

**From:** Jacob Anchorstar residentsofriverwalkraleighnc@gmail.com  
**Subject:** Re: Maintenance of Tree Wells in Riverwalk Townhomes Subdivision located at the 6900 block of Buffaloe, Rd in Northeast Raleigh  
**Date:** April 15, 2025 at 1:40 PM  
**To:** Manor, Zachary Zachary.Manor@raleighnc.gov  
**Cc:** Jake Anchorstar jakeanchorstar@gmail.com, Mclamb, Anthony Anthony.Mclamb@raleighnc.gov, Trees Trees@raleighnc.gov, Crum, Chris Christopher.Crum@raleighnc.gov, APAM@carolinashoa.com, Jarrett.d.upton@gmail.com, American Property Association Management Apamcarolinas@gmail.com

JA

Zach,

No worries at all on the delayed response. I really appreciate you taking the time to respond to this.

Will share this with other residents in our community so they are also aware!

Thanks again,  
Jacob

On Tue, Apr 15, 2025 at 1:31 PM Manor, Zachary <[Zachary.Manor@raleighnc.gov](mailto:Zachary.Manor@raleighnc.gov)> wrote:

Jacob,

My apologies on the delayed response. There have been quite a few questions posed, and I will do my best to address as many as possible below. I can only speak to City requirements and responsibilities to trees maintained by the City or Raleigh or those being inspected as part of a warranty period prior to them being accepted by the City (along with the sidewalk and street) for maintenance. BMP's for managing trees lawns are at the discretion of the adjacent property owner of HOA in areas around the trees. This is specific to trees in the rights of way. Urban Forestry staff doesn't have jurisdiction over trees on private property.

I have two questions for the City of Raleigh.

1) Is the mulch bed in front of my property at [6911 Point Bar Pl.](#) in violation of any codes,

laws, or BMPs? If so, what exactly is non-compliant, and what can I do to modify the tree

well so that it is compliant? As I mentioned previously, the HOA has instructed residents

to remove all "personal items" from tree wells, but has not provided any clear guidance

on how to make the tree wells compliant. In their email, the HOA claimed that their instructions are due to a directive from the City. Is this accurate?

The City does not require street trees to be mulched. Mulch is beneficial but not a code requirement. However, if mulch is installed, it should be no more than 3" deep and should be at least 3" away from the base of the trunk. Mulching, if desired is not the responsibility of the City of Raleigh.

Urban Forestry staff conducted an inspection on a portion of the community

related to development approvals. In order to pass the inspection, guidance was given for everything from tree replacement to things like the existing trees have the proper amount of mulch (if mulch has been added), the root flare is visible and that the trees didn't have any attachments. My understanding is that in some cases these attachments led to the inspection failure of several trees. Items on the ground may have led to issues with mulch and/or affected the ability to view the root ball and/or root flare resulting in an inspection failure. City requires a permit for any attachments to City trees. This is specific to things directly affixed to the tree. These are typically associated with temporary installations like holiday lights or seasonal decorations.

I can't speak to whether the planter box in the right of way in front of your property violates any requirements associated with other City departments. I would recommend reaching out to Raleigh Department of Transportation if you have questions around placing items in the right of way

[transportationinfo@raleighnc.gov](mailto:transportationinfo@raleighnc.gov). If your tree was being inspected by urban forestry staff, it's likely that it wouldn't pass initial inspection as the root flare isn't visible and the root ball can't be inspected to determine proper planting depth based on the border and flowers. From an urban forestry perspective, if the tree has been accepted by the City for maintenance...as long as the mulch is no more than three inches deep and the ring around the trunk is at least 3" away from the trunk and there is nothing attached to the tree itself, it wouldn't violate any tree requirements. That being said, it is located in the right of way. If the City or a utility contractor would need to do some work in the area, your installation could be damaged. Although staff would do their best to limit damage, it may or may not be possible based on the specifics of the work. I would defer to the HOA/Management Company for any rules they may have related to placement of objects in the community's right's of way.

2) Are the tree wells as maintained by LGI and the HOA in compliance with codes, laws

and BMPs? If not, what needs to be done to make them compliant? As stated above, mulch is not a requirement. If the HOA determines they would like to mulch, it should be no deeper than 3" and at least 3" from the trunk at the base.

3) Who is responsible for pruning trees in between the sidewalk and street in our community? Is it the city or the HOA/property owners? It is the developer/HOA responsibility to maintain until infrastructure is accepted by the City. Once that happens it is the City's responsibility.

4) Who is responsible for initiating the replacement of dead trees and who is financially responsible for covering the cost of replacement? I'm sure your team is already aware that many of the trees installed by the builder, LGI, are already dead.

Right of way trees that have been accepted as infrastructure by the City are the

City's responsibility to maintain and replace (includes pruning for clearance and removal as needed). My understanding is that Riverwalk has multiple phases in various stages of completion. From installation to the warranty and period to the infrastructure acceptance, the trees are the responsibility of the builder/developer/permit holder. Trees are inspected by the City for compliance as part of the building permit process and then again before infrastructure acceptance. Any trees that are dead, damaged, or missing will be required to be replaced during the warranty period and prior to the City accepting the infrastructure. Once accepted, the City is responsible for the replacement and associated cost of trees in the right of way.

