



## 2026 Grounds Guidelines

The Grounds Guidelines encourage uniqueness while at the same time, create harmony with neighboring apartments, the environment, and the physical maintenance of our properties and the overall aesthetic appeal of the campuses.

### Lead Landscaper, Ron Palsgrove

Ron joined the team in 2026. He brings 25+ years of golf course and turf management experience. He has advanced knowledge of turfgrass science, soils, irrigation, pest/disease control. Ron was an Eastern Regional Manager Class A Gold Course Superintendent General Manger and Turf Industry Sales Leader. Ron and his wife, Stacey, reside in Sandwich, NH with their son, Ryder and daughter, Finley. They also have a daughter, Addison who lives in Florida.

### Overall Campus Care

Havenwood Heritage Heights provides the following annual grounds maintenance services to both campuses.

Spring Clean-Up – Isaiah Gove Construction LLC, our snow removal contractor, and his staff are responsible for cleaning the sand and salt they used from the winter season. The sand is pushed off all lawns onto adjacent roadways and parking lots. Roadways, parking lots, and sidewalks are then to be swept, and sand is to be removed. Isaiah’s staff are also responsible for repairing the plow damage. Sand cleanup generally begins after April 15<sup>th</sup> when we are sure the snow season is done. The goal for full cleanup is May 15<sup>th</sup>.

The Landscape staff is responsible for the leaves, pine needles, and other accumulated debris. We will blow off all common area gardens, resident gardens, lawns and remove the debris to prepare for the spring season. We also repair the plow damage in the common areas with irrigation.

Mulching – Once spring clean-up is completed, mulch will be spread in common area gardens to help keep moisture in, control weeds and improve the overall appearance of the garden areas on both campuses. Residents who want to have mulch spread in their own personal garden space by us must fill out a Landscape Request Form. July 1<sup>st</sup> will be the cutoff date for bark mulch requests to be spread by the landscaping team. If a resident

is going to spread the bark mulch requests may be submitted after July 1<sup>st</sup>. We will not purchase bark mulch after August 28<sup>th</sup> as it is too late in the year for mulch to be effective. In the future, bark mulch will be managed by area of campus along with the common areas so the work can be scheduled in a more time efficient manner. Residents who want to spread their own mulch can simply submit a Landscape Service Request. Furthermore, the staff is more than happy to deliver mulch for your convenience. **In some cases where mulch has never been removed and is suffocating shrubs, the landscape team will not mulch the area. When time is allowed the landscape team will remove the old mulch so that a fresh layer can be applied the following spring. In order to be consistent with appearance, we ask that Residents not purchase mulch; it will be provided by the community.**

Pruning – The Landscapers complete the pruning of shrubs according to the individual species requirements specific to timing, size and shaping. Going forward, there will be a schedule implemented and followed schedule to reduce the amount of Landscape Requests for pruning. Shrub trimming will be scheduled by the Lead Landscaper. In some cases, we find it necessary to cut back certain shrubs that are fast growing or when a plant has overtaken a particular area. If residents want a shrub in their garden space pruned then a Landscape Service Request Form must be filled out. The Lead Landscaper will review the request and approve in the best interest of the species. Please note that HHH is working to remove “invasive species” (examples Burning bush, Barberry, Oriental bittersweet, Autumn Olive and Common Buckthorn). Over the course of the season the lead landscaper may discuss the removal of some of these shrubs and a replacement if they are located in your garden.

Lawn Mowing – Lawns are mowed on a weekly basis during the regular growing season. The crew generally schedules mowing on Wednesdays and Thursdays to allow for Fridays if adverse weather is expected. The crew will always attempt to mow the non-irrigated areas after rain or even during rain to minimize the dust but please keep in mind these areas may still create dust. In most cases, large commercial equipment is used on the lawns. In addition, motorized trimming equipment is used to trim in areas where the larger equipment cannot operate properly. **Please do not approach staff when they are running equipment as they may not be able to hear or see you.**

Fall Leaf Clean-Up – Fall clean up generally begins in September and is the primary focus of our landscape team until it is completed or it snows. The grounds of each campus will be cleaned of leaves and other debris by using backpack leaf blowers and our commercial lawn mowers. The leaves will be pushed into large piles and then removed using the necessary equipment. Large debris bags are available at the front desk or in the recycling area for this purpose. **Please do not add non-compost material such as plastic pots and trash to the debris bags.** Debris pick up will be scheduled for Mondays and Fridays. Plastic pots should be recycled. Also, please separate twigs and sticks from lawn debris, weeds and clippings. We ask that all pots, garden ornaments and

any LED light wires be removed prior to cleanup (November 1<sup>st</sup>). These things interfere with the cleanup process, especially the light strings that are difficult to see. If snow arrives early and remains, we will complete the leaf clean up in early spring as necessary.

