

CANYON RIVER HOMEOWNERS ASSOCIATION
MAINTENANCE GUIDELINES
EXHIBIT A

Landscape maintenance of homes (Anglers Bend – Cahill – Townhomes), maintenance areas, and common areas within the Canyon River community is directed by Covenants and Maintenance Guidelines. It is funded through HOA (Homeowners Association) monthly dues as set by the Canyon River Board of Directors (Board or BOD). In special cases, the Board may institute a special levy or assessment to cover unexpected or catastrophic conditions not covered by monthly dues.

It is the goal of the Board to represent the common interest of homeowners in achieving and maintaining compatibility and continuity of all property thereby enhancing the overall quality and value of our neighborhood. With the assistance of the Landscaping Committee and HOA manager, the Board strives to observe compliance with the covenants and maintenance guidelines in a fair, reasonable, and equitable manner while also making recommendations for change where appropriate and fiscally responsible. This document is not intended to be all-inclusive or exclusive, but to serve as a standard for making improvements to and maintaining the aesthetic quality and integrity of the Canyon River community.

MAINTENANCE FUNCTIONS

General landscape and snow removal maintenance duties will be contracted to a company (currently Canyon River Golf Course) selected and approved by the Board. That contract provides for a delegated employee who will oversee the amount and quality of work performed on homeowner, landowner, and common area property based on contracted prices. Concerns regarding the quality of work performed on the homeowner's/landowner's property should be directed to the management company contracted by the Board (currently Latitude Management & Consulting). To report concerns, provide feedback, or request maintenance services, homeowners are to take the following steps:

- 1) Go to the HOA's website at: www.canyonriverhoa.com
- 2) Scroll over the 'HOA Info' tab, scroll down, click the 'Maintenance' button, and complete the submission.
- 3) Once submitted, an email is sent to the HOA manager. From there, the HOA manager emails the maintenance contractor manager and supervisor. Within three business days, the HOA manager will provide email confirmation that the request was received.

Maintenance Communication – Effective communication regarding problems or issues involved with these guidelines is essential to the prompt and thorough resolution of any maintenance-related issue. If after properly following the required maintenance submission process (see above), a homeowner feels their concerns are not being addressed by the contractor or manager, homeowners are welcome to contact a Board member.

Initial Landscaping Approval – During the initial home construction process, landscaping plans must conform to the Architectural Control Committee (ACC) guidelines and have written approval from the

ACC. Future changes to the landscaping plans such as replacing or adding shrubs, trees, flowers, or bushes, must have written approval from the Neighborhood Quality Committee (NQC). Homeowners who alter the originally approved landscaping plans without approval from the NQC are subject to Board requests for mitigation of any unapproved modifications. Failure to comply will result in the Board's review of enforcement actions as permitted within the HOA's governing documents. Regarding the initial irrigation installation, the maintenance team will work with home builders and contractors during the installation of landscaping to help ensure proper drainage of new homes.

Budgeted Maintenance Services – The maintenance services outlined in the Maintenance Guidelines are provided at a service level supported by the operating budget. The budget is reviewed annually by the Board. The level of services may slightly fluctuate annually based on budget restrictions and expansions. The budgeted expense for each maintenance service is based on the contractor's hourly labor and equipment rates which are subject to changes annually, per the written agreement between the contractor and Board.

DEFINITIONS –

- **Maintenance Areas** – Areas owned by the golf course but maintained by the HOA. Maintenance Areas are **between** the golf course and Anglers Bend homes and **between** the golf course and Estates with Maintenance Areas.
- **Landscape Beds** – Defined for Anglers Bend, Cahill, and Townhomes as the graveled areas bordered by concrete curbing, between and next to the residences, as well as the area adjacent to the boulevards within the lot, as applicable.