**Zach Manor,**

Urban Forester

**City of Raleigh**

**Urban Forestry Division**

(O) 919-996-4868

(M) 919-817-5340

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**From:** Jake Anchorstar <[jakeanchorstar@gmail.com](mailto:jakeanchorstar@gmail.com)>

**Date:** Monday, April 14, 2025 at 11:11 AM

**To:** Manor, Zachary <[Zachary.Manor@raleighnc.gov](mailto:Zachary.Manor@raleighnc.gov)>

**Cc:** Mclamb, Anthony <[Anthony.Mclamb@raleighnc.gov](mailto:Anthony.Mclamb@raleighnc.gov)>, Trees <[Trees@raleighnc.gov](mailto:Trees@raleighnc.gov)>, Crum, Chris <[Christopher.Crum@raleighnc.gov](mailto:Christopher.Crum@raleighnc.gov)>, [APAM@carolinashoa.com](mailto:APAM@carolinashoa.com) <[APAM@carolinashoa.com](mailto:APAM@carolinashoa.com)>, [Jarrett.d.upton@gmail.com](mailto:Jarrett.d.upton@gmail.com) <[Jarrett.d.upton@gmail.com](mailto:Jarrett.d.upton@gmail.com)>, [residentsofriverwalkraleighnc@gmail.com](mailto:residentsofriverwalkraleighnc@gmail.com)

<[residentsofriverwalkraleighnc@gmail.com](mailto:residentsofriverwalkraleighnc@gmail.com)>, American Property Association Management <[Apamcarolinas@gmail.com](mailto:Apamcarolinas@gmail.com)>

**Subject:** Re: Maintenance of Tree Wells in Riverwalk Townhomes Subdivision located at the 6900 block of Buffaloe, Rd in Northeast Raleigh

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Hello Zach,

I'm just checking in to see if the city has any updates on this matter. I haven't received any further guidance from our HOA.

I also have a few other questions that have come to mind:

- Who is responsible for pruning trees in between the sidewalk and street in our community? Is it the city or the HOA/property owners?
- Who is responsible for initiating the replacement of dead trees and who is financially responsible for covering the cost of replacement? I'm sure your team is already aware that many of the trees installed by the builder, LGI, are already dead.

Thanks!

Jacob

On Wed, Apr 2, 2025 at 9:16 AM Jake Anchorstar <[jakeanchorstar@gmail.com](mailto:jakeanchorstar@gmail.com)> wrote:

Good morning Zach,

Thank you for the update. I look forward to hearing from you.

Regards,

Jacob

On Wed, Apr 2, 2025 at 8:58 AM Manor, Zachary <[Zachary.Manor@raleighnc.gov](mailto:Zachary.Manor@raleighnc.gov)> wrote:

Mr. Anchorstar,

Good morning and I apologize for the delayed response. Thank you for reaching out and providing this information on your concerns related to the street trees in your community. Staff are reviewing your information and determining the status/stage of the trees in Riverwalk. I will follow up as soon as we have gathered all of the relevant information.

Zach

**Zach Manor**

Urban Forester

**City of Raleigh**

**Urban Forestry Division**

(O) 919-996-4868

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**From:** Jake Anchorstar <[jakeanchorstar@gmail.com](mailto:jakeanchorstar@gmail.com)>  
**Date:** Sunday, March 30, 2025 at 5:44 PM  
**To:** Mclamb, Anthony <[Anthony.Mclamb@raleighnc.gov](mailto:Anthony.Mclamb@raleighnc.gov)>, Trees <[Trees@raleighnc.gov](mailto:Trees@raleighnc.gov)>, Crum, Chris <[Christopher.Crum@raleighnc.gov](mailto:Christopher.Crum@raleighnc.gov)>, Manor, Zachary <[Zachary.Manor@raleighnc.gov](mailto:Zachary.Manor@raleighnc.gov)>  
**Cc:** [APAM@carolinashoa.com](mailto:APAM@carolinashoa.com) <[APAM@carolinashoa.com](mailto:APAM@carolinashoa.com)>, [Jarrett.d.upton@gmail.com](mailto:Jarrett.d.upton@gmail.com) <[Jarrett.d.upton@gmail.com](mailto:Jarrett.d.upton@gmail.com)>, [residentsofriverwalkraleighnc@gmail.com](mailto:residentsofriverwalkraleighnc@gmail.com) <[residentsofriverwalkraleighnc@gmail.com](mailto:residentsofriverwalkraleighnc@gmail.com)>, American Property Association Management <[apamcarolinas@gmail.com](mailto:apamcarolinas@gmail.com)>  
**Subject:** Re: Maintenance of Tree Wells in Riverwalk Townhomes Subdivision located at the 6900 block of Buffaloe, Rd in Northeast Raleigh

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Adding APAM back into the email thread because the first email exceeded their attachment size limit.

Thank you,

Jacob Anchorstar

On Sun, Mar 30, 2025 at 5:40 PM Jake Anchorstar  
<[jakeanchorstar@gmail.com](mailto:jakeanchorstar@gmail.com)> wrote:

Hello Zach, Anthony and Christopher,

I hope this message finds you well. My name is Jacob Anchorstar and I am a resident and owner of a townhome at [6911 Point Bar Pl](#) in the Riverwalk Townhomes Subdivision in Raleigh, NC. I have a concern in regards to the maintenance of tree wells in my community. Please see the attached letter.

I have also included a link to the letter in the event that you are unable to open the attachment. [Maintenance of Tree Wells in Riverwalk Townhomes Subdivision located at the 6900 block of Buffaloe, Rd in Northeast Raleigh.pdf](#)

Sincerely,

Jacob Anchorstar

