

April 14, 2020

All of our associates at Herriman & Associates hope this finds you and yours safe and healthy.

If you are a hospital employee, a first responder, a grocery store or gas station employee, or other essential government or private sector employee, or you are employed in any role in the various related supply chains, THANK YOU for your dedicated and conscientious service.

Michigan Governor Gretchen Whitmer announced Monday (April 13) she would not be making any changes to the extended "Stay Home, Stay Safe" executive order, which order was recently extended through April 30.

Accordingly, landscape maintenance services and home construction services, which were previously deemed "non-essential", may not be performed until May 1 at the earliest.

Although several industries were lobbying to be exempted from the order, the contractors were also making plans to hit the ground running once the order expires.

The below text, in italics, is comprised of excerpts from an email Herriman associates received from one of the landscape maintenance firms we work with. We have shared it with other landscape maintenance firms, all of whom have reported they will soon have a similar message for us. We have extended our gratitude to the sender.

It describes how delayed landscape maintenance services will be performed once the executive order expires.

Naturally this pertains to only those areas in your community that are cared for by the Association.

When services get underway, we anticipate that some work will be performed later in the day than usual and even on weekends.

Other landscape maintenance services, including, for example, tree and shrub insect and disease control treatments and pond maintenance services will not be performed until the executive order expires.

We will share additional information as it becomes available.

Thank you for your attention.

HERRIMAN & ASSOCIATES, INC.

The Name Withheld Group will continue to follow the State's extended "Stay Home Stay Safe" order and will not be performing any service in the community until we are cleared as an essential service.

The management and leadership teams here have continued to conduct minimum basic operations of the business in preparation for a very busy season.

We acknowledge that your property maintenance is going to suffer through this delay. By the time we are allowed to start performing services on your property, we are expecting and preparing for the desperate need for extra effort. Our focus will be as follows:

Lawn Mowing

- 1. Most properties will have missed 2-4 mowings by the time we are able to start and the grass will need to be cut at our maximum height of 5-6" for the first 2-3 visits. If we cut more than 1/3 of the blade height at one time, we risk the health of the grass.*

2. Your lawn may suffer until late May or even early June depending on how long it is before we are allowed to service your property. Even with bagging and cleanup efforts--there will still be clippings left on the lawn and grass in the mulch beds. Unfortunately, this cannot be avoided.
3. Each of the first few mowings may take 2-3 times the normal effort.
4. Our capacity is set to mow properties once per week for no more than one week's growth. As mentioned before, these first few mowings are going to take an unpredictable amount of time.
5. We will not get to every property the first week back. Our routes will be completed in the most operationally efficient manner. Our apologies in advance for the inconvenience.
6. Please know we are doing all we can to keep our staff safe while trying to provide the highest level of service this situation allows. You can contact the office to confirm where you are at on the list, and we will be working with maximum effort to get there as quickly as feasible.

Spring clean-ups

These will be performed with our first mowing.

Turf fertilization and weed control

1. At least double the effort will be needed throughout the rest of the season to bring weeds back under control. Most properties will see two charges on their next invoice to reflect these efforts. (Round 1, for "pre-emergent and fertilizer" and Round 2, for "weed control")
2. We also expect a need to do a post emergent crab grass control for those properties that request additional service. Please contact your account manager later in the summer if this becomes an issue for your property.

Pre-emergent weed control for mulch beds

This service is always beneficial and will be done with your first Gardening & Weeding visit.

Gardening & Weeding

1. Depending on your contract structure and service level, your property may have missed 1-2 of your regular visits. Therefore, the first visit will require 2-3 times the normal effort.
2. We will not get to all of our properties in the first week or maybe even two. Our capacity is set to weed our properties one or two times per month for no more than that period's growth. As mentioned before, these first visits are going to take an unpredictable amount of time. Our routes will be completed in the most operationally efficient manner.

Once these initial services are all completed, we should be able to turn our efforts to seasonal pruning, enhancements, and projects. For the safety of our community and our team members, please do not expect any project or enhancement services to be completed until late May or early June.

Thank you for your patience, support, and understanding as we work to navigate this unprecedented challenge. Please continue to Stay Home, Stay Safe, and Stay Healthy!