

10/31/13

NOV 0 2013

NOV 0 2013

Sun City Center Community Association
1009 N. Rebble Beach Blvd.
Sun City Center, FL 33573
NOV 0 1 2013

This letter is directed against
Jessie Sandoval, P.O. Box 1933,
Ruskin, FL. 33575.

I hired him to work on the
pop corn - new pop corn and
curbing, painting old popcorn and
some incidentals at the finish
price of \$782. Paid 10/7/2013

Along with this assignment I
specifically included cleaning and
painting the front wall next to the
patio. After he completed the above
work, he promised to return and
do the wall the following week.
It is now going on the fourth week
and after several calls, he no longer
calls me back.

I find this performance un-
acceptable, and I wish to have
this recorded in the C.A. Referrals.
see next page

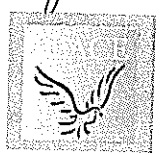
781

I am 81 years old and this type of work is out of ^{my} sphere of activity. This kind of work by most of the people you hire feel they can promise anything. As long as they receive the large sum of money connected to the job, it's incidental to be bothered to do the lesser value of the committed job, which was quoted as between \$70 and \$80.

I am working with a neighbor to make the wall presentable.

Mr. Sandool (S) does not have a reputation of being dependable.

Sincerely,
Mary Ann T. Bibus



Ms Mary Ann T Bibus
801 Bluewater Dr
Sun City Center FL 33573-6245

2 of 4

In response to Mary Bibus' Claim:

I started the job on October 27th, Friday morning. I had given her an estimate about a week prior to that date. I went back Saturday morning to continue the job, on that morning she was getting ready to leave, she asked me if I could help her load some luggage but she did not inform me on where she was going or for how long she would be gone. Therefor I went back that following Monday to complete the job and that's when I realized that she was gone. She should have given me a notice on when she was going to pay me, she had my phone number so it could have been a simple phone call. The verbal agreement that was made was her paying me when the job was completed. Since I wasn't sure when she was going to pay me for the completed job (not including painting the wall), I decided to wait until I heard from her. I continuously called her to since when she was returning but I wasn't getting an answer. On Monday November 7th, I sent her a registered letter with the receipt in hopes that it would get forwarded to the location she was at. On October 11th, I went to her house and seen she was already back. That is when she paid me the amount of \$782, which did not include painting the wall. I explained to her why I had not painted the wall yet and she was fine with it and I told her that I would try going back to paint it when I had time.

Jessie Sanford 11/11/2013

J
S
M

Jessie Sandoval
P.O. Box 1933

Riskin, FL 33575

CUSTOMER'S ORDER NO.		DATE	
MARY ANN T Bibus		10-7-2013	
NAME Mary Bibus			
ADDRESS 801 Blue water			
CITY, STATE, ZIP Sun City, Center			
SOLD BY	CASH	C.O.D.	CHARGE
			ON ACCT.
			MOSE. RETD.
			PAID OUT
QUAN.	DESCRIPTION	PRICE	AMOUNT
1	140' Neupponn Curbing	55.00	55.00
2	160' Paintings old paper	115.00	115.00
3	2 water sports	25.00	25.00
4	1 Back door slab	45.00	45.00
5			
6	Total		782.00
7			
8	813-956-1888		
9			
10			
11	4421		
12			
RECEIVED BY		10/11/13	

KEEP THIS SLIP FOR REFERENCE

Amount: \$782.00
Account: 20371801
Bank Number: 06220629

Sequence Number: 4042345719
Capture Date: 10/11/2013
Check Number: 0

MARY ANN T BIBUS
801 BLUEWATER DRIVE
SUN CITY CENTER, FL 33573

67-829
82 6660

4421

DATE 10/11/13

PAY TO THE ORDER OF Jessie Sandoval \$ 782.00

Seven hundred eighty-two and no/100 DOLLARS

CADENCE CADENCE BANK, N.A.
1-800-836-7822

MEMO pop corn Mary Ann T Bibus

⑆062206295⑆ 203 7180 ⑆04421⑆

782

RESIDENT COMMENT FORM

I hired SANDOVAL LANDSCAPING
(name of company)

to do replace popcorn on my home
(type of work done)

on 5/6/2011
(approximate date of work)

I found this company to be: (Please check any of the following that might apply. If you check "No", please explain or add any comments on the lines provided or on the reverse side of this form if you need more room.)

