



- **Hibiscus:** These will be **hand-pruned** to keep them healthy and blooming perfectly.
- **Clusia & Sea Grapes:** We will use a **machete** on these to ensure those clean, sharp, traditional cuts.
- **Hedge Trimmer Usage:** We will only be using the motorized hedge trimmers for formal, structural hedges (like Ficus, Podocarpus, cocoplum, arboricola, viburnum, etc.) where a perfectly crisp sheared look is needed!
- **Pruning Scope:** To ensure the highest quality, uniform look across the property, and in addition to accommodating the residents' trimming requests, it is **all-or-nothing** on pruning per homesite visit. If you want to be placed on the **DO NOT TRIM list**, provide me with an address and contact information so I can notify the crew.
- **Thursday and Friday are mowing days** They will begin on September 10th. Please keep pets safely inside.
- Please keep lawns clear of hoses, toys, or yard ornaments on service days so our crew can move efficiently.

SERVICE TICKET

How It Works

1. Visit **sunriselandscape.com** and select "**Service Ticket.**" (top right on page)
2. Choose "**Create new ticket as guest.**"
3. Complete the request details, including name, property, description, and photos if needed.
4. Submit the ticket.
5. Receive a confirmation email from **service@sunriselandscape.com** with a ticket number and tracking link.
6. Ticket's are followed up by your Client Relationship Manager through email.