



How To Utilize Customer Service

The Customer Service Department is available Monday through Friday from 8:00am to 5:00pm.

*with the exception of holidays and special circumstances

Choose a channel to direct your request to a customer service representative:

- **Website:** <http://www.mainscape.com/customer-care-center.html>
- **Email:** CustomerService@Mainscape.com
- **Phone:** (800) 481-0096

The information needed to input a request:

- √ First & Last Name
- √ Address/Location of the problem
- √ Property/Community Name
- √ Phone Number
- √ All details about the reported issue
- √ Email Address*

*Optional: only if the person would like to receive a copy of the request sent to our operations team

The screenshot displays a web interface for a customer service request. At the top, the Mainscape logo is visible. Below it, the request ID is 199078, and the status is 'Closed'. The page is divided into several sections: Customer Information, Caller Information, Request Detail, Managers, Descriptions, Documents, and History. The Customer Information section includes Name (SOLIVITA - ZONE 1), ID (19982), Address (1 SOLIVITA BLVD, KISSIMMEE, Florida 34758), and Managed By (SOLIVITA - ZONE 1). The Caller Information section includes Name (Mr. Smith), Position (Homeowner), Phone (123-456-7890), Alt Phone, Email (ExampleCSR@test.com), State, and Community. The Request Detail section includes Due Date (6/24/2015), Priority (Medium), Reason (Sod Issues), Crew Foreman (DETERMINED, JOE), and Type (Phone). The Managers section lists AM1 (ROONEY, DANIEL [N]), AM2 (LEE, KEVIN [N]), OPS1 (GONZALEZ, JOSE [N]), OPS2 (Not Specified), and Accountable (Ops Manager 1). The Descriptions section includes a Short description (Home Address - Check brown spots in sod in the front yard & on the sides of the home.) and a Detailed description (Home Address - Check brown spots in sod in the front yard & on the sides of the home. Homeowner says he first noticed the spots two weeks ago & they have continued to grow. (PLEASE DISREGARD - THIS CSR IS A TEST)). The Documents section is empty. The History section shows a log entry for 6/19/2015 3:03 PM, indicating a status change from New to Closed, with a note that the Operations Manager checked the sod and added the property to the replacement list.

If you would like to submit a request outside of normal business hours, you may do so by email or through our website at any time. They will be attended to on the next business day.

In case of an irrigation emergency*, there is an option on the mainline voicemail to be directed to an on-call representative. This line is available 24/7 for emergencies only.

*What does Mainscape consider an irrigation emergency? Water running for over two hours.



Customer Service

Mainscape values the customer's time with prompt and reliable service. Keeping the customer informed during the service process helps set Mainscape apart from the competition. The communication process may include e-mails, phone calls, property inspection reports, site meetings, and photo documentation.

The image shows a screenshot of the Mainscape Customer Care Center website. The page features a header with the Mainscape logo and navigation links. Below the header is a section titled 'Customer Care Center' with a green background and a photo of a smiling woman. A large, semi-transparent form is overlaid on the page, containing the following fields:

- Are you a current customer? (Dropdown menu)
- Name (Text input)
- Position (Text input)
- Phone Number (Text input)
- Alternate Phone Number (Text input)
- Email Address (Text input)
- State (Dropdown menu)
- Community/Property Name (Text input)
- Reason Code (Text input)
- Address/Location of Concern (Text input)
- Detailed Description (Text area)

At the bottom of the form is a green 'Submit' button. A note at the bottom of the form reads: 'Please review all the information entered above for accuracy to prevent any delay in processing your request. Thank you.'

Mainscape's efficient customer service process provides industry-leading service:

- Mainscape's customer service staff is available during regular business hours to process all service requests. Whether it's an online request or a phone call, a Customer Service Request is entered into the system to begin the process.
- Within a few minutes of the Customer Service Request being entered, an alert is sent to the appropriate Mainscape representative.
- The Mainscape representative then resolves the issue within 3-5 business days.

Tracking System:

- For current and future reference, all service records are stored electronically. This allows for accurate tracking and documentation of all service requests. Providing the customer with the most up-to-date information about the status of the property is paramount.
- Through this system, we have the ability to create reports detailing the customer requests for your contract. This can be done on a weekly, monthly, & yearly basis.

Common Lot Irrigation System (CLIS) – Decision to Outsource

June 28, 2023

Background

The Herons Glen Recreation District owns and operates the Common Lot Irrigation System (CLIS) and is responsible for its operation and maintenance. CLIS endeavors to provide homeowners and common areas with sufficient irrigation to keep the grass and landscape plantings in a healthy condition, subject to the availability of water and weather conditions. The frequency and delivery time of irrigation must be consistent with all Florida and Lee County Laws along with adherence to South Florida Water Management District Regulations. A further responsibility of CLIS is to use “best practices” in providing sufficient irrigation, while conserving water resources through the efficient use of the system. Our goal is to make CLIS work more efficiently for you and the entire community.

Historically, the District has staffed CLIS from within, however over the years we've had difficulty attracting and retaining staff members for a variety of reasons including competitive pay, lack of experience, and E-Verify/background challenges. These challenges have diminished our resources as well as our ability to provide the irrigation service our community demands.

In light of this, beginning July 5th, we've decided to outsource the CLIS day-to-day operations to Mainscape, a professional irrigation company. Mainscape is one of the largest privately owned landscape companies in the U.S. with more than 1,000 employees across 14 states. Locally, they are currently managing the irrigation systems for the Gateway and Crown Colony communities. In our investigations, several competitive differentiators stood out: customer service, irrigation expertise, and resources. We feel these attributes will greatly benefit our community.

Transition

Early in transition, Mainscape will be troubleshooting the current resident requests already on file and performing daily wet checks (inspecting yards) to assess the operating system. In July, the plan is for Ryker and Genet to help Mainscape identify problems with the current system and then become their employees in August. It will take time for Mainscape to become accustomed to the property so we appreciate you allowing them the ability to do their work, free of interruption, as they move throughout the community.

Resident Requests

Beginning July 5th, all resident requests must be submitted either by: 1) filling out an online form at: www.mainscape.com/customercare/; 2) Emailing customer service at CustomerService@Mainscape.com; or 3) calling (800) 481-0096 to contact Mainscape 's direct response team. For after-hours emergency service, residents must call the phone number listed above and wait for the after-hours prompt. (Please do not call the guardhouse.) What does Mainscape consider an irrigation emergency? Water running for over 2 hours.

Irrigation Policies Adopted April 2023

New irrigation policies were adopted by the HGRD Board of Supervisors earlier this year that further align with the HOA community-wide standards. (**Attached**). Note that there are shared responsibilities of both the homeowners as well as the District related to irrigation.

Bond Project

Along with the day-to-day operations, we are continuing to improve the 30-year-old CLIS infrastructure through Bond proceeds. To date, we've installed a new cloud based Tucor communication software package and continue the process of tracking/repairing electrical field wire paths, changing valves, replacing main lines, etc. Mainscape, and potentially other irrigation companies, will have separate teams to deliver these services that will not involve day-to-day operations.

Please look for continuing updates as the transition progresses.

Respectfully,

J.B. Belknap, PGA

HGRD General Manager

I. 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 are 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 the Owner's actions or by acts of any landscape maintenance person, or some other service provider, which caused the damage.
 - b. The District is responsible for providing notice to the Owner or The Herons Glen HOA for common areas, documenting the damage, the cause of the damage, and the costs to repair such damage.
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.

As stated in the HGRD POLICIES & PROCEDURES document as of 04.24.2023.
<https://heronsglencc.com/documents/10184/43617/Policies+%2526+Procedures>