Gave me a precise description of the work and materials to be supplied. Yes No

Clearly explained what he was going to do and what I needed to do Yes No

Was prompt (showed up on time, did not take too many breaks) Yes No

Finished the job in the estimated amount of time Yes No

Cleaned up after each day's work Yes No

Professional (spoke appropriately, was not loud, did not use foul language) Yes No

Did exactly as they agreed to in the estimate Yes No

Pulled all the appropriate permits (did not ask me to do that job) Yes No

I would rate this company: (Please Circle) Lowest 1 2 3 4 (5) Highest

I would recommend this company to my friends and neighbors Yes No

Name John A. Mowbray Date 5/11/2011
Address 1840 Wolf Laurel Drive

Is it okay for residents to call you for a reference? Yes No, please don't

RESIDENT COMMENT FORM

I hired SANDOVAL'S LANDSCAPING
(name of company)

to do POPCORN Edging on my home
(type of work done)

on July 2010
(approximate date of work)

I found this company to be: (Please check any of the following that might apply. If you check "No", please explain or add any comments on the lines provided or on the reverse side of this form if you need more room.)

Gave me a precise description of the work and materials to be supplied. Yes No

Clearly explained what he was going to do and what I needed to do Yes No

Was prompt (showed up on time, did not take too many breaks) Yes No

Finished the job in the estimated amount of time Yes No

Cleaned up after each day's work Yes No

Professional (spoke appropriately, was not loud, did not use foul language) Yes No

Did exactly as they agreed to in the estimate Yes No

Pulled all the appropriate permits (did not ask me to do that job) Yes No

I would rate this company: (Please Circle) Lowest 1 2 3 4 **5** Highest

I would recommend this company to my friends and neighbors Yes No

Name Raymond Kelle Date 5/16/2012

Address 714 FAIRWAY RIDGE CT.

Is it okay for residents to call you for a reference? Yes No, please don't



SUN CITY CENTER
1961-2011
LIFESTYLE FOR THE YOUNG AT HEART

10/14/11

SUN CITY CENTER COMMUNITY ASSOCIATION, INC.
1009 N. PEBBLE BEACH BLVD. • SUN CITY CENTER, FLORIDA 33573
(813) 633-3500 • FAX: (813) 634-3486

Report # 3284

CONSUMER AFFAIRS COMPLAINT FORM

Copies of supporting documents must be attached
(estimate, contract, invoice, warranty, canceled check(s),
any letter(s) to or from the vendor)

VENDOR INFORMATION:

COMPANY NAME Jessie SANDOVALS Landscaping
CONTACT PERSON Jessie SANDOVALS PHONE # 813-956-1888
ADDRESS _____
CITY/STATE Ruskin ZIP _____

PLEASE LIST THE DETAILS OF YOUR COMPLAINT

Jessie did some work for me this summer and
the job turned out OK. I needed some sod laid
in the back yard. Jessie gave me an estimate
of 1200.00 dollars. Since he worked for me before
I didn't press him for an estimate. The sod
he laid was not cut even, so now I have

Continued on the other side

railing hills. It will not lay flat -
Also the sod was very poor quality
with weeds coming up now. I ended
up paying him 1700.00 as it took more
sod than he said in the beginning. I may
reset about this but it's partly my fault
but I was really ripped off with the
quality of sod and Jesse should not
be allowed to do this kind of work in Lenexa.

PS. I'm not sure but I believe I got his name
out of the contractor's book at the assoc.

HAVE YOU TRIED TO RESOLVE THE COMPLAINT WITH THE VENDOR? Yes.

WHAT DO YOU CONSIDER A FAIR RESOLUTION?

Redo the job or at ^{the} least give me
back five hundred dollars. I can hire
someone to roll it out and they can
take it out.

