



REGENERATIVE
LANDSCAPES
AUSTRALIA

URBAN Landscape Management

Effective January to December 2018 — REGENERATIVE LANDSCAPES
AUSTRALIA

www.rlaustralia.com.au

A GUIDE FOR CLIENTS

This documentation outlines the basis upon which RLA is engaged as Urban Landscape Managers. It assists the client in understanding the process and administration of the Regenerative Services. It lays the foundation for further documentation, including the Management Agreement and the investment associated with our services.



URBAN LAND MANAGEMENT GUIDE

OUR UNIQUE APPROACH

Our unique service begins with our dedicated and organised approach of 6 core things which underpin a successful management program. There is a high level of care and consistency in our delivery of landscape maintenance services which enables our gardens to flourish with abundance and health. We achieve enduring results in the landscapes because we have developed a system that builds on education of the soil and our relationship with our customers through regenerative approach to productive landscapes.

Nick Huggins



**REGENERATIVE
LANDSCAPES**
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SERVICES PROCESS



CONSULTATION / LANDSCAPE MANAGEMENT ENQUIRY

Initial phone or VOIP meeting - 30 min obligation FREE session



SITE VISIT - CONSULTATION on site at your property

1 hour onsite visit / consultation to assess your requirements.



SERVICES QUOTATION PROPOSAL DELIVERED

Detailed landscape management report with investment required.



ONSITE SERVICES COMENCE

Phase One - Two - Three commencement depending on services



WEEKLY REPORTING AND COMMUNICATION

Detailed reports on your landscape management progress



DESIGN AND CONSTRUCTION SERVICES

Available to clients in the regenerative landscape model.



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Call or email **NOW** for a free 30min phone consultation to assess your need for regenerative landscape services. Phone 0417 010

965 or email info@rlaustralia.com.au

URBAN LANDSCAPE MANAGEMENT PACKAGES



1

LANDSCAPE MAINTENANCE

We include everything you would expect in a landscape maintenance and more, with the inclusion of service report detailing tasks completed and suggestions that will flow with the seasons ahead.

2

SOIL PROBIOTIC & COMPOST TEA

Soil health underpins a healthy ecosystem in the landscape. Adding life (microbes) to the soil assists plants in the uptake of nutrients and aids in pest and disease balance. Balance in the soil is essential to all plants.

3

PLANT WELL-BEING

Some plants just weren't meant to be planted in this climate... We ensure your gardens well-being by taking swift action in treating and resolving problems in the landscape as they arise. Our experienced team have a sharp eye for noticing the early signs of plant damage caused by insects, pests or disease and a soil out of balance.

4

WEED SMART ORGANIC SOLUTIONS

Our weed smart organic solution looks at the root cause of weeds, or a better name (undesirable plants). Weeds are a symptom not the problem. Low organic matter and past chemical use are some of the factors that see undesirable plants thrive.

5

WATER AND IRRIGATION

It goes without saying that water plays a crucial role in plant's overall health and vigour. Experience in plants and their watering needs is an important skill. Our team will review and manage your irrigation settings throughout the seasons. If you water manually, we will provide you with water smart strategies.

6

SPECIAL TURF MANAGEMENT

A beautiful turf lawn doesn't need to be a myth or sprayed with chemicals, we offer some great organic turf care solutions that encourage thicker growth, eliminate weeds naturally and send pests packing. Whatever the condition of your lawn we have a solution for you.

REGULAR SCHEDULED CLIENTS

Access to specialist advice via phone or email or personal one on one.	✓
Turf Management, edging and line trimming	✓
Hedging of hedges less than 2 metres tall	✓
Pruning of plants and shrubs	✓
Identifying plant health issues	✓
Onsite composting and nutrient cycling	✓
Pruning small tree limbs withing 5 metre reach	✓
General cleaning and tidy-up of areas	✓
Leaf blowing and path cleaning	✓
Manual Weeding	✓
Softscaping(incl. planting, mulching etc)	✓
Reviewing and modifying irrigation settings	✓
Soil Probiotic Application	✓
EXTRAS	
Organic plant treatments	🛒
Weed smart organic solutions	🛒
Irrigation system maintenance	🛒
Specialist turf care	🛒
Waste removal other than green	🛒



Experienced landscape/horticulture team with combined 20+ years experience.



