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April 28, 2020

Albert Woodring  
43 Granville Way  
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Malvern Hunt HOA Board and Residents,

We want to start off and thank you for allowing BrightView the opportunity to provide high quality lawn and landscaping services to your beautiful community. While we are certain that there will be learning curves in the beginning, we are confident that we can earn your trust and in the long term meet and exceed all of your landscaping needs and expectations.

One way we can provide great customer service is through a proprietary portal known as BrightView HOA Connect. It allows residents and board members to submit tickets/service requests directly to our team that services your property when a resident has a concern related to landscaping. It streamlines the process and eliminates the need to submit emails or make phone calls to board members and the management company.

There are several advantages to using this system. First, its format and functionality are very simple. Secondly, you can track your request's progress from the time it is submitted until it is closed out and resolved. Third, we can take this data back to our team delivering the services so they can focus on areas that may need more focus.

The Management Company, as well as HOA board members will be able to monitor the portal from their dashboard to assure tickets are being answered and resolved in a timely manner and also to validate that the requests being made are legitimate landscape concerns that BrightView should be addressing within their contract.

We have provided PDF instructions and overviews of the portal to explain how to setup your account and utilize the portal. You may log onto [HOA.Brightview.com](https://HOA.Brightview.com) – Use the unique community code: [UudT5yAq](#)

As always, we value the partnership being forged with your community and hope this system helps us provide great customer service when it comes to our response and resolutions to your concerns.

Thank you!  
John Needles  
Business Developer