REPORTED BY:

NAME

Jean Allen

ADDRESS

1503 New Bedford Dr.

PHONE #

813 633-5904

DATE

10-14-11

Sandoval's Landscaping
P.O. Box 1933
Ruskin Fl, 33575

In Response to: Joan Allen
1503 New Bedford Dr.
Sun City Center Fl, 33573

When I gave Mrs.Allen the estimate I explained to her that it would probably be more. She went ahead and gave me the job. I asked Mrs.Allen if she wanted me to spray some sort of weed and grass killer and she replied "I don't want to spend anymore money." So therefore the wiregrass that is coming up is not my fault. Secondly, after removing old sod the area was graded evenly and the sod I laid was freshly cut. There were some pieces that were cut uneven but that's the way the machine cuts them. I have done other jobs using the same type of sod and sometimes it is uneven for just the first few weeks. But, I have never had any complaints prior to this job.

Mrs.Allen called me and explained to me the situation about the sod. So I went to her house in response to her call. Mrs.Joan and I came to the agreement of me going back to roll the sod with the sod roller, which I did on 8/18/11 for approximately two and a half hours. I asked Mrs.Joan if she wanted me to find some over the counter weedspray to try to help out with the grass coming up, she never gave me the 'okay'. When I went to Mrs.Joan's property, the sod had more lumps than uneven pieces popping up. I told Mrs.Allen what could be the cause of the lumps: the heavy rain that occurred after the job was done. Her back yard was sloped down and kind of steep, that is possibly because the rain packed some of the dirt under the sod on some of the areas causing it to look lumpy. Replacement is only done when sod turns yellow or the job is not properly done. In this case I see no reason for me to refund any money at all. But, I am willing to work with her to solve the problem.

Joan Allen

In response to Mrs. Jane on 1503 Newbedford, Sun City Center:

According to Mrs. ^{Allen}Janes inspector he requested to spread about one inch of top soil on top of the grass, rolling and packing it to level the area where small lumps and small low areas were uneven. As a small business owner I am willing to spend time and money to satisfy Mrs. Jane ^{Allen} as a customer and to keep a good reference for my company. When this process is completed my company will no longer be responsible for the lawn under any circumstances.

Thank you.

Joan Allen
Customer Signature

Feb 8 - 2012
Date

[Signature]
Company Signature

2/8/2012
Date

Jessie did an excellent job. Joan Allen

SUN CITY CENTER



COMMUNITY ASSOCIATION, INC.

1009 N. PEBBLE BEACH BLVD. • SUN CITY CENTER, FLORIDA 33573
(813) 633-3500 • FAX (813) 634-3486

CONSUMER AFFAIRS COMPLAINT FORM

**Copies of supporting documents must be attached
(estimate, contract, invoice, warranty, canceled check(s),
any letter(s) to or from the vendor)**

VENDOR INFORMATION:

COMPANY NAME Sandoval Nursery
CONTACT PERSON Jessie Sandoval PHONE # 956-1888 ^{Cell}
ADDRESS P.O. Box 1533
CITY/STATE Ruskin, FL ZIP 33573

PLEASE LIST THE DETAILS OF YOUR COMPLAINT

On May 21, 2009 Jessie Sandoval
planted 8 trees for \$496.00. Within a month,
they started to turn brown. We watered the
plants according to his instructions, but
he said we hadn't watered them. We

Continued on the other side

Contacted the Univ of Florida IFA S and they asked us to bring a bush and for \$40.00 they would analyze. The report attached states that the roots had a fungus girdling the stems at the base. U. of F states that nothing can be done to save infected trees.

HAVE YOU TRIED TO RESOLVE THE COMPLAINT WITH THE VENDOR? Yes

WHAT DO YOU CONSIDER A FAIR RESOLUTION?

He would like for Mr. Sandoval to remove trees and replant at his expense.

REPORTED BY:

NAME

Robert and Kathryn Wee Kee

ADDRESS

814 Fox Hills Dr. Sun City Center

PHONE #

634-6537

DATE

January 25, 2010



UNIVERSITY OF
FLORIDA

IFAS

Plant Diagnostic Lab
University of Florida–GCREC
<http://gcrec.ifas.ufl.edu>

14625 County Road 672
Wimauma, FL 33598
Phone: (813) 633-4131

Robert Weekes
Sun City Center, FL

Nov. 25, 2009

Dear Mr. Weekes,

Your *Podocarpus* bushes are dying back because a fungus has infected the bark, and is gradually girdling the trees or stems at the base. *Phomopsis* is sporulating in the infected bark. This fungus is known to cause dieback problems on southern yew.

