

2023 Service Calendar

Monthly Schedule (8 months)	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Service Trips									
Mow, Hard Edge Line Trim	5	4	4	5	4	4	3	2	31
Soft Edge	2	2	2	2	2	2	2	2	16
Ornamental Pruning	1		1		1		1		4
Trim Palms/Trees under 14'	1		1		1		1		4
Trim palms over 14'							1		1
Ornamental Grasses Structural Cut-Backs					1				1
Bed Weeding	Continuous								
Mulch									0
Turf Fertilization	1 st Application				2 nd Application		3 rd Application		3
Ornamental/Ground Cover Fertilization	1 st Application				2 nd Application		3 rd Application		3
Palm/Juvenile Tree Fertilization	1 st Application				2 nd Application		3 rd Application		3
Turf Weed Control	1			1			1		3
Turf Insect & Disease Control	1			1			1		3
Ornamental Shrub/Insect & Disease Control	1			1			1		3
Irrigation Inspections	1		1		1		1		4
Horticultural Review/Reports	1		1		1		1		4

* Changes to the timing may occur during the course of the year based on environmental conditions.
See your Client Services Manager for exact dates tailored to your property.

Turf Care

Mowing shall be performed with specified mower types and blades to provide a quality cut. Mowing patterns shall be rotated to minimize scalping and rutting by mower wheels and to minimize soil compaction. Contract is for the maintenance of warm season turf.

- A. **Mowing:** All turf shall be mowed weekly during the growing season and bi-weekly during the slow growing season. Please see service calendar below. Should the association request additional cuts, a separate proposal can be provided at the time service is requested. Clippings shall be left on the lawn as long as no visible clumps remain on the grass surface 24 hours after mowing; otherwise Contractor will collect and dispose of clippings.
- B. **Edging:** All hard surfaces shall be edged at every mowing. All soft surfaces, (landscape beds), shall be edged every other visit to maintain a clean edge.
- C. **Debris Removal:** Contractor shall be responsible for the removal of all lawn debris and visible clippings with each site visit and blowing off all walks, driveways and street area where debris may be visible. Excessive seasonal leaf flush from hardwoods along roadway or in beds will be removed from the site for a nominal additional fee upon approval.

Ornamental, Palm and Tree Care

Pruning shall be performed as required to maintain the natural shape and plant palette characteristics. Pruning shall include, but not limited to, the removal of vegetation that is dead, damaged or diseased. When diseased vegetation is removed, the pruning cuts shall be made deep into the healthy plant tissue in order to re-establish healthy growth. The primary technique used in pruning practices shall be by hand. Should flat tops and sides be desired, this will be achieved by the use of gas powered shears.

All trimming and pruning shall be subject to all applicable State, Federal and ANSI (American National Standards Institute) regulations.

Ornamentals & Shrubs: Pruned to maintain a natural, neat and healthy appearance based on plant palette's growth habit per service calendar below.

Palms: Fronds shall be removed when fronds are brown and/or damaged with clean edge cuts made as close to the trunk as possible. Careful trimming procedures shall be followed to prevent damage to any portion of the palm, especially in the crown shaft and bud areas. Inflorescence (seedpods) and fruits shall be removed on set cycle. Palms will be trimmed and maintained up to 14 feet in height from ground level. Palms exceeding this height shall be performed once per year.

Trees: Pruned to remove any dead or damaged branches. This will include cross-branching and the raising of canopies to allow safe pedestrian movement on sidewalks and driveways in accordance to good canopy structure up to 7 feet. Trees over 14 feet in overall height requiring the arboring of canopies shall be performed at Owner's request and expense.

Hedge Care

Hedges less than 6 feet shall be pruned to maintain a natural, neat and healthy appearance based on plant palette's growth habit. Hedges exceeding 6 feet shall be performed at Owner's expense unless listed on service calendar below.

