



TRUTINA

Trutina FAQ's Residential Landscaping & Exterior

Question	Answer
What services are included in the weekly mowing?	Weekly landscaping services include mowing and string trimming of all residential lots and common areas in the residential community. Hard edging on walkways occurs every other week. Walkways and driveways will be cleared of grass clippings. Services are planned for May through October and are subject to adjustments due to weather or other conditions.
Why did the mowers not come this week?	There could be several reasons for mowers not completing the weekly services including inclement weather or skipped mowing at the start or end of the season. Rockwood, our HOA Management company, is required to notify the community if the services will not be performed. If your yard was missed please submit a request via the HOA Services Work Request (link provided below) to notify Rockwood to schedule make-up services.
Who do I contact if an area was missed during the weekly mowing?	Please contact Rockwood Property Management using the HOA Services Work Request on the Trutina HOA website or click on the link below. Choose Private Lot Landscaping and include your address and what services were missed so they can directly address the issue. https://www.trutinahoa.com/hoa-services-work-request.html
What other services are included in the landscaping package?	The following services are performed annually, in addition to the weekly mowing services: <ol style="list-style-type: none"> 1) Grass fertilization applied 3 times per year - once in the spring and 2 times in the summer; 2) Planter-bed weed spray will occur twice per year for all mulch and rock planter beds; 3) Hand weeding of mulch and rock planter beds will be as needed but not more than 3 times per year; 4) All lawns and turf areas will be sprayed for weeds in the spring and fall; 5) Curb line and crack weed spray will be applied a maximum of 3 times per year to eliminate weeds in road and sidewalk cracks; 6) Pruning for all shrubs, natural grasses and perennials inside of planter beds. If you do not want your plantings trimmed mark them with flagging tape; 7) Fertilization and systemic treatment is applied to the street trees every fall. Additionally, tree rings are sprayed around all trees to prevent mower damage as a preventative measure. Street trees will only be pruned on an as needed basis.
Who is responsible for my sprinkler system start-up in the spring?	The HOA provides for the start-up of each residential system. The startup process will include activation and coverage evaluation of each individual lawn irrigation zone to maximize water coverage efficiency. Any required repairs or maintenance arising from this evaluation are the financial responsibility of the individual homeowner. It is the homeowners responsibility to ensure water to the irrigation system is turned on before the start-up services are performed and that timing and schedules for the system are set.
Who is responsible for my sprinkler system winterization in the fall?	The HOA provides for the winterization of each residential system which includes blowout of the sprinkler lines to minimize any potential damage over the winter months due to freezing temperatures. It is the homeowners responsibility to ensure water to the irrigation system is turned off before the services can be performed.
Am I responsible for the backflow services on my irrigation system?	Yes, you as the homeowner are responsible to schedule and have the yearly backflow inspection performed. Rockwood sends out a notification and suggested providers in the spring.
What do I do if my sprinklers were damaged by mowers?	If your sprinkler system is damaged during a weekly mowing, please report such damage to Rockwood Property Management using the HOA Services Work Request on the Trutina Residents or HOA website or use the link below and choose Private Lot Landscaping. https://www.trutinahoa.com/hoa-services-work-request.html
What steps do I take if I want to make changes or adjustments to the outside of my home?	Homeowners are required to follow the architectural application process on the HOA website. It is recommended that you thoroughly read the ARC Regulations first before starting the application process. If you have questions, please email or call Rockwood Property Management: at trutinahoa@rockwoodpm.com or (509) 321-5921
How do I get a community garden box?	To be entered in the lottery for a community garden box you must fill out an application on the HOA website under the community life tab and select Community Garden in the spring. https://www.trutinahoa.com/community-garden.html
If I have voles, mice, or other in-ground pests, will the HOA handle this?	The HOA package does not include pest control on residential property and homeowners are responsible for all costs associated with alleviating the pest problems.
If a plant dies in my planter bed who is responsible for replacing this plant?	If you are still under warranty submit a request to Greenstone to replace the dead plants (warranty link provided on question below). After the first year all plant material is the homeowner's responsibility. If you are replacing dead plant material like for like, no architectural application is needed, although if you plan to change the plant type, we require an approved architectural application before the replacement of such plant material.
Who do I contact if I have any problems with the exterior fixtures of my home?	All exterior repairs are the sole responsibility of the homeowner. If your home is still within the 1-year warranty, submit a Customer Service Request to Greenstone via the link below https://www.greenstonehomes.com/customer-service/
What should I do if I notice that the Dog-Stations are not serviced?	Please alert Rockwood Property Management via an HOA Services Request from the Trutina Residents or HOA website and choose the services category Other with details on the issue so that the stations will be serviced. https://www.trutinahoa.com/hoa-services-work-request.html
Whom should I contact if I notice dogs off-leash in common areas?	Please address any individual complaints or issues directly to the resident dog owner. Many times residents are simply unaware of the requirements.