I am attaching a UF bulletin on *Podocarpus*. Unfortunately, it suggests that little can be done to save infected trees such as yours.

Best regards,

Jim Mertely, Director
Plant Diagnostic Lab

Jessie Sandoval, Owner
P.O. Box 1933
Ruskin, Fl 33570

With all respect in response to Mr. Robert Weekes at 814 Foxhill Dr. Sun City Center

The eight Podocarpus that I planted on your backyard were in perfect condition when they were planted. You were instructed to water the plants frequently for at least 2-4 weeks then once or twice a week depending on the weather. Mr. Bob, I explained to you during the job about prior jobs that I have done. Customers were given a verbal warranty of 30-45 days to either replace or try to resolve any problems regarding the bushes after that period of time, and were responsible for them. Mr. Bob, you contacted me approximately 4-5 months later; I responded to you by going to your house where you showed me the infected plant. Out of eight, only one was getting brown from the bottom. You mentioned that it had started 3 weeks prior to that day. If you recall when I went to your house to examine the soil where the bushes were planted, we both know it was completely dry. So I don't believe that it was only the lack of irrigation which caused it to dry, because in the Sun City area there are a variety of diseases and funguses that flow through either the machinery or wind. The Letter from the University of Florida States says that your Podocarpus bushes are dying because a fungus has infected the bark. So I believe that I am not responsible and it is not fair for me to replace them at my cost. My intention is to keep my customers happy and satisfied with the job I do at their home. If you are willing, I can stop by your house and we can work something out to resolve this matter, being that this is the first time this has occurred to me; thank you!

February 8, 2010

4 & 5

March 3, 2010

Sandoval Landscaping
P.O. Box 1933
Ruskin, FL 33575

Reference: your letter of February 8, 2010

Dear Jessie;

Thank you for your response to the Community Association letter of January 29. I apologize for my delay in responding in a timely fashion.

The situation as it now stands is that three plants have been removed because of the blight, two of the remaining are in the process of dying and three remain in reasonably good health.

Based upon the findings by the University of Florida Plant Diagnostic Lab. I believe that the disease came with the plants and may have been present in the seeds or seedlings at the nursery source.

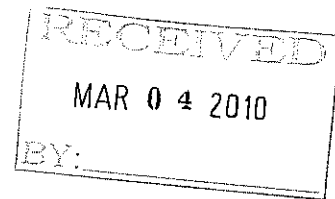
I appreciate your willingness to work together with me in order to resolve the matter. I suggest that we discuss the matter with the nursery management to see if they have had similar problems with their potocarpus inventory. If they have, then it may be possible to arrive at a three party fix. Failing that, you and I should be able to work something out..

Please call me and arrange a meeting.

Sincerely;



Robert Weekes
814 Fox Hills Dr.
Sun City Center, FL 33573-5129



Cy: Community Association
1009 N. Pebble Beach Blvd.
Sun City Ctr. FL 33573

Robert Weekes

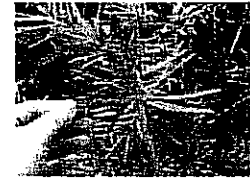
From: "Mertely, James C" <jcmert@ufl.edu>
To: <rhweekes@verizon.net>
Cc: "Peres, Natalia A R" <nperes@ufl.edu>
Sent: Wednesday, November 25, 2009 12:13 PM
Attach: Sample 4543 (Podocarpus, Phomopsis dieback).doc; Podocarpus (Southern Yew).pdf
Subject: Podocarpus sample 4543

Hi Robert,

The diagnosis for your Podocarpus (southern yew) sample is in the attached letter. See also the attached extension publication on Podocarpus.

Best regards,

Jim Mertely, Director
Plant Diagnostic Lab

Southern yew*Podocarpus macrophyllus*

Propagation

Podocarpus is usually propagated by semi-hardwood stem tip cuttings taken in summer. Dip in 3000 to 8000 ppm IBA talc and root in well drained medium under mist in 10-12 weeks. Air-layering may also be used.

Pests and Diseases

The current Insect Management Guide for Commercial Foliage and Woody Ornamentals can be found at <http://edis.ifas.ufl.edu/IG012>. The current Professional Disease Management Guide for Ornamental Plants can be found at <http://edis.ifas.ufl.edu/PP123>.