Access to our extra services to ensure best results.



Recommendations are crucial in the in productive landscapes. Our teams will advise you of best BIO solutions.



Flexible cancellations and reschedules



All inclusive booking system and secured exclusive service days.



Easy service where you don't have to worry. Leave everything to us.



No Fuss automatic payment options via PayPal or Credit Card



Relax More! We will take care of virtually everything and keep you informed.



Inspired support team at your side.





















Keep track of your landscape progress via our dedicated service reporting after each visit.



Services - Weekly, or fortnightly

Extras are an additional cost, and are available at every visit. Our extras are administered on an as-needed basis, therefore we recommend our extra's as you need them and advise you of the cost at which point you decide if you wish to engage. Call us to discuss your options.

STANDARD MAINTENANCE SERVICES

Turf Management, edging and line trimming	
Hedging of hedges less than 2 metres tall	
Pruning of plants and shrubs	
Identifying plant health issues	
Onsite composting and nutrient cycling	
Pruning small tree limbs withing 5 metre reach	
General cleaning and tidy-up of areas	
Leaf blowing and path cleaning	
Manual Weeding	
Softscaping(incl. planting, mulching etc)	
Reviewing and modifying irrigation settings	
EXTRAS	
Soil Probiotics & Compost Teas	
Organic plant treatments	
Weed smart organic solutions	
Irrigation system maintenance	
Special turf care	
Waste removal other than green	
Access to specialist advice via phone or email or personal one on one.	



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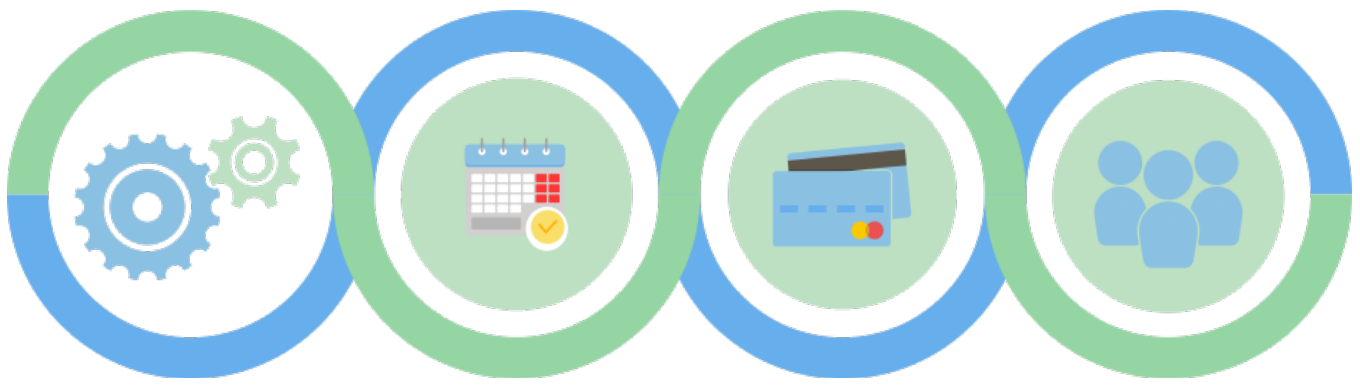


* Cancellations or reschedules made within 48 hours of appointment incur a \$60 cancellation fee.



Services - fortnightly or Monthly

Extras are an additional cost, and are available at every visit. Our extras are administered on an as-needed basis, therefore we recommend our extra's as you need them and advise you of the cost at which point you decide if you wish to engage. Call us to discuss your options.



HOW TO WORK WITH US

SELECT YOUR SERVICE

We will work with you in the initial site consultation to design a management and maintenance program that will work in our regenerative landscape model.

DESIGN YOUR SCHEDULE

We will help guide you in selecting the best fit for scheduling services to your landscape based on seasonal and