



Twin Creeks North CDD Residents,

We are excited to announce the launch of The Greenery Care Portal, a new communication tool designed to make it easier to submit and track landscape-related requests within Twin Creeks North CDD.

Homeowners now have two convenient ways to submit requests:

- Visit the Care Portal website to create and track service tickets online at [TwinCreeksNorthCDD.thegreenerycareportal.com](https://TwinCreeksNorthCDD.thegreenerycareportal.com)
- Send an email directly to [TwinCreeksNorthCDD@thegreeneryinc.com](mailto:TwinCreeksNorthCDD@thegreeneryinc.com).

Please note that creating a portal account is completely optional. If you choose to submit a request by email, a ticket will automatically be created in our system and all updates will be communicated directly to you by email.

For homeowners who would like additional visibility, The Greenery Care Portal provides the ability to view open and closed requests, review communication history, and monitor progress from submission through resolution.

Attached you will find a user guide with step-by-step instructions for accessing and using The Greenery Care Portal.

Our goal is to provide a more efficient, transparent, and responsive experience for the Twin Creeks North CDD community. We look forward to continuing to serve you and appreciate your partnership.

If you have any questions, please contact us at [TwinCreeksNorthCDD@thegreeneryinc.com](mailto:TwinCreeksNorthCDD@thegreeneryinc.com).

Sincerely,  
The Greenery Inc Team