

# **Performance Quality Feedback Lawn Company**

Performance quality feedback results are to be reported at each open HOA meeting. Performance feedback can be submitted at any time by any resident. Submissions can be anonymous.

The HOA is separate from the management company it chooses to hire. As long as you live here you are part owner in the HOA and you have a say in how it is governed and how it operates. No one has any right to prevent you from participating.

The HOA, its committees, volunteers, and ad hoc participants are volunteers. The management company is hired to support day to day operations and the HOA elected officials.

## **General Lawn Capability and Skills**

1. Do you think the lawn company is proactive in identifying and dealing with maintenance issues?
2. Do you think the lawn company has the capability and skills to identify and deal with lawn issues?
3. Do you think there are too many volunteers doing too many things that the lawn company should do in a professional way?
4. Do you think the lawn company is on top of their industry and providing a state of the art service to the community?

## **Work Quality**

1. Is the grass cut too high?
2. Are there grass clumps?
3. Is the grass being torn rather than cut?
4. Is there grass die off?
5. Are there weeds?
6. Has grass been torn out leaving wheel ruts behind?
7. Have lawn clippings been blown into the garage doors?
8. Have grass clippings been blown into your beds?
9. Have your beds been damaged?
10. Is the grass perimeter encroaching in your beds because of poor edging?
11. Are there times when edging is not done in some spots?
12. Has your air conditioner been hit by the lawnmower?

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13. Has your property been damaged in the past 12 months from flying objects?
14. Is the irrigation system being damaged by the lawn operations?
15. Are you afraid to leave your house when the lawn is being serviced?
16. Are grass clippings hitting your glass porch doors because the grass guard is not down?

### **Customer Interaction**

1. Is the staff polite?
2. Have you felt threatened or intimidated by the staff?
3. Are you afraid of the staff because of previous encounters?
4. Have you thought about selling your home because of staff interactions?
5. Have you needed to consult a lawyer?
6. Have you gone into arbitration?
7. Have you placed your home up for sale because of bad interaction with the staff?
8. Have you sold your home because of bad interaction with the staff?

### **Comments**