Gutters – Isaiah Gove Construction LLC, our snow removal contractor is responsible for cleaning the roofs and gutters. This is done in the spring and fall, weather permitting. The Landscape team will work with Isaiah Gove for scheduling purposes to be as efficient as possible.

## **Your Porch and Yard**

Residents are welcome to have outdoor furnishings and decorations on porches. We ask that porches, yards and patios be kept in an attractive and uncluttered manner.

A nameplate, welcome plaque, birdfeeders, birdbath, garden ornaments or a flag are among the items Residents may choose to have in their designated garden. **Residents need to keep these ornaments within the designated garden bed to avoid interference with lawn maintenance.** Do not nail items to the trees. We do not limit the number of birdfeeders, but we ask that the number be kept in proportion to the garden configuration and building layout. Flag poles are limited to one per household and must be installed by the HHH Maintenance Team. Depending on the size and number of items, a vinyl repair service fee may be charged for future restorations.

All apartments, except for two bedrooms and garden suites have an outdoor utility closet. Please use this area to store a few garden tools. Residents residing in a 2-bedroom unit that does not host a utility closet may purchase an approved outdoor storage cabinet. Please contact the campus Housing Office for more details and specifications for storage cabinets.

## **Birdseed Storage**

Birdseed should be stored in a sealed container in your outdoor utility room, discreetly on your porch, or in an outside courtyard storage container if you live in the Lodge.

**Birdseed can cause insect infestation when stored indoors, spread to neighboring units, and be costly to remedy.** If your birdseed causes an insect problem, HHH will charge for extermination, cleaning and labor to correct the problem.

## **Personal Garden Guidelines & Expectations**

Our landscape guidelines have been developed to invite Residents to bring their individual spirit to the outdoor areas around their home. All Studio and Cottage Accommodations, and most lodge units offer the opportunity for Residents to have a small personal garden. In general, the boundaries of gardens are clearly defined. If a

Resident has questions about the boundaries, please contact your Housing Office. **Please note that garden boundaries are not to be extended.** You may choose to enhance the garden with any kind of annual or approved non-spreading perennials. Once again, please utilize a written Landscape Request and seek approval prior to planting any other perennials.

Container gardening is a nice substitute for/supplement to a full garden, and Residents are invited to have a few flowerpots on their porch or walkway. We do ask that any potted plants be placed so they do not interfere with the walking paths or emergency access. The same rules apply on maintaining the flowerpots. If you have container plants, please keep them watered & well cared for. For winter it is best to remove all containers and store them in an alternate location.

Landscape Service Request Forms - These forms are available at the Reception Desk on both campuses and on MaintainX. During 2026 Residents will be introduced to MaintainX by area to complete electronic landscape requests. These forms are to request mulch, pruning, as well as new plantings, problems with your garden area and special requests. Lawn care and spring/fall cleanups do not need to be requested as they are done on each campus around every unit. The Lead Landscaper determines the best time to complete them based upon weather, specific requests, species of shrubs, prior work obligations and the time of year (For example, the landscapers do not prune shrubs before they bloom or plant new shrubs if it is not the correct season). If there is a charge for the request, this will be discussed prior to any work being done.

**Landscape Request Status Report** – Once again, during 2026 MaintainX will be introduced to residents so they may complete an electronic landscape request online or work directly with Reception to input a work order into MaintainX. The status of each workorder will be communicated through MaintainX. Until your area has been introduced to MaintainX, please continue to complete a Landscape Request and submit it to Reception.

Special Assigned Red Stake– Special Red stakes are available for Residents by meeting directly with the Campus Administrator. Residents who are committed to care for their own gardens and agree to complete garden work in compliance with the seasonal schedule at HHH can sign an agreement and pick up their red stake. The way the program works is if this red stake is posted, the garden will not be touched for that particular segment of overall campus care.