Prune Palms Over 14'

Palms: Fronds shall be removed when fronds are brown and/or damaged with clean edge cuts made as close to the trunk as possible. Careful trimming procedures shall be followed to prevent damage to any portion of the palm, especially in the crown shaft and bud areas. Inflorescence (seedpods) and fruits shall be removed on set cycle. Palms will be trimmed once a year.

Turf Fertilizer Applications

All fertilizers utilized under this program are custom blended with a balanced nutrient package. A complete minor and trace element package is included with each application to insure that all of the requirements of your Southwest Florida landscape are provided for. All fertilization blends shall be no less than 50% slow release. The method of application will be dependent upon the landscape layout.

- All fertilizer applications will be performed in accordance with County ordinances regulating the application of fertilizer. No Nitrogen based fertilizer is to be applied during the months of June thru September. At least one professional will be on site that has trained in Best Management Practices by the University of Florida.
- Contractor will provide for the following applications consistent with the manufacturer recommendations:
- Turf Fertilization - Three (3) treatments per year, unless otherwise listed in service calendar.
- Contractor will be responsible for rate and application of fertilizer.
- Following application of granular fertilizers, driveways, sidewalks and shrubs will be blown off to prevent the fertilizer from staining, spotting or burning.

Ornamental/Palm/Tree Fertilizer Applications

All fertilizers utilized under this program are custom blended with a balanced nutrient package. A complete minor and trace element package is included with each application to insure that all of the requirements of your Southwest Florida landscape are provided for. All fertilization blends shall be no less than 50% slow release. The method of application will be dependent upon the landscape layout.

- All fertilizer applications will be performed in accordance with County ordinances regulating the application of fertilizer. No Nitrogen based fertilizer is to be applied during the months of June thru September. At least one professional will be on site that has trained in Best Management Practices by the University of Florida.
- Contractor will provide Ornamental shrubs, Palms, and Tree Fertilization (Flowering/Juvenile only) consistent with the manufacturer recommendations:
- Ornamental Fertilization - Three (3) treatments per year, unless otherwise listed in service calendar.
- Contractor will be responsible for rate and application of fertilizer.
- Following application of granular fertilizers, driveways, sidewalks and shrubs will be blown off to prevent the fertilizer from staining, spotting or burning.

IPM (Integrated Pest Management)

Turf Weed Control: Chemical weed control will be rotated on an eight week cycle and can only be applied safely when temperatures are below 90 degrees and wind drift is at a minimum. Due to the unavailability or restricted use of effective control products, the prevention or control of Carpet grass, Torpedo grass, Bermuda grass and select sedges are not part of the Agreement and are not included in the Agreement amount.

Ornamental Bed Weed Control: All landscaped bed areas where weeds are evident will be treated with herbicides to keep these areas relatively weed free. Large weeds will be pulled by hand so as not to be allowed to have enough established quantity to detract from the overall aesthetics of the landscape.

Insect & Disease Control: Inspection of the turf areas and ornamental shrub material shall be done on an eight week cycle, with applications done on an as needed basis. Areas will be treated as problems occur. Due to the extent and expense of Arbor-Jet Services, treatment of Ficus White Fly and Grubs, Owner agrees this is not part of the Agreement and is not included in the Agreement amount. In the event treatment is required, Contractor shall provide these management programs by separate proposal, which will be provided at the time the service is requested.

