from the HOA, and you want to be included, please email Jackie.

We are encouraging everyone to leave your outside lights on after dark.

There is a neighborhood Facebook page that is not-HOA related. Ask to join **Rivendell** to be included.

Thanks for being part of our great neighborhood,

The HOA Board and committees.

Management Company (Selby-Webb)

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\*- denotes an elected HOA board member