

CUSTOMER SERVICE REQUEST (CSR) PROCESS

POC calls 813-634-5191 or emails to poc@fsresidential.com

FOR EMERGENCIES – AFTER HOURS – CALL 813-642-8990

INFORMATION REQUIRED

1. Association Name
 2. POC's Name
 3. POC's Phone Number
 4. Complete Address where work is needed
 5. Description of work needed: Type: irrigation, landscaping, proposals
Location: left, right, front, rear of unit, etc.
- The information above is submitted to Mainscape Customer Care Center
 - An email (if available) is sent back to the POC that submitted the CSR with the CSR number
 - A copy of the CSR is filed per Association with FSR
 - Once the SCR is submitted, the CSR is sent immediately to the Area/Section Manager's phone and/or laptop.
 - Mainscape's office staff makes a copy for the Section Manager to record progress
 - Once the CSR is completed (normally within 5 business days). Mainscape notifies the designated POC through email on the Weekly CSR Report that is sent out every Monday. This report contains information on recent, pending, overdue and closed CSR's. If the report you receive has nothing on it, then you have no CSR's in the system.
 - Mainscape's office staff processes the completed CSR and provides to FirstService Residential a Monthly Report showing the Type of Request submitted along with totals and open items.
- ❖ If you have just been appointed as the POC (Point of Contact), it is essential that **your President** register your information with the Landscaping Coordinator at FirstService Residential. The POC's name must be on the list of authorized POC's prior to placing a Landscaping/Irrigation CSR. **FirstService Residential will only accept Landscaping or Irrigation CSR's from APPROVED POC'S AND/OR PRESIDENTS**

ADDITIONAL WORK REQUEST PROCESS

PROPOSALS

ALL HOMEOWNER PROPOSALS MUST GO THROUGH THE POC

1. POC Request proposals are submitted into the Mainscape and processed the same as a CSR (steps 1 through 5 on the CSR Process)
2. Mainscape contacts the designated POC to review the additional work request
3. Mainscape completes a cost estimate/proposal and submits to the POC for approval.
4. Once the proposal is completed, Mainscape will notify the POC.
5. The POC will submit the signed proposal to FirstService Residential to be submitted to Mainscape via a CSR.
6. Mainscape will submit to AVID a copy of the signed proposal along with an Invoice for payment.
7. FirstService Residential will code and process the invoice and payment through AVID and payment will be sent to Mainscape.

PROCEDURES FOR IRRIGATION LINE CHECKS FOR LANAI EXTENSIONS

1. **Homeowner** fills out a Request for Alterations or Improvements form. **Homeowner** collects signatures from other Unit Owners that will be directly affected by the alteration.
2. **Homeowner** delivers the Request for Alterations or Improvements form to the Association Board for signatures, review and approval. The Association Board/Unit Owner delivers the Request for Alterations or Improvements form to his/her CAM (Community Association Manager) at FirstService Residential.
3. The CAM reviews the Request for Alterations or Improvements form and delivers it to the Landscaping Coordinator at FirstService Residential to create a CSR in the Mainscape system, including the Association POC (Point of Contact)
4. Mainscape assigns a tech to meet with the **Homeowner**. The tech reviews the Irrigation, makes the determination how and where the irrigation lines will be moved, if needed, and gives the **Homeowner** a detailed proposal. This is a **Homeowner's** expense. The **Homeowner** will write a check payable to Mainscape for the amount quoted for the moving of the irrigation lines.
5. Mainscape will notify the Landscaping Coordinator at FirstService Residential that the tech has completed his assessment and has collected the payment.
6. The Landscaping Coordinator at FirstService Residential will notify the CAM that the Irrigation Line Check has been completed. The CAM will then approve the Request for Alterations and Improvements form, giving 1 copy to the **Homeowner**, 1 copy to the Association Board, 1 copy to be stored in the Unit File, and a copy uploaded into Connect.
7. **Homeowner** contacts the Contractor to schedule the project. Knowing the start date of the project, the **Homeowner** contacts Mainscape at 813-326-4823 to let them know when the Contractor will be starting. Mainscape will then move or cap off any irrigation that is in the way of the Alteration.
8. After the concrete has been poured and cured, the **Homeowner** will call the Mainscape tech at 813-326-4823 to schedule the final tie-in of the irrigation system.
9. Mainscape closes out the CSR with details to the POC (Point of Contact).



ATTENTION ALL UNIT OWNERS

- ❖ ALL UNIT OWNERS MUST CONTACT THEIR PRESIDENT OR POC REPRESENTATIVE IF THERE IS A PROBLEM OR QUESTION REGARDING THE LANDSCAPING AND/OR THE IRRIGATION.

NOTE: FIRTSERVICE RESIDENTIAL WILL NOT TAKE ANY CSR CALLS FROM UNIT OWNERS

- ❖ PLEASE NOTE THAT THE CURRENT CONTRACT WITH MAINSCAPE STATES:

NO RESIDENT, OR PRESIDENT OR POC OF ANY ASSOCIATION SHALL INTERFERE WITH THE DAILY WORK FORCE OF MAINSCAPE. YOUR INTERFERENCE TAKES AWAY FROM THE DUTIES OF THE WORKERS AND CAUSES A SAFETY HAZARD, AS WELL AS WORK TO BE DELAYED.

- ❖ PLEASE NOTE THAT THE CURRENT CONTRACT WITH MAINSCAPE STATES:

MAINSCAPE WILL PICK UP ALL LANDSCAPE CUTTINGS AND DEBRIS DURING THE ASSOCIATION'S MOWING DAY. EACH ASSOCIATION PRESIDENT WILL HAVE THE MOWING WORKFLOW AND IT IS AVAILABLE ON www.kpscc.com LANDSCAPE PAGE. Reference page 27, 5. A.: General Site Maintenance

- ❖ IN ADDITION, PROGRESSIVE WASTE SERVICES WILL PICK UP UNIT OWNER'S PLANT MATERIAL ON SATURDAY MORNING. **ITEMS MUST BE AT CURB BY DUSK FRIDAY**

- ❖ Additional landscaping information is available on www.kpscc.com on the Landscaping Page.

****PRESIDENTS: PLEASE POST THIS PAGE ON YOUR BULLETIN BOARDS****