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## Timberline Communication Process

Your sales consultant will be your main contact for all questions until we are ready to install your project. Prior to starting your project, our operations manager will contact you and discuss your project installation.

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## **Day to Day Operations**

### Operations Manager

- Meet with you before your project starts if applicable
- Schedule your project & material acquisition
- Keep you up to date on progress, delays, change orders
- Final walk-thru upon completion

### Crew Leader

- Installing your project
- Keeping your project on schedule
- Keeping your project clean and safe
- Answer any questions while working on your project

## **Change Order Procedure**

Once your job is scheduled and a deposit has been received, materials are ordered based on the plans and specifications agreed upon between you and your sales consultant. Any variation or changes to the original proposal will result in a change order which will need to be approved by the client. The crew will not be allowed to make any changes to the plan without a written change order. There will be times when unforeseen problems/obstacles may be encountered during your project installation. We will discuss the solution and cost with you before your project will proceed.

## **Hardscape Layout**

Patios, walkways, retaining walls, driveways and concrete will be marked in paint or stakes to the shape/contour to be installed. At this time you will be asked to approve the layout prior to installation. Once excavation and rock has been installed additional charges may apply if changes are to be made.

## **Plant Layout**

Timberline Landscapes wants to give you the opportunity to make a direct involvement toward the final outcome of your project. As an effort to do this, we invite you to be involved in the plant placement process. We will layout the plants per plan, and any alterations should be made at this time. Alterations to the plantings after the plants have been installed will result in additional charges based on a time and material basis. Relocation of plants after the initial installation may result in the warranty of the plants being voided. All plants may suffer root system damage if moved after installation; this is especially true for trees.

## **Final Walk-Thru**

Once your job is complete, we will schedule a final walk-thru with you to ensure everything is completed to your satisfaction. At this time, if any contract item is not complete, a final punch list will be created.

## **Final Payment**

Your salesperson will prepare a final invoice for the work completed and collect the balance due with a check or online payment via QuickBooks within a few days of job completion. We will provide a final lien waiver upon request and full payment of the job.

## FAQ

### *When will my job start?*

Your project will be scheduled when we receive a signed agreement and a deposit check for materials. Your salesperson will have an estimate on when your project will start, but the operations manager will be contacting you within a week of starting. Weather may play a role in starting your project.

### *How does weather affect my project?*

Weather can be a factor in how work is performed at your home. Rain and wet weather make it difficult to dig, grade sod and plant. Extreme heat is unhealthy for transporting and planting trees and shrubs. Cold weather has many effects on plant material as well. We will try to continue when possible but will not proceed when it comes unproductive or destructive to working on your project. Keep in mind, even though it may be sunny today, weather the night before or the weather forecast will affect how your project will be managed.

### *What is a utility locate and why are there paint stripes in my yard?*

An underground utility locate will be performed prior to work being started. Typically, this is done one or two weeks before your project will start. You will see multiple colors of paint marking buried utility lines; sometimes flags are used to mark the location. We use the Missouri One-Call service, otherwise known as DIG-RITE. There is no charge for this service. Aftermarket lines, such as gas grill lines, electric lamps, irrigation lines or invisible dog fences are not located by this service. Please speak to our operations manager about any lines not discussed.

### *Will you be storing equipment or tools on my site?*

We normally will keep equipment and tools on site during your project. Please let us know if you have any issues with us storing these items on your site.

### *Will you need accesses to my house or garage?*

We will contact you if we need access to your house or garage. Examples for this need; irrigation controller, dog fence.

### *Do I need to be at home during my project?*

No, unless the job is nearing completion and a final walk-thru is scheduled. You may also be asked to approve plant and hardscape layout.

### *DIGRITE*

Your project may or may not require a call to DIGRITE. This is a free service that will help avoid damage to your property and ensure the safety of our crew. We take care of the entire process and therefore there is no reason for you to contact them. They will most likely be on your property to begin marking within two business days from the time we place the call.

## Plants

You may or may not have plants incorporated in your landscaping project. In the case that you do, please follow these guidelines to ensure the health of your plants:

### GUIDELINES FOR PLANT CARE:

Soil moisture is the key to maintaining healthy, lush plants. Your objective during the establishment period (1-2 years) is to maintain a slightly moist medium around your plants. The amount of moisture required by any plant will depend on the plant variety, seasons of the year, and soil conditions.

The best technique for determining whether a plant needs water is to feel the soil around the plant. If it is damp, then there is moisture in the soil. However, if it is dry to touch, the plant would benefit by being watered.

Water your plants frequently, slowly saturating the plant root ball. Frequently in the summer may mean every two (2) to three (3) days, in the winter, every four (4) to six (6) weeks. We recommend slowly saturating the plants individually. If you have to use a sprinkler, be certain to apply a minimum of 2 inches of water per watering, using a coffee cup in the bed to measure the applied water. The best time of day to water is early morning. The frequencies of watering will depend on soil type, exposure, and precipitation.

Remember that the roots require oxygen and that over watering can deprive the roots of oxygen and drown an otherwise healthy plant.

The best insurance against plants drying out is a good three inch base of mulch over the plant. By maintaining the proper amount of mulch, soil moisture can be retained, even during hot, dry periods.

Our plants are fertilized during installation with a slow release fertilizer. We recommend that fertilizer be applied twice annually. The manufacturer's label will suggest the appropriate application rate.

Seed and Sod must be watered every day for at least (2) two weeks. This (2) two week period allows for the seed to germinate and the sod to establish its roots into the existing soil. For the next (2) two weeks, cut back to watering seed and sod every (2-3) two to three days. After (4) four weeks, seed and sod should follow the same watering schedule for the other plants in your yard unless hot dry weather prevails (then water more often).

If you have any questions about maintaining your plants, please do not hesitate to contact us @ 314-646-0203.