

Live Support**Prompt Communication****Permanent Documentation**

Contact

Quickly enter a request anytime at
www.Mainscape.com/CustomerCare.

For a personal touch, call us **800-481-0096**
during regular business hours,
8am-5pm EST Monday through Friday.

Emergency

The Mainscape Emergency Phone Line is monitored 24/7 for all snow/ice requests and urgent irrigation situations, which includes an irrigation system running over two hours or currently causing damage. All other phone requests will be handled during regular business hours.

Our Process

1. Contact us to submit a “CSR” (Customer Service Request).
2. CSRs are entered by our customer service team & sent directly to our local operations team.
3. Our system tracks CSRs, keeping our teams organized & accountable.
4. Email updates keep customers informed while requests are handled.
5. Reports give customer management an overview of all CSRs on the property.

III. OTHER ADMINISTRATIVE POLICIES

G. Irrigation

1. As outlined in Herons Glen's Community Covenants, the District owns the Common Lot Irrigation System (CLIS) and provides irrigation to all Lots and Common Areas.
 - a. No sprinkler or irrigation systems may be installed, constructed, or operated within the District, other than by the District.
 - b. Some of the Recreational Facilities are irrigated with effluent.
 - c. CLIS charges are part of the District's annual budget and Operations and Maintenance assessments billed to owners.
2. The District has a blanket easement over all properties within Herons Glen for ingress and egress and for designing, studying, mapping, engineering, improving or adding to, maintaining, operating and servicing the CLIS.
 - a. The District is responsible to:
 - 1) Maintain, replace and repair the CLIS.
 - 2) Keep the CLIS in good working order sufficient to provide irrigation service.
 - 3) The District may be able to provide additional irrigation water for new plantings and sod. However, no additional water will be provided during periods of drought or during the months of February, March and April. Homeowners are encouraged to hand water their new landscaping in accordance with Lee County water restrictions.
 - b. Owners are responsible for:
 - 1) Edging the grass around the sprinkler heads so the grass does not interfere with the operation of the sprinkler head.
 - 2) Trimming landscape plants so as not to interfere with the operation of the CLIS sprinkler system.
 - 3) Contacting the District concerning sufficient irrigation.
 - 4) Ensuring their new plants and sod are getting adequate water.
 - 5) Keeping lawns and landscaping bug free, disease free, weed free and fertilized year-round.
 - 6) Per the HOA Standards, all lawns must be maintained with St. Augustine Floratam grass.
3. Damages
 - a. The Owner is responsible for the reasonable and actual costs of any damage to the CLIS on the Owner's Lot caused by Owner's actions or by acts of any landscape maintenance person, or some other service provider, which caused the damage.
 - b. Further, Owners are prohibited from changing, manipulating, and tampering with any part of the CLIS system, on their property or otherwise, as well as from instructing any other persons to do so. Owners shall, therefore, be personally liable to District for all costs and expenses incurred by District for service calls, repair, maintenance, and any consequential damages arising from such prohibited actions by Owners.
 - c. Additionally, Owners may be fined, and/or suspended from enjoying any and all District privileges, for their actions in violation of the above prohibitions.

Adopted at the May 19, 2025 Regular Board Meeting.

4. Limitation of Liability
Provided: the irrigation water meets all applicable standards for irrigation water in Lee County, the District acts in reasonable good faith to fulfill its responsibilities with regard to the CLIS as provided herein; then the District will not be responsible for any damage that may be caused to any landscaping or sod on any Lot or Common Area resulting from failure of the system or use of water supplied by the District.
5. New Construction or Landscaping Additions
 - a. After receiving HOA approval and prior to new construction, the Owner or their contractor is required to contact the CLIS Department.
 - b. The Owner is responsible for any costs associated with movement, addition, or installation of the irrigation, including the pipes, sprinklers or mainlines. The District shall provide the name of an approved Contractor for such work. If the homeowner chooses to utilize the services of a different contractor, the following must be submitted to the District for approval: 1) an irrigation plan; 2) a construction start date and completion date; 3) license and insurance information. Work must conform to the District's specifications and an inspection of the work will be required. The cost of the inspection shall be the responsibility of the resident. The fee for such inspection shall be set by Management.