

ArtisTree Work Order Guide

1. Visit ArtisTree's website at www.artistree.com
2. Go to CONTACT US from the navigation bar and select MAINTENANCE WORK ORDERS.
3. Click "Enter Work Order Request" and you will be directed to the Work Order System.
4. Select the Waterlefe Community ID from the drop-down menu. ***The Waterlefe Villas Work Order code is WLVI-001.***
5. Enter your **complete information** and choose a selection from each drop-down menu. Enter a description of your request and hit "Submit."
6. Upon receiving your work order request, your ArtisTree account executive will send a confirmation receipt email and Work Order ID at the email address you entered. While the work order is being completed, you may receive an email with updates from the ArtisTree staff completing the work order. ArtisTree has 14 days to respond to non-irrigation-related work orders and 48 hours to respond to irrigation work orders. ArtisTree will send you a final email closing the Work Order ticket upon completion.

ArtisTree Work Order FAQ

Can I call the MPOA staff and have them input my work order?

- If you do not have access to email for confirmation receipts and updates, the MPOA staff will assist you (this may delay your work order being input).

What do I do if ArtisTree does not complete my work order or fails to communicate?

- In the rare event that this happens, please notify the Community Association Manager (CAM) responsible for administering the contract. The CAM will notify ArtisTree in writing by certified mail return receipt of the specific deficiency. ArtisTree shall have 14 days to remedy the deficiencies. If this is not completed, the MPOA has the right to give ArtisTree a 30-day written notice of cancellation.

What do I do if I have weeds?

- Weeds are sprayed, not pulled, and the application takes 7-10 days after spraying to take effect. Weed control is limited to the broadleaf variety. ArtisTree cannot be held responsible for lawns infested with Bermuda grasses, especially those near the golf course

What trimming is included in the contract?

- White Bird of Paradise are not included in the sectional rotation other than to remove from pool cage. Paroutis Palms are maintained up to 15' per routine pruning/trimming. Should a homeowner wish to opt-out of pruning/trimming, they can mark a tree/bush/shrub with a red ribbon (provided by Association Management).

What do I need to do for my irrigation system?

- Wet Checks are performed once a month. Instructions on how to read your wet check can be found on the Villas website. Wet Check reports are available upon request. 24-hour Emergency Irrigation Service (i.e. mainline break or water has been stuck on for an extended period of time) available at billable rate of \$78/hour (one hour minimum). Call 941-488-8897 to report an irrigation emergency.

When does mowing occur?

- Weekly mowing services occur from April 1 to October 31. Bi-weekly mowing services occur from November 1 to March 31. Sprinkler heads damaged during mowing will be replaced at no cost to the homeowner. Please submit a work order.