

How To Submit a Landscaping Service Request/Ticket

All landscaping and irrigation requests or concerns should be submitted directly to BrightView Landscapes.

To contact Brightview, you will need to set up an account with them and submit a service request through your account. Please do not send a service request through the Naples Reserve Resident Portal as that is only for common area workorder requests.

To set up an account, follow the below steps (it is recommended to use a computer or tablet).

1. Go to the Naples Reserve Website at naplesreservehoa.com
2. Click on **Information**.
3. Click on **Landscaping**.
4. Scroll down to **Brightview Connect**.
5. Click on the **New User Registration Link** and follow the instructions to set up your account.
6. You will be automatically logged in to your account after registration.

To submit a landscape service request, follow the below steps.

1. Click on **Create Request**.
2. Add the **Subject, Description, Service Category, Priority, and upload any files such as pictures of the issue**.
3. Click **Next**.
4. Your Service Request has now been submitted.
5. To log on to your account again after logging out, please go to Brightview Connect at <https://connect.brightview.com>

Please note that Brightview has a 3-business day response time. If you haven't heard from them within that time, please let our office know. If you're having an emergency, such as your irrigation system running non-stop, please contact our office. If the emergency is after hours, please contact the emergency after hours line as shown below.

- **Brightview After Hours Emergency Line: 239-370-8070**
- **HOA Office After Hours Line: 1-866-378-1099**