MAINSCAPE® | Customer Service

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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.

HGRD Policies & Procedures ~ Approved June 25, 2026

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 water.

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 in accordance with Lee County, and servicing the CLIS.

a. The District is responsible to:

1) Maintain, replace and repair the CLIS. Repairs include broken and clogged heads, broken pipes, and emergency service for sprinkler heads running over two hours.

2) The District may be able to provide additional irrigation water for new sod. However, no additional water will be provided during declared periods of drought or during the months of February, March, April, and May. During this period, homeowners are responsible for watering new landscaping. Please note that any request for additional irrigation must apply to areas comprising at least 50 percent of the entire yard, in accordance with Lee County.

3) If necessary, the District's irrigation contractor will locate existing sprinkler heads once per calendar year at no charge. Any additional sprinkler head locates will be at the homeowners' expense.

b. Owners are responsible for:

1) Edging around all sprinkler heads to prevent grass from interfering with their proper operation.

2) Maintaining all landscape plants to ensure they do not interfere with the proper operation of the CLIS irrigation system.

3) Irrigation Enhancement Services: Any irrigation enhancement, including but not limited to the relocation, adjustment, addition, installation, or rerouting of sprinkler heads or irrigation piping, shall be the sole financial responsibility of the homeowner. Such work may be performed by the District's irrigation contractor or by another licensed and insured irrigation contractor, provided the contractor and proposed work receive prior approval from the District.

4) Pursuant to the HOA Standards, all lawns and landscaped areas shall be properly fertilized and maintained year-round in a healthy condition, free of insects, disease, and weeds, and properly fertilized.

5) All lawns must be maintained with St. Augustine Floratam grass.

6) Requests to observe the system in operation are not included in the annual assessments. The CLIS contractor's inspection team will address issues such as low pressure, distribution, clogged heads, etc. during a scheduled inspection ("wet check"), which are conducted quarterly.

3. Damages

a. The Owner is responsible for 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. 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.
c. Manually operating valves is strictly prohibited. Zip ties with the District's logo are attached to the valve boxes. If the zip ties are tampered with (cut), an investigation will result and enforcement actions will be taken.

4. Limitation of Liability
Provided: the irrigation water meets all applicable standards for irrigation water in Lee County, the District acts in reasonably 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, Additions or Landscaping Upgrades
a. After receiving HOA approval and prior to new construction upgrades, the Owner or their contractor is required to contact the District's irrigation contractor.
b. During the new construction, additions, or upgrades, the Owner is responsible for any costs associated with movement, addition, or installation of the irrigation, including the pipes or sprinklers. If the homeowner chooses to utilize the services of a contractor other than the District's contractor, the following must be submitted to the District for approval: 1) an irrigation plan; 2) a project 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 the District.

6. Reporting Issues
Report Issues Through the District's Irrigation Contractor Only - Irrigation issues should be reported to the District's irrigation contractor, who addresses service requests through a priority-based work order system.