

Dear Residents,

We have made it through the first month with just a few speed bumps. Nothing we can't resolve and work through.

First and foremost, **it is imperative that all irrigation related requests be emailed to support@tlcfla.com**. Emails are easier to manage, respond to, provide a record, and take less time. Phone calls require more time when you start playing phone tag and do not provide a record. I ask that homeowners please use the provided email address.

Per our contract, we will complete an irrigation inspection every month for each single family home. An inspection report with our findings will be emailed to the homeowners. The email has a link for you to open the report. "No services" on the report simply means that no repairs were required at this inspection. Any repairs that are found will be indicated in the report. You can respond to the email giving us permission to complete the work. You can have your own contractor complete the work or you can make the repairs yourself. If we do not do the work, please call me to have the irrigation turned on for the repairs. Opening valve manually can cause damage to the valve and affect the operation of the system. I will gladly turn on the water for you or your contractor.

Please note: if you ignore repairs, function of the entire system for you and your neighbors becomes compromised. Water pressure becomes unbalanced and efficient use of water becomes compromised.

If your report says "troubleshoot", that means that the irrigation did not come on. Troubleshooting will be necessary to determine what is the cause of the failure. If it is a decoder, we will replace it and invoice the CDD, with no homeowner responsibility. If it anything else, we will provide a proposal for the needed repairs. The homeowner must approve the troubleshooting before we can move forward.

REPAIR RESPONSIBILITY:

Every home has inground irrigation controls. These controls are operated by a central control computer managed by TLC. Each home has a "Decoder" which identifies that address and the zones on that particular property.

The CDD is responsible for decoder replacement, main line repairs and wiring up to the decoder. Everything else, from valves, solenoids, heads etc. are the responsibility of the homeowner. These are the repairs that are indicated on your inspection report.

We hope this answers many questions.

Your CDD and Terri Freeman (Total Landscape Care Irrigation, Inc.)