WINTER MAINTENANCE SERVICES

Snow Removal – Snow and drift removal on the streets is the City of Missoula's responsibility. In past winters the City has contracted the work to the County in a road exchange agreement. Based on that contract, the County is expected to plow the streets in the Canyon River neighborhood. The HOA provides snow removal services on sidewalks and in driveways, in addition to breaking down and moving built-up snow berms in front of driveways. Please keep in mind the following items:

- 1) When snow is expected, vehicles should be parked in garages
- 2) If windstorms create snow drifts on the streets or there are issues with snow removal on the streets, homeowners need to follow the standard maintenance request submission process. If there is an urgent matter after normal business hours, homeowners need to refer to the Maintenance Emergency Protocol which can be on the Canyon River HOA Website.
- 3) If homeowners need to report a concern or request regarding snow removal on sidewalks or driveways, please go through the normal process of reporting maintenance through the HOA's website.

Snow removal around homes and on sidewalks will be done when accumulations meet or exceed ½ inch (does not include Estate Homes which are done under a private agreement). The focus will be to remove prior day or nighttime snow. Removal will normally occur in the morning hours, once per day,

except that no plowing or snow removal around homes will be done on Thanksgiving, Christmas, or New Year's Day. The contractor is encouraged by the Board to make judgment calls about the need for snow removal when snow accumulations are less than 1 (one) inch, and it is determined the accumulation will melt off in a reasonable amount of time and that the accumulation will not negatively affect passage.

When snow and road conditions become difficult, the primary focus will be giving homeowners routes in and out of their homes and the subdivision as a whole. The priority will be to keep the driveways to the houses clear of snow to provide needed access for the homeowner and for fire, hospital, and other emergency equipment. Homeowners who are away for the winter will have the last priority during snow removal. However, these homeowner's driveways and sidewalks will be plowed and cleared for emergency protection, safety, and security reasons regularly.

The HOA budget does not provide for ice melt or sanding. Ice melt can be damaging to concrete, pavement, and turf and the HOA will not be responsible for damage caused by sand, gravel, or ice melt. If homeowners want ice melt or sand applied to their sidewalks or driveways, homeowners can hire the contractor to perform this service.

***NOTE:** Neither the contractor nor Canyon River HOA are liable for damage to yard art and address signs too close to driveways or approaches when snow removal services are provided. Additionally, they do not assume the liability for finishes on sidewalks or driveways.*

SPRING, SUMMER & FALL MAINTENANCE SERVICES

General Cleanup –

Spring - Spring cleanup takes place in March and April (weather dependent) and includes the following:

1. Remove rock, gravel, and other debris from the boulevards, sidewalks, and adjacent landscapes
2. Repair any turf (lawn) damage caused by harsh winter conditions
3. Cleanup debris in common areas, home yards, plant beds, maintenance areas, and planting beds between homes and front areas between driveways
4. Trim/prune trees and shrubs as needed from damage occurring over the winter
5. Trim tall grasses
6. The tall evergreens will be trimmed throughout the summer on an as-needed basis or when requested by a homeowner.

Fall – Fall cleanup takes place in September or October (weather dependent) and includes the following:

1. Remove leaves and other debris from the landscape beds
2. Trim/prune leafy plants

3. Yard and boulevard leaves will be blown into the street ahead of the City of Missoula's leaf cleanup schedule. Leaves in landscape beds will be removed during spring cleanup.

Misc. – Additional cleanup will be completed at the contractor's discretion throughout the season and in some instances after storms.

If a Homeowner does not want to be included in any of HOA-provided maintenance services, they need to request services be ceased by communicating through the normal maintenance submission process.

Lawn Mowing – Mowing begins after 7:00 am and may begin as early as Monday and be completed by Friday unless conditions dictate otherwise. Rotary mowers using mulching blades will be used to cut grass.

Trimming & Blowing – This service happens in conjunction with mowing. For the trimming, a weed trimmer will be used to maintain edges. Any concrete surface or rock area that accumulates clippings will be cleaned with either blowers or brooms.

Edging – Edging also may occur in conjunction with mowing and at other times as appropriate. The grass that intrudes onto the sidewalks, curbs, and driveways will be edged as needed with an edging tool.