Dieback (*Botryodiplodia*, *Botryosphaeria*, *Phoma*, *Phomopsis* spp.)

Recognition: Liners will progressively wilt to death as the pathogen girdles the stem.

Terminals and side shoots die after a growth flush on larger plants, and the dieback may continue to the soil line. The symptoms may be confused with root rot, however, small, round, brown to black fruiting structures can be seen with a hand lens on the dead tissue at the point of invasion with dieback.

Contributing factors: Frequent rainfall triggers the release of spores from invaded bark or sapwood and the spores are spread by splashing water. Injury caused by shearing, sunscald and cold damaged new growth increases chances of dieback infection.

Management recommendations: Do not use diseased plants for propagation, but you can prune out the affected wood down to green wood. Collect and dispose of the affected prunings. If only one liner in a pot of several dies back, pruning out the dead wood is still needed to maintain quality of the survivors. There are no effective fungicide treatments.

Fusarium Wilt (*Fusarium oxysporum*)

Recognition: Lower leaves develop a grayish green cast and then turn brown. This may affect only one liner in a group or one side of a larger plant. A discoloration of the wood under the bark for several inches at or above the soil line can be seen. Root systems are discolored and deteriorated.



Contributing factors: Symptoms are worse in the summer when plant water demand is high. *Fusarium* is a soilborne pathogen that invades feeder roots. It is more likely to be a problem in field production, but can also be found in container production when infested media or containers are reused without sterilization by heat or chemical fumigation.

Management recommendations: Fungicides are not effective. At first diagnosis, move unaffected plants out of that area and do not put rooted liners on non-sterile soil that may contain the pathogen. Do not harvest seed or cuttings from diseased trees because the fungus may be present throughout the vascular system of the plant.

Root nodules (mycorrhizal association)

Recognition: Often called “beaded root”, this is not a disease or nematode, but a beneficial mycorrhizal association. However, the nodules that line the roots may easily be confused with a nematode problem.

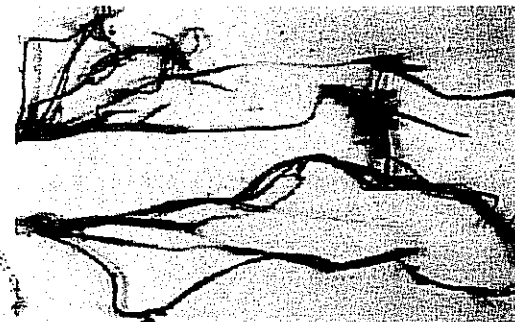


Contributing factors: Mycorrhizae in soil.

Management recommendations: None required.

Root rots (*Phytophthora*, *Pythium* spp.; *Rhizoctonia solani*)

Recognition: The first symptoms noticed will be a discoloration and then death of the lower leaves as the root system decays and the plant dies from the bottom up.



These symptoms may be one-sided on the plant. Dead leaves remain on the plant and a brownish black discoloration can be seen in the sapwood. Wet rots cause a soft decay of the outer layers of roots, which can be easily stripped off between two fingers, leaving the firm, white stele intact as in photo.

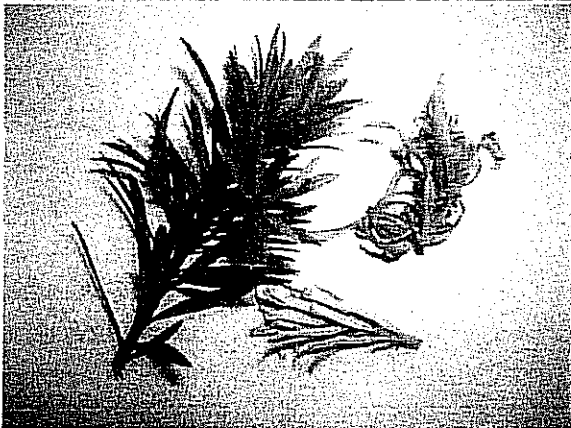
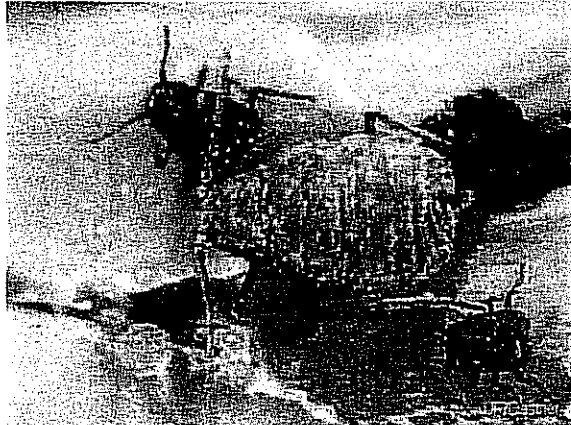
Contributing factors: The disease is triggered by periods of excessive soil moisture and warm to hot temperatures. Conditions that

