



May 9, 2022

Dear Residents of Eden:

We would like to thank you for welcoming us into your community. The Mainscape team headed by Marcus May will begin work May 15, 2022. If you are not familiar with us, we are a full-service landscape management company. We will be providing all of your maintenance services. This will include mowing, edging, pruning, irrigation inspections and repairs, as well as fertilizer and exterior pest control. We are also able to provide services outside the contractual maintenance should you need/choose to do so.

Please also be aware that Mainscape Irrigation will be modifying the irrigation schedule over the first 30 days apx. Your days, start times, and durations may change. We also practice what is referred to as cycle and soak, so you may see your system running more than once on a given day. This practice allows us to more efficiently water your landscape, and minimize runoff and water waste.

Your satisfaction with your landscape and our service is very important to us. We want to hear from you directly with requests and items that you may see between our visits to the property. There are three ways to submit a Customer Service Request and those are explained below:

1. By Phone: 1-800-481-0096
2. Website: www.mainscape.com
3. Email: customerservice@mainscape.com

A customer service representative will take your call during regular business hours and this number may also be used for emergencies. When utilizing the electronic methods of communication, you will be provided a ticket number and automated responses through the resolution of your ticket. In order to communicate with you regarding your request, please provide your preferred email.

Monthly service calendars will be provided to communicate when services will take place in your community. Should you have questions/needs on specific services scheduled please contact customer service five business days prior to services being rendered.

If you would like to be included in receiving our monthly newsletter The Growing Connection, please go to the following link and subscribe:

[Growing Connection Sign Up - Mainscape | Landscape Services in Indianapolis](#)

We thank you again and look forward to the opportunity to serving Eden at its residents!

Warmest Regards,

Team Mainscape!

FLAWLESS IMPRESSIONS DAILY

Introducing MyScape.

A subscription-based service offering you additional, personalized service. So, instead of postponing your hobbies and breaking out the shears, we do the hard work for you, like weeding of beds, pruning, plantings and more.

Don't wait—take advantage of our MyScape services today:

- ✓ Supplements your HOA's community agreement with more service visits by our professionals
- ✓ No contract
- ✓ Easy subscription process with a menu of lawn care options
- ✓ Choose your service frequency
- ✓ Pause or cancel service any time
- ✓ Attention to every last detail



Visit us at mainscape.com/myscape or call 1.800.481.0096