



Mountain Ranch Homeowners Association ProQual and Management After-Hours Landscape Service Policy

ProQual is here to support your community with reliable landscape services. While most concerns can wait until normal office hours, we recognize that some issues—like major leaks or fallen tree hazards—require prompt attention.

Our reception desk closes at **4:00 PM Monday–Friday**. After this time, as well as on weekends, all calls are automatically directed to our emergency line.

Irrigation Leaks

Not every leak requires an emergency response. To help guide you, here are examples of what is and isn't considered urgent:

Emergencies (we will respond right away):

Sprinklers that will not shut off and cause flooding.

Continuous water pooling that does not dry, creating a safety hazard.

Non-emergencies (can wait until normal business hours):

Sprinklers not rotating correctly.

Drip lines watering dirt or small leaks without flooding.

Who to Call:

Business Hours (Mon–Fri, 8:00 AM – 4:00 PM):

Call Vision Community Management at **(480) 759-4945**.

After Hours & Weekends:

Call Vision Community Management at the same number above and select **Option 5** to reach the on-call Community Manager.