Irrigation Management

Service Specifications: Contractor shall perform every two months a maintenance inspection of the irrigation system consisting of the following service specifications:

- Activate and inspect each zone of the existing system
- Visually surface inspect system pipes for leaks
- Adjust and clean sprinkler heads, where needed
- Inspect and report heads that may be damaged or needing repair to Property Manager
- Report accessible control valves and valve boxes that may be damaged on an as needed basis
- Adjust controller to the watering needs as dictated by environmental conditions
- Installation of risers, head replacements, nozzle/filter replacement included in contract
- Repair any damages resulting from the Contractor at no cost to the Owner, however this would not include the damage to malfunction heads or parts

Qualifying Statements:

- Repairs that become necessary to insure proper water coverage of the turf and landscape areas that are over and above our routine maintenance contract will be done on a time and material basis. These repairs may incorporate the following items, however, are not limited to: valve, solenoid replacements and valve boxes and covers.
- Service calls required between scheduled visits will be billed on a time and material basis.
- Emergency service calls are defined as repairs that are required outside of our regular business hours (Monday thru Friday; 8:00am - 4:00pm), as well as weekends and holidays, shall be billed at a flat rate.
- Contractor is not responsible for the verification or performance of rain sensors.
- Contractor shall not be held responsible for damage due to the improper installation or previous management of irrigation system by others.
- Contractor shall not be responsible for the maintenance and performance of pump stations, main line filters and back flow preventers.
- It is further understood that the Contractor is not liable for any damage of any kind whatsoever caused by the failure of the main irrigation water supply, water pressure or to water restrictions imposed by a statutory or similar authority.
- Any additional maintenance inspection of the irrigation system over the scheduled monthly visits (1 per month/12 per year) as described in this agreement will be billed on a time and material basis.
- Any requested additional maintenance inspection of the irrigation system over the scheduled monthly visits (1 per month / 12 per year) as described in this agreement will be billed on a time and material basis.

Authorization for Repairs:

- Any repairs , must have written approval prior to the commencement of any work. A written proposal will be provided to Owner.

Customer Service

All service requests and inquiries should be submitted to the Customer Service Department 24 hours a day via telephone, email or through our website and they will be responded to in a timely manner. Emergency and non-emergency calls should be directed to 239.643.4471.

- **Communication:** Owners shall have ongoing communication with a Client Services Manager. The Client Services Manager assigned to the account shall provide all necessary communication to keep Owner informed of all activity on their property. In the event contact cannot be made with the Client Services Manager, a second contact shall be made available. The Owner shall designate a single contact person and/or agent who shall be responsible for all communications of any kind with Greenscapes.
- **Supervision:** Qualified on-site supervision shall be provided at all times by a Production Supervisor/Team Captain to ensure the highest quality of work performed and safety guidelines. Greenscapes shall ensure that there are qualified team members on the job site to complete all phases of their work and shall, at all times, enforce strict discipline and good behavior among its team members and shall take all steps necessary to ensure that they familiar with and abide by all safety guidelines. No work on property shall begin prior to 7:30 am, unless there are extenuating circumstances due to unforeseen conditions.
- **Processing of Service Requests:** Once information is received, a Service Request is generated to resolve the issue and the resolution will be communicated to the original caller/property representative. Upon the completion of the issue, the following shall occur: the Client Services Manager will respond to the original caller and a completed service request will be sent to the property manager stating the resolution of the issue, along with a time and date. Documentation of all inquiries shall be kept in our database system in order for all community issues may be tracked.
- **Emergency Calls:** The emergency line is primarily to be used by the Management Company/Homeowner as issues arise that may need *immediate attention, such as running water*. If this is a running water emergency, a representative will be paged to address the concern as soon as possible. After hours calls will be prompted to leave a detailed message. A Client Services Manager will be paged and will respond in a reasonable amount of time in order to obtain more information, if necessary, in order to assess the emergency status of the call and get the issue resolved.
- **Non-Emergency Calls:** All non-emergency calls will be responded within 1 (one) business day of placement between the hours of 8:00 am to 4:30 pm Monday thru Friday. Resolution of the issue will be determined by the nature of the call timelines for resolution for correct will be provided at the time of response.

Management Reports

Horticultural Reports: A client service representative of contractor will inspect property and provide a Horticultural Report every two months or on a schedule as agreed to with the owner. Contractor representative will also provide dates and times of the property inspection to the owners authorized agent and assigned property management company.