

Dear Villa Homeowners:

First, thank you for the very warm welcome I have received as your new General Manager. One of the first and foremost opportunities the Master Association Board has asked me to review is the process of administering the Villas Grounds Maintenance contract with ArtisTree.

My staff and I are here to make certain that any contract made with any vendor who services Waterlefe Golf and River Club members always adheres to the contract specifications. This means holding the contractor responsible for their actions. This is an important part of your benefits of living in Waterlefe Golf and River Club, and we intend to continue to service this contract in the same manner as we do all contracts.

This brings me to your concerns about the contract written with ArtisTree for your ground's maintenance needs. After listening, we have exercised our option to demand that ArtisTree come into compliance with their deficiencies, or the contract could be canceled. I am happy to report that the deficiencies that were reported showing that ArtisTree's service had fallen below acceptable industry standards, have been rectified.

I understand a work order system was provided for you to enter your requests directly to ArtisTree via their website. This process is an integral part of being sure your requests are met in a timely manner. We cannot hold ArtisTree responsible if the process they have put in place is not used. It is important that your Community Association Managers know if ArtisTree fails to meet their obligation in the time allotted. Please notify us if this is the case and we will proceed with the proper protocol.

I have included a quick reference guide on entering a work order in their system (stick it on your fridge, so it's handy). Seeing the work order system for the first time myself, I found it very user-friendly. An email address is needed to use the program. That is why you are receiving this letter in both email and snail mail format. We recognize that a few of our members do not have computer capabilities. If this is the case in your household, please call the MPOA staff, and they will assist you.

Attached you will find a list of Frequently Asked Questions (FAQ). Please check for your question; we've tried to cover most. My staff and I look forward to working with you to keep your properties up to the standards you are accustomed to.



Susan Greene, LCAM

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