Fertilization – Fertilizing of residential turf (grass) occurs 2-4 times a year based on the needs of the turf and the quality of the product applied. Applications will be done in May through September. The goal of all fertilization will be to keep yards healthy. Accumulated fertilizer on concrete surfaces will be blown or swept off. The fertilization program will be reviewed and adjusted as necessary every year. Homeowners should not apply fertilizer independently because it could have an adverse effect on the turf, the release of applied fertilizers, and the maintenance procedures. NOTE: Application of all chemicals will meet criteria set by the State of Montana.

Weed Control (spraying) – This is a continuous process that will occur on an as-needed basis throughout the growing season. This does not imply that the community will be weed-free as it is done as time, weather, and the HOA budget permits. Additionally, in beds with or without rock mulch, Roundup is used. When the chemical is used, flags will be put out, and a blue dye used to indicate the exact area treated for 24 hours.

Weed & Prune Landscape Beds (shrubs, flowers, bushes) – Landscape beds can be found in homeowner yards (Anglers Bend, Cahill, Townhomes) and in maintenance areas and common areas. Maintenance of landscape beds will occur throughout the growing season (April to October) and includes pruning, spraying (see above), and weeding. This does not imply that the community will be weed-free as it is done as time, weather, and the HOA budget permits.

- The services to complete removals and re-plantings of plantings (bushes, shrubs, trees) are not included with the trimming/pruning services provided with HOA-provided services and

dues. The labor to remove or add plantings is billed to the homeowner directly by the golf course and is based on the crew's hourly rate and the number of laborers used to complete the project. Homeowners can contract this service with the golf course or any 3rd party/outside vendor of their choosing. If homeowners plan to change the type, location, or number of plantings, they must first seek approval from the NQC by submitting the Architectural and Landscaping Change Form (see HOA website for details).

Irrigation – Irrigation startups are dependent on weather but usually occur in late March to early April after the system is filled with water and brought up to correct pressure. All zones, sprinkler heads, and drip emitters will be tested and adjusted or repaired as necessary. Every effort will be made to monitor and adjust sprinkler heads in shaded areas to minimize over-watering or correct under-watering in areas not receiving adequate water by relocating, adding, or changing sprinkler heads. Irrigation drip emitters will be checked (replaced if necessary) during startup and again in mid-season. There are thousands of sprinkler heads and drip emitters throughout the subdivision. Homeowners are expected to report problem areas immediately through the normal maintenance submission process. Every reasonable effort will be made to maintain appropriate soil moisture throughout the entire growing season. Shutting down and blowing out the irrigation system will occur in the fall when appropriate.

Ponds – Waterfalls – Fountains – The water features will be started in the spring after the irrigation system is up to pressure. Maintenance and repairs on ponds and waterfalls will occur on an as-needed basis. Pond treatments for algae and weeds will occur first in May and then as needed when algae and weeds begin to emerge later in the season. All treatments will be posted with signs for 24 hours.

Streetlights – Homeowners are asked to report light outages or other issues through the normal maintenance submission process. If homeowners can place a ribbon on the light pole needing maintenance, this helps the maintenance team identify the correct light during working daylight hours.

Trees (in common areas) – Tree maintenance will be completed when trees or tree limbs pose a safety problem or become aesthetically inappropriate for their location as deemed by the contractor or the HOA BOD.

Miscellaneous Maintenance – This applies to general items such as soil amendments, drain maintenance, and sign repairs. These services are completed on an as-needed basis.

ADDITIONAL MAINTENANCE SERVICES

For homes that do not receive HOA-provided services (Estates), or if homeowners want additional services not outlined in the Maintenance Guidelines, homeowners can contract services separately from the HOA-provided services. Such requests should also be made through the normal maintenance submission process. Homeowners will be responsible for all costs of the request based on an hourly rate established by the contractor for both time, material, and equipment. Examples: thatching, removal and replacement of shrubs/bushes/trees