



June 20, 2022

## Landscape Update from Eden HOA Board

As you are aware, on May 15<sup>th</sup> Mainscape became our landscape/irrigation vendor. This issue has been the greatest source of frustration to many over the years. We heard you and have been working diligently on the necessary improvements. These issues will take some time and we appreciate your continued patience. We want to share our progress and what you should expect going forward.

First and foremost, if you have a landscape or irrigation issue, please contact Mainscape DIRECTLY to expedite service (no need to involve Cardinal Management Group). The Board is receiving weekly updates on all service requests and can monitor the timely resolutions. You can reach Mainscape by calling 800-481-0096, by emailing [customerservice@mainscape.com](mailto:customerservice@mainscape.com) or by completing a customer service request online at [www.mainscape.com](http://www.mainscape.com). A ticket number is assigned and if you provide an email, you will receive updates regarding your requests.

We are aware the pruning services were delayed during the vendor transition. Starting in July, monthly service calendars will be provided to communicate when services will take place in our community. Should you have questions/needs on specific services scheduled please contact customer service 5 business days prior.

A thorough review of our irrigation system is currently underway. It is critical our system is running optimally before the association can move forward with any sod replacement. We expect this to be completed on or before November 1<sup>st</sup>.

Mainscape is also working on proposals for the trimming schedule of palm trees, hardwoods, and arecas, as any vegetation over 12" is excluded from normal pruning services. The arecas pose a challenge in that they have been neglected for several years. In addition, many are in proximity between dwellings and have become an issue for homeowner's insurance coverage. The Board will be considering options and will address with specific homeowners directly.

Please feel free to email [EdenHOABoard@gmail.com](mailto:EdenHOABoard@gmail.com) at any time. Your input and feedback is very valuable.