### **Garden Modifications (Special Requests)**

The enlargement or reconfiguring of a garden bed, adding or replacing perennials, shrubs and trees requires approval from the Housing Administrator. Residents considering these modifications must submit a Landscape Request Form. Some services will require

advance service fees to ensure that future restorations can be accomplished without further expense to the Community. Additions of shrubbery and trees are permanent and may not be removed in the future.

It is not always possible for our landscape budget to afford individually requested improvements including shrub or tree replacements. In situations where it is determined that the current planting is acceptable, but a Resident wishes to have a planting removed and/or replaced, a program has been established that allows this to occur. Residents requesting this type of aesthetic renovation can pay for those changes if the request has been approved as described above. Residents choosing this service will be billed directly and will include the cost of plant materials and labor

### **Yard Waste and Composting**

Composting is important and beneficial for gardens, but it does not always have the best aesthetic presentation. At Heritage Heights, Residents may opt for a small, enclosed personal compost container – a hoop of chicken wire is not an acceptable compost container. Please contact the Housing Office for approval of your container or for information on pre-approved styles.

Branches, Twigs, Garden Waste: When Residents do yard work and have a pile of twigs/sticks and weeds, we ask Residents to place these items in a paper yard waste bag available at no cost to the residents at the Reception Office. Please separate the sticks from the compostable waste when filling bags. **Place the bag at the roadside and Maintenance will pick them up.** Bags will be picked up on Mondays and Fridays. We will pick them up prior to rain or before the weekend. Residents are reminded not to throw brush, leaves or plant materials over the edge of the bluff at Heritage Heights. Filled debris bags are taken to a town compost recycling area. It would be a great help if you would not include flowerpots, plastic bags or other non-compost materials you're your garden waste.

### **Natural Areas & Common Area Gardens**

There are several natural areas on campus that are not manicured but they are very much a part of our landscape plan. It is our intent to keep these areas natural, yet managed. The Lead Landscaper will complete some selected thinning and undergrowth removal as conditions warrant. Residents and visitors are welcome to enjoy the many common areas on both campuses. The furnishings provided in these areas are for the enjoyment of all. We ask that Residents do not disturb these areas for personal gardens or to create additional seating areas.

The bluff is a very sensitive area and must be cared for accordingly. To preserve the edge and not weigh it down with dense compacted waste materials which prevent new growth, we ask that you not throw brush leaves or plant materials over the edge.

Administration and Resident volunteers maintain the common area gardens by the Main Entrances and at other scattered locations on both campuses. Residents interested in assisting with common area gardens should contact their campus Grounds Committee.

### **NEWER CONSTRUCTION: East Side Drive Homes, Woodland Court Homes at Havenwood and the North End Cottages and New South End Cottages at Heritage Heights Phase I & II**

Garden guidelines that are referenced in your Resident Handbook and the personal garden guidelines above are not applicable to the Phase I & II South End homes, 2014 North End Homes, Woodland Court homes built in 2008 or the East Side Drive homes at Havenwood built in 2005. HHH will charge a resident for damages caused to the grounds should the guidelines not be adhered to.

#### **Landscape Beds**

The garden beds around your home will be landscaped in the spring according to the Landscaping Plan that HHH has agreed upon and submitted to the City of Concord. For HHH to maintain these areas, residents, HHH will designate an area at the front entry and/or in front of the house for resident annual planting. If you are interested in planting annuals at your entry or in front of your home or in the back, please complete a Landscape Request for review and the administrator will follow up with you directly. As always, you may plant flowers in a couple of decorative containers and place them on your porch or in the established garden bed around your home. You may not add perennials, shrubs, or trees into the ground to any area. Residents will be charged for removal of anything that is planted.

#### **Lawn Care**

Soil tests have been conducted, and the necessary nutrient requirements will be addressed in the spring and fall. Also, due to time constraints the process of “slice seeding” or aerating will only be done in the fall to all bare areas. The springtime window is too short for seed germination before the onset of crabgrass. The landscape team will work to fix the common area plow damages, while the rest of his time is dedicated to spring cleanup and small projects. The snow removal contractor will be cleaning all sand from lawns and adding loam to all damaged areas. Residents are encouraged to seed lawns as necessary. Seed, lime, and fertilizer can be provided by submitting a landscape request. The soils on both campuses are very sandy and dry. Lawns and plants should be watered frequently to aid in their health and development. Newly seeded lawns will require daily watering until establishment

