



1 TO SUBMIT A WORK ORDER

There are two ways to submit:

- A) Type in this address: <https://app.maxpanda.com/submit?id=1943&site=7302&codeword=sar>
- B) Use the lens on your smart phone to scan this QR code:



Please fill out all fields in the form.

Select **Sarasota** as the Area.

When selecting the community, use the drop-down menu and choose **Waterside Master Association**.

Down To Earth staff will review Work orders within 48 hours. If Work Order is entered on a Thursday, it will be reviewed by the following Monday. If Monday is a holiday, it will be reviewed by the following business day.

NOTE:

When you submit a Work Order the system generates an email with a Pending status and the WO number. The email comes from WO@maxpanda.com

Pending means WO has not been reviewed yet.

When Down To Earth reviews the Work Order (within 48 hours), you will receive another email showing the status as *Approved*. **Please keep this email** as it has a link to track progress of the work order.

Approved means WO has been received.



2 HOW TO SUBMIT EFFECTIVE WORK ORDERS

Please type in a detailed description of the issue (what, where, etc.) so Down To Earth can perform the job. We encourage you to upload photos in the **Files** field.

Examples of detailed descriptions:

- Please trim the bushes by same side as the A/C unit. I want them trimmed to the level of the bottom of the windows, and around the A/C unit.

- We have a brown area of grass in the backyard (east side). Please send someone to identify if the issue is related to the position of the sprinklers or it needs pesticides. See pictures attached.

- When my sprinklers go off, there is one that shoots water everywhere. It is the one located by the front window, next to the crotons. You will notice it because there is a pile of dirt. Please inspect and replace accordingly. I am attaching photos.

- Weeds are growing through the cracks of the driveway, closer to the garage door. Please also see the weeds growing through hedges on left side of home (the side closer to the entry door)



3 HOW TO TRACK PROGRESS OF A WORK ORDER

From the initial email, click on the [title of the Work Order which is highlighted in blue](#). You will be able to see the notes added by the Account Manager and you can include additional notes to the Work Order. **The link from other emails will not work.**

See below:



Please do not reply directly to this email

External CC

Update Work Order: [Irrigation repair needed](#) Notes before Completed/Closed/Reject Status

Down to Earth - Test Site

2701 Maitland Center Pkwy, Suite 200, Maitland, Florida, United States, 32751

Work Order # 4130891
Reference ID
WO Title Irrigation repair needed
Category Irrigation Break/Fix
Priority Medium
Status **Approved**
Submitted By Name of the resident
Short Description One of the sprinklers' head is broken. The water is creating a puddle.
Notes
Comments
Start Date 11/9/2023
Due Date 11/14/2023
Completed
Primary Contact Name of the resident
Primary Phone# 321-000-0000

Click on the highlighted area to see updates and add notes to your existing Work Order. Use the link from the initial email.



4 STATUS OF WORK ORDERS

On Hold

Depending on the request, the work can be completed during the next visit, according to the property's schedule or it could be placed ***On hold*** due to:

- Parts availability.
- Approval of proposal when there is a cost associated with the work.

Rejected

It means Work Order is for services not performed by DTE according to contract.

Completed

WO has been resolved either by answering the question or performing the work requested.

Note: You will receive one last email when the issue is completed. After that, you will not be able to see any more updates or include additional notes.

If you have concerns or comments after the Work Order is completed, please call Down To Earth at 941-336-3673



5 WHAT IS CONSIDERED AN IRRIGATION EMERGENCY?



- ❖ Constant non-stop flowing water that will not shut down.
- ❖ Sprinklers will not turn off.

These 2 issues could indicate mainline breaks or stuck on valves, and they need immediate attention. Please call Down To Earth at **941-336-3673**

If the emergency happens after hours, please call **941-336-3673** **Option 9.**



- ❖ Zones running during the wrong/day/time.
- ❖ Sprinkler needs to be redirected.
- ❖ Question about running schedule.

Please submit a Work Order via CustomerLink™ and our techs will take care of the issue according to the property's schedules.