

# June Community Updates: Landscape Issues, Irrigation, Homeowner Portal, Work Requests, DCIA Meeting Minutes

## **Landscape Issues:**

There have been problems with contract performance by ProGreen concerning the frequency of mowing and trimming bushes as well as irrigation and other issues. It is clear that the property hasn't received adequate upkeep for at least the past two months. We are in discussions with ProGreen to resolve the issues as quickly as possible.

## **Irrigation:**

Homeowners have been undertaking landscaping changes by digging up their beds or grass, resulting in damage to the irrigation system. Unfortunately, this has led to some of the delays in providing water to dry areas. Any alterations to the landscaping necessitate an Architectural Change Request. Homeowners are accountable for any irrigation alterations or damage incurred. Repair costs for irrigation damage will be billed to the homeowner following repair by ProGreen.

## **Homeowner Portal:**

Campbell property management maintains a homeowner portal that is password protected. The portal has information concerning your payments, forms, work order requests, THODC meeting minutes, and THODC financials. Work orders you submit can be tracked to completion on this site. Additional information will be posted there in the coming months. We will continue to use the THODC website along with the portal. If you need access to the portal contact [pmassistant@campbellproperty.com](mailto:pmassistant@campbellproperty.com)

## **Work Requests:**

A reminder that requests for work on your property should be sent through the contact us page on the THODC website. [Contact Us – Townhomes of Deer Creek \(thodc.com\)](http://thodc.com) This includes irrigation, hedge trimming, tree trimming, and other landscaping issues. The work order is issued to the appropriate vendor by our property manager and then tracked to completion. It is updated for you to follow on your Campbell portal. The work is normally completed the next time the vendor is scheduled on our property. It could be as long as four or five weeks. Work that requires immediate attention will be addressed as soon as possible.

## **DCIA:**

Deer Creek Improvement Association (DCIA) is the Master Association for Deer Creek. The DCIA Board meets the first Wednesday of every month in the Palms Clubhouse on Country Club Blvd. Meetings are not held in June or July. The meeting minutes are posted on the THODC website under the Homeowner Access page a few days after the monthly meeting. For more information on DCIA go to their webpage at: [Deer Creek Improvement Association \(dciadeerfield.com\)](http://dciadeerfield.com)