

Submitting a work order for Westcoast 11/20/2022

Hi everyone,

When had a walk-through with Westcoast last Friday, Kody, our account manager, mentioned that there have only been 2 or 3 work orders from our community. It is very easy to submit a work order, and I have found them to be very responsive. Let's say you have a plant or small tree that you want trimmed, or you have some other issue that is normally covered under our contract with them, the fastest way to get attention to the problem is the work order.

Here are the steps to follow:

How to Initiate a Work Order with Westcoast:

1. Log on to their website: www.westcoastlawns.com on computer or phone.
2. When you get to the site, scroll all the way down to the bottom and you will see a box: "Submit a Service Ticket" – Click on that.
3. You are not required to have a username or password; you will just sign on as a guest.
4. Fill out all the requested information. For Community, click on Woodbrooke Run. Add a description of what you would like done.
5. Select a category, select a priority status, and then Submit Ticket.

You will receive a confirmation email. If you do not receive it within 24 hours, look in your spam folder. You should also receive follow-up from them when work is complete, or an estimate if the work is not paid for with our regular service.

One of the reasons the work order system is better for communicating your problems is that Westcoast seems to have different crews for different jobs. When you submit a ticket, and state the category, your request will be directed to the people who would actually do the work.

I hope this helps! If you have any questions, please let me know.

Best regards,

Jeanne