favor disease development include planting too deep, poor drainage, shallow rooting, and poor water management.

Management recommendations: Manage plants to keep them out of surface water by putting them on raised beds, ground cloth or in well drained soil. Reduce irrigation during rain periods. Fungicides can be used preventatively at potting, but are not much use after symptoms are noticed, because the root system will be

significantly rotted before leaf symptoms are seen. Check roots of nursery-grown plants before planting into the landscape. Provide adequate drainage, and reduce irrigation.

Aphids (podocarpus most common)



Recognition: Often the first symptoms noticed of podocarpus aphids are the stunting and curling of the new terminal growth and the sooty mold. The podocarpus aphid adults are 1/16 inch long and dark reddish-purple. The cornicles are very small and broader than long. Other aphids may lead to sooty mold, but do not cause leaf distortion.

Contributing factors: Aphids populations are the greatest in the spring when they feed on the new flush of growth and predator populations are low. High nitrogen levels lead to rapid flushes of new growth that are attractive to aphids.

Management recommendations: Predators such as several species of lady beetles, lacewing larvae and syrphid fly larvae will help to control populations. Insecticidal soaps and oils are less toxic than other chemicals that can be used for control. Current chemical control recommendations can be found at <http://edis.ifas.ufl.edu/IG012>.

Eriophyid mite (*Paracalacarus podocarpus*)

Recognition: The mite feeds on the terminal growth and causes stunting of the new leaves (see photo on left) and dark brown scarring of the terminal twigs and midrib of maturing leaves. The mite is light yellow and about the size of the citrus rust mite, although it is not related.



Contributing factors: This mite has been found only in Florida and is specific to Podocarpus.

Management recommendations: Prune out and destroy affected growth. Chemical control recommendations can be found at <http://edis.ifas.ufl.edu/IG012>.

Scale (eight species, Asiatic red, cottony cushion and Indian wax most common)



Recognition: Scale insects may be found on stems or leaves. Soft scales support the growth of sooty mold on the leaves beneath and may first be noticed because of the sooty mold. Scale feeding damage may result in chlorotic spots on the leaves and possible leaf drop.

Contributing factors: Most scale may be present year-round. Crawlers hatch in spring and should be monitored throughout the warm season.

Management recommendations: If scale populations build to objectionable levels, oils or other approved insecticides may be used. The crawlers are the easiest stage to control unless systemic chemicals are used.



Florida wax scale



Cottony cushion scale

LF

Sources:

1. Denmark, H. A.. 1966. Entomology Circular No. 47. Florida Department of Agriculture, Division of Plant Industry.
2. Dirr, Michael A. and Charles W. Heuser, Jr. 1987. The Reference Manual of Woody Plant Propagation: From Seed to Tissue Culture. Varsity Press, Inc.
3. Jones, Ronald K. and D. Michael Benson. 2001. Diseases of Woody Ornamentals and Trees in Nurseries. APS Press. St. Paul Minnesota.
4. Short, Donald E., Gary W. Simone and Robert A. Dunn. 2001. Commercial Ornamental Nursery Scouting Manual. University of Florida IFAS Extension SP 235.
5. University of Florida Landscape Plant propagation Information <http://hort.ufl.edu/lppi/>
6. University of Florida Woody Bug Website. <http://woodypest.ifas.ufl.edu/>

Prepared by:

Juanita Popenoe, PhD, Extension Faculty, Regional Commercial Horticulture
Lake County Extension, 1951 Woodlea Rd., Tavares, FL 32778-4052
Tel.: (352) 343-4101, FAX: (352) 343-2767 January 2008

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