

KINGS POINT P.O.C. (POINT OF CONTACT) GUIDE

The purpose of this guide is to assist the Association's Point(s) of Contact to better understand the position needs and provide necessary information to function in this environment more quickly.

1. There is a complete contract for the Lawn, Landscape and Irrigation contractor in the Association's Director and Officer Handbook. Each President of the Association is issued one and it is updated annually by The Continental Group, Inc.

2. How to get started: If you are an alternate P.O.C. or have just been appointed as the P.O.C., or a President/P.O.C., it is essential that you register with The Continental Group, Inc. and update your info as it changes. Your name must be on their list of authorized P.O.C.'s prior to placing Landscaping /Irrigation Work Orders. Continental will only accept Landscaping or Irrigation Work Orders from approved P.O.C.'s/ Presidents.

3. It is the current procedure of The Continental Group, Inc. and Contractor that all calls for Landscaping/Irrigation proposal requests from residents are forwarded to the P.O.C. or President for approval. No work order will be placed without P.O.C./Presidents approval unless an emergency situation exists.

4. Information required when submitting a Work Order for Landscape and Irrigation:

- **P.O.C.'s Association Name**
- **P.O.C.'s Name**
- P.O.C.'s Phone Number
- **Address** where problem exists
- **Description** of Work Order required, (broken sprinkler head, etc.) It is also very helpful to **provide location** of problem, such as left front of unit, rear of unit by lanai, etc. There is a description Work Order Sheet located on www.kpscc.com website also under "P.O.C. lawn and landscape information page."

5. The contractor is to respond 5 business days after Work Order is generated, and complete the work unless special material or equipment is needed or weather permitting in 5 business days.

6. **Presidents/P.O.C.'s should follow up on all Work Orders for completion.** If you have not received a door hanger on a specific Work Order, contact the P.O.C. representative at The Continental Group for follow up. You must provide the Work Order number at time of call or email.

7. The Continental Group P.O.C. Hotline number is (813) 634-5191 or E-mail: poc@sterlingmgnt.com for P.O.C./President use only. Contact with your lawn and landscape liaison at The Continental Group, Inc. is required for submitting Work Orders.

8. Lawn & Landscape Committee members are assigned to each of the five areas and may be contacted for questions regarding P.O.C. guidelines. (See attached)



ATTENTION ALL UNIT OWNERS

1. ALL UNIT OWNERS ARE TO CONTACT THEIR PRESIDENT OR POC REPRESENTATIVE SHOULD THERE BE A PROBLEM OR QUESTION REGARDING THE LANDSCAPE/IRRIGATION, ETC.

1. P.O.C. PHONE:

2. P.O.C. PHONE:

3. P.O.C. PHONE:

NOTE: THE CONTINENTAL GROUP WILL NOT TAKE ANY WORK ORDER CALLS FROM UNIT OWNERS

2. PLEASE NOTE THAT THE CURRENT CONTRACT WITH VALLEYCREST STATES:

NO RESIDENT, OR PRESIDENT OR POC OF ANY ASSOCIATION SHALL INTERFERE WITH THE DAILY WORK FORCE OF VALLEYCREST. YOUR INTERFERENCE TAKES AWAY FROM THE DUTIES OF THE WORKERS AND CAUSES A SAFETY HAZARD, AS WELL AS WORK TO BE DELAYED.

3. PLEASE NOTE THAT THE CURRENT CONTRACT WITH VALLEYCREST STATES:

VALLEYCREST WILL PICK UP ALL LANDSCAPE CUTTINGS AND DEBRIS DURING THE ASSOCIATION'S MOWING DAY. EACH ASSOCIATION PRESIDENT WILL HAVE THE MOWING SCHEDULE AND IT IS AVAILABLE ON www.kpscc.com LANDSCAPE PAGE.

IN ADDITION, WSI (WASTE SERVICES INC.) WILL PICK UP UNIT OWNER VEGETATION ON FRIDAY MORNING- **ITEMS MUST BE AT CURB BY DUSK THURSDAY**



Landscaping/Irrigation Hotline 634-5191 email: poc@sterlingmgnt.com

Landscaping/ Irrigation Work Order

P.O.C.'s Association:	Work Order #
P.O.C. Name	Date:
P.O.C. Phone	
P.O.C. email:	

Resident:	Date Work Order Completed:
Resident's Phone:	
Resident's Address:	

Key: L=Left, R=Right, F=Front, S=Side, B=Back,

Landscape Issues (Circle all relevant)	Irrigation Issues: (Circle all relevant)	Details:

Pruning	Sprinkler (L, R,F, B, between)
Hedge Pruning, L R F S B	Middle, Driveway Mister, Sprayer
Weeds L R S F B	By Street, A/C unit, Rotor
Lawn L R S F B	No Irrigation
Plant Bed L R F S B	Sprinkler Adjustment
Lawn L R F S B R	Head Cleaning
Common Area L R F S B	Irrigation Line Break
Tree Pruning	Broken Pipe
Tree Fallen	No Water Pressure
Tree Removal	
Plant Material Removal	
Plant Material Replacement	
Edging LRFSB	
Spray Turf for weeds	
Spray Turf for insects	
Debris	
Proposal Needed	

