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APRIL 2020

To Our Landscape Maintenance Customers,

In light of the updated and extended Shelter in Place Ordinances for Sonoma, Marin, and Napa Counties, we are adapting our services once again to remain in compliance. We are hopeful that these regulations will mitigate the spread of the COVID-19 virus and flatten the curve.

Although deemed essential by the federal government, landscaping services are now limited by our local government to the following:

“Arborists, landscapers, gardeners, and similar service professionals, but only to the limited extent necessary to maintain the habitability, sanitation, operation of businesses or residences, or the safety of residents, employees, or the public (such as fire safety or tree trimming to prevent a dangerous

condition), and not for cosmetic or other purposes (such as upkeep)”

While some of our routine maintenance activities will experience some interruptions, your landscape is in good hands.

Account Managers & Supervisors Inspections will be completed at least weekly of job sites to identify and address issues concerning site safety, access, sanitization, and habitability.

Irrigation Inspections & Repairs will continue in anticipation of Spring weather to avoid potential safety hazards from leaks, runoff, and flooding. In addition to potential costly plant replacements and/or water bills.

Emergency Response Teams: Focusing on pedestrian traffic areas, vehicle access, storm damage, drain and v-ditch clearance, defensible space, high-weed abatement and wildfire fuel reduction.

Pruning & Trimming of trees and shrubs will be limited to maintain site safety, access, sanitization, and habitability. For example:

- Trimming low branches or shrubs that impede walkways or roads.
- Trimming of shrubs that block a fire escape (i.e. ground floor windows).
- Trimming shrubs that obstruct drivers' view of traffic in or out of driveways or intersections.
- Trimming of ivy or other fast-growing ground cover presenting a safety or habitability issue.
- Trimming or removal of plant material for the purpose of maintaining wildfire defensible space.

Lawn Care will be limited to maintain site safety, access, sanitization, and habitability.

- Lawns were fertilized over the last two weeks. This will provide weed suppression, greening, and new growth.
- We made a big push to get all lawns mowed this week. Mowing services going forward will be limited to written customer requests/approval with justification of necessity.

Blowing will be limited to maintain site safety, access, sanitization, and habitability. For example:

- Clearing walkways to prevent slips, trips, and falls.

- Clearing gutters and drains to prevent flooding.

We are also gearing up to get caught up on deferred maintenance when the "Shelter in Place" orders are lifted. We will be shifting labor and equipment resources from our Enhancement Department to address deferred maintenance.

As new rules, recommendations, and regulations are put in place, we will continue to adjust and adapt our business practices and policies. The current precautions we are taking include:

- Office and Management staff are working remotely.
- Landesign offices are closed to field personnel.
- Team members must remain at least 6 feet from another person.
- Vehicles are limited to two people max (1 is preferred and we are working towards that goal).
- Windows in the vehicle must remain open to allow fresh oxygen into the cab.
- The interior of all Landesign vehicles are wiped with disinfectant at the end of each day.
- The team is required to wear PPE to protect themselves and the public from COVID-19.
- All team members are required to wash their hands and use alcohol-based hand sanitizers.

Any member of the Landesign team that is not feeling well is asked to stay home and to seek medical attention if they experience any symptoms of COVID-19 or if they may have been exposed to the virus in any way.

Please feel free to contact your Account Manager with questions or concerns. If you do not have their contact info, call our office at (707) 578-2657 during business hours.

For emergencies that occur after hours or on weekends, call (707) 583-9512.

As this crisis evolves, we will adapt our policies if needed to continue to put our people, our community, and our customers first.

Sincerely,

JJ Fitzgerald

Business Manager
Landesign Construction & Maintenance, Inc.



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