

BrightView HOA Connect

What is HOA Connect?

It's BrightView's secure online service request system, providing:

- An individual resident dashboard to follow your active tickets to completion
- Direct homeowner communications with our Account Manager, David Carrillo
- 24/7 accessibility

What tech do I need to use it?

A computer, laptop, or mobile phone with Internet connection and an email address

What services does it cover?

It covers the basic services we've contracted for – mowing, edging, shrub and tree trimming (under 12 ft.), fertilization, and pest and weed control. Plus you can use the category Enhancement to hire BrightView to have private landscaping work done at your house.

Who can see my requests?

All requests become part of the system's reporting feature so the HOA Board, Grounds Committee, and BrightView Management can track the status of requests, resolution times, and recurring issues.

Do I have to use it?

No. You can still send your BrightView requests to CAM Michael Capps at pm@tivolivillage.org or call (941) 758-9454 extension 103.

How to Sign Up

1. Go to <https://hoa.brightview.com>
2. Click on Register in top right corner. Or fill in the box if it pops up.
3. Enter the Tivoli Unique Code – **QzhdRW3J** (case sensitive). Click Validate Community Code.
4. Fill in your first and last name, email, and create a password. Your address will go on the next page. Check box for Terms and Conditions. Click Register.
5. Add your address and phone number. Save and your account is set.
6. Bookmark your dashboard page for future visits.

How to Create a Service Request

Click the Service Request button.

Step 1 - Select a Category.

Step 2 – Describe your issue. Upload an image or file if needed. The default location is My Home. Choose your priority. Click Next.

Step 3 – Review Service Request. Edit and/or Submit.

A few comments:

Pictures always help. The fastest way to post a Service Request with picture(s) is to use your mobile. Login to hoa.brightview.com on your mobile and start a Service Request. When you click Add a New File, you can choose to take a photo or video or go to your Photo Library if you already have images to upload.

The request system is for the services we've contracted for. If you ask for something that isn't covered by our contract, David Carrillo will tell you it's not included in our scope of service. We know BrightView isn't providing us services that some residents think we should have. You can also hire BrightView to do planting on your personal property. Choose Enhancement as a category on the Service Request. They can offer design services and will invoice you separately.

Please be courteous when you communicate with BrightView. The Grounds Committee has been building a respectful relationship with them. As they've come to understand our needs better, they've been quick to address our requests and generous with offers to help with issues at no extra cost. And their estimates for additional cleanup work and private landscaping that some residents have had done have been reasonable. We'd appreciate your help keeping this good momentum going.