





The World's Most Precious Commodity

Water Efficiency Team



Stone Creek Water Conservation Group

W. E. T.

Concept Have a team of residents with boots on the ground and eyes wide open

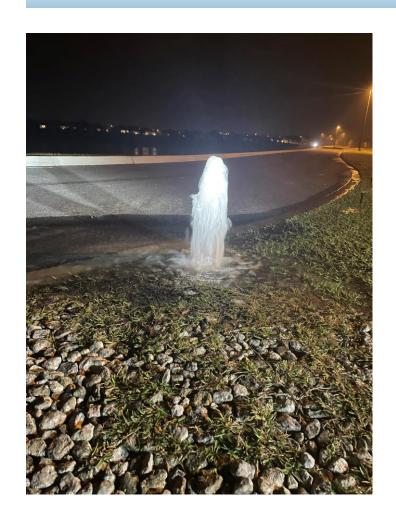
... to assist the HOA Office with identifying irrigation issues.

This is all about residents taking pride in the community and helping this community stay as beautiful as it is and save money ... which will help keep the HOA fee down.

What we want to prevent is issues going on for days wasting tremendous amounts of water, causing flooding, and damaging the landscaping ...



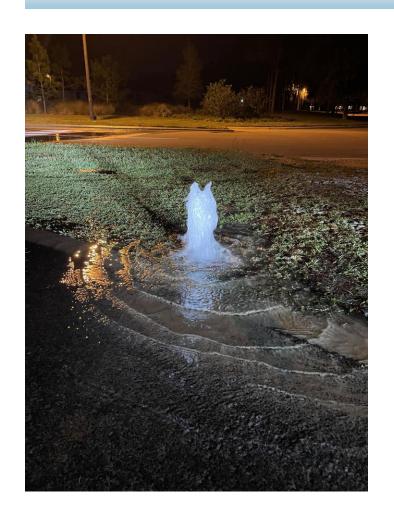








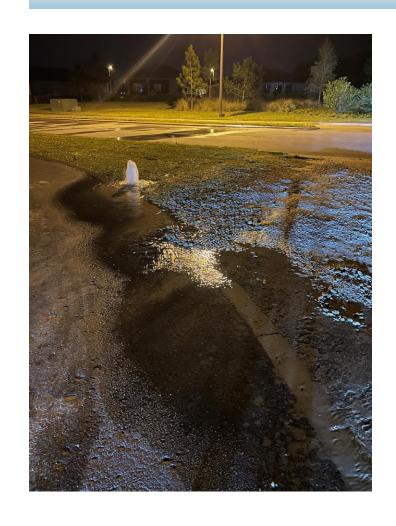


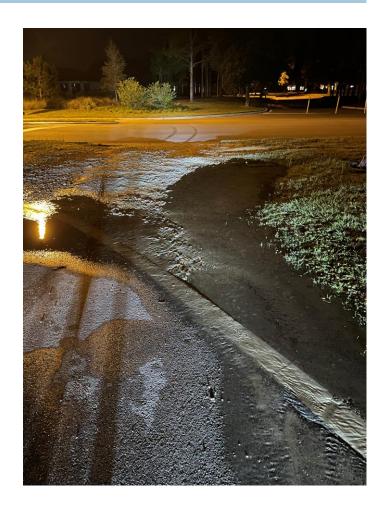












That went on for 4 days because the sprinklers went off at 8 PM. I opened a ticket. Then the light bulb went off ... we need W.E.T.





#2 - <u>HOA/COMPLIANCE</u> continues to request the following in the weekly update:

We are requesting the utilization of the Connect work order system available at https://stonecreekocala.connectresident.com for maintenance and landscaping requests. This system will facilitate the onsite staff in managing progress, necessary actions, and subsequent follow-ups.

The Math There are 168 hours in a week

The Reality FS Residential and BrightView are only on prem 40 hours Monday thru Friday

Most irrigation issues are noticed in the evening and early morning hours

What We Need

A typical SUPPORT system structure

- <u>Tier 3</u> = Residents report an issue. WET gathers info, does triage, and creates a ticket.
- <u>Tier 2</u> = HOA Irrigation Manager reviews, prioritizes, assigns and tracks the tickets.
- <u>Tier 1</u> = HOA contracted landscape company works the tickets and makes repairs.





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How It Will Work

- Recruit and train resident volunteers to be WET liaisons.
- Educate community residents to contact WET liaisons to report an irrigation issue.
- WET liaisons will triage irrigation issue and create a service request in the Connect work order system.
- HOA Irrigation Manager takes it from there.

Irrigation Issues Include but not Limited to

- Broken irrigation lines and/or spray heads.
- Low pressure coming from spray heads.
- Irrigation not running when expected to run.
- Irrigation running in the rain.
- Spray heads not covering intended areas,
 i.e. spraying onto street or paths.





Stone Creek Water Conservation Group

When there is an irrigation issue with a common area or managed home

Get

WET

Where does it go from here.

The HOA BOD needs to approve the creation of W.E.T.

Then WCG needs to develop the Standard Operating Procedures (SOP) and Training (materials & workshops)

The WCG needs to start a campaign to recruit resident volunteers for W.E.T. liaisons.

WCG would like 2 liaisons per neighborhood and 2 or more for the common/amenity areas.