



Brightview
Frequently Asked Questions (FAQ)
February 19, 2025

1. What areas are covered under the landscaping and maintenance services?

The services apply to all Common Areas in Naples Reserve, as well as all 1,088 residential lots. Residents are provided a “broad sweep” of services which are a schedule for mowing, trimming, weeding, and fertilization. Preserve Areas are excluded from landscape services. Residents may contact Brightview for a quote on additional services.

2. How often is lawn mowing performed?

- Weekly during the growing season (April-November).
- Every other week during the non-growing season (December-March).

3. What are the recommended mowing heights for different turf types?

- St. Augustine Grass: 4.5 inches.
- Zoysia Grass: 1.5-2 inches.
- Bahia Grass: 5.75 inches.
- For additional residential turf services, contact Brightview for a quote.

4. Are grass clippings removed during mowing?

Clippings are not collected. They are blown back onto turf areas to avoid debris in lakes or hardscapes.

5. How are edges and trimming managed?

- Hard surfaces are edged during each mowing to maintain a sharp appearance.
- Based on growth conditions, soft bed edges are edged every other mowing or as needed.
- Line trimming around trees and other structures is performed during each mowing.
- Chemical edging is prohibited.

6. What is the litter and debris removal process?

Litter is removed from lawn areas during each mowing visit to ensure trash is not shredded by equipment blades. Additionally, vegetation debris pickup occurs daily, in addition to mowing service days.

7. Weed Management.

- Common Area beds will be weeded twice monthly.
- Residential driveways, sidewalks, curbs, and other hard surface areas will be weeded twice monthly and may be treated chemically.
- Residential turf (grass) weeds will be treated 4 times a year.
- Residential lanais and patios are excluded.
- For additional residential weed services, contact Brightview for a quote.

8. How often are shrubs trimmed and pruned?

Common Area shrubs are trimmed and pruned ten times yearly to maintain plant health, proper growth, and a neat appearance. Dead, damaged, or diseased vegetation is removed during this process.

- Palm fronds are trimmed to an approximate height of 12 feet.
- Hand pruning shall be used for Clusia and Sea Grapes (except perimeter hedges).
- Hedges up to 8 feet are included in routine maintenance services.
- Pruning practices will be consistent throughout the community.
- Residential custom pruning requests are not part of this scope of work and will be billed accordingly.

9. Are ornamental trees and shrubs fertilized?

Yes, depending on the height of the plant, fertilization is performed using custom nutrient blends:

- Shrubs: Fertilized three times annually, with a potential fourth application billed as extra work.
- Residential Palms under 12 feet are fertilized three times annually.
- Hardwood Trees: Mature trees typically do not need additional fertilization and are not in the scope of work.
- Fertilization complies with Florida-Friendly Best Management Practices and Collier County ordinances.
- For additional residential fertilization services, contact Brightview for a quote.

10. What is included in the Integrated Pest Management (IPM) program?

- Prevention of pest, disease, and weed outbreaks as possible.
- Routine scouting and spot treatment of problem areas.
- Preventive applications for certain plants when forecasted pest conditions arise.
- Treatment for fire ants
- Proposals may be requested for additional preventative blanket treatments as needed.

11. How is the irrigation system maintained?

Monthly inspections are conducted to activate and test irrigation zones, identify leaks, adjust sprinkler heads, and ensure proper functionality. Emergency repair services are available 24/7.

12. How often are palms treated and pruned?

- Palms in Common Areas receive nutrient and pest control applications twice annually (spring and fall).
- Coconut palms in Common Areas are trimmed twice annually.
- Other palms in Common Areas are trimmed once annually (except those that self-shed such as Foxtail Palms and Royal Palms) with only dead fronds, seeds, fruit, and flowers removed.
- Hurricane cuts are not allowed.
- For additional residential palm trimming services, contact Brightview for a quote.

13. How are hardwood plants pruned?

Annual hardwood pruning annually as follows:

- Common Area beds tree canopies for clearance up to 7 feet on sidewalks and up to 10 feet on driveways and roadways. Canopies over pedestrian areas only will be lifted to 7 feet.
- Residential tree canopies up to 10 feet (contact Brightview for a quote on trimming trees more than 10 feet).
- Common Area flowering trees will not be pruned while in bloom.
- No hurricane cuts are allowed.

14. How are Common Area annual flower beds managed?

- Replanted three times annually with 2,300 plants per rotation.
- Soil is prepared with organic material, fertilizers, and fungicides.
- Follow-up applications are performed as needed.

15. What is the mulching schedule?

Mulching is performed annually in November/December and completed by mid-December.

- Coco Brown Mulch is standard, except for Gold Mulch at the Island Club and Pine Straw at the perimeter and preserve borders.
- Mulch is applied at a depth of no more than 2 inches.
- Improperly installed mulch will be corrected at no additional charge.
- Removal of mulch is outside the scope of work.
- For mulch removal, contact Brightview for a quote.

16. Is plant and sod replacement included?

Plant and sod replacement is not in the scope of work.

- Common Area plant and sod replacements are treated as extra work and require Association approval before proceeding. Warranties are provided for materials managed by the vendor under certain conditions.
- Residential plant and sod replacements are treated and billed as extra work and require homeowner approval before proceeding. Warranties are provided for materials managed by the vendor under certain conditions.
- For residential plant and sod replacement, contact Brightview for a quote.

17. Are there any warranty exclusions?

The warranty does not cover:

- Damage caused by pests or diseases with no known remedies.
- Environmental or site conditions like poor drainage or soil compaction.
- Natural disasters, wildlife damage, or failures due to tampered irrigation systems.

18. What happens if the vendor damages the property?

The vendor is responsible for repairing or replacing any landscaping or property damaged due to negligence or improper maintenance at their own expense.

19. Who owns the plants and grass and is responsible for their care and maintenance?

- The HOA for the Common Areas.
- Residents for their lot/property.

20. Request for additional services.

The Association or residents may request bids on services or landscaping outside of the scope of work of the contract.

- Please do not speak with landscape workers about landscape needs or concerns, contact Brightview or Marcus May directly.

21. How does Customer Service work?

Landscape requests and inquiries may be submitted 24/7 via telephone, email, or a web-based portal.

- All non-emergency requests will be addressed within 3 to 5 business days, Monday through Friday, between 9:00 AM and 5:00 PM.
- During the resolution process, a resident may be called, have a door tag left, or receive an email.

21. How do I contact Brightview?

- Phone: 844-235-7778
- Online service request portal: <https://connectbrightview.com/s/>
- New User Registration:

- Email: BVConnectfeedback@brightview.com
- After Hours Emergency Line: 800-514-5770
- Marcus May: 239-370-8070
- Management Office After Hours Emergency Line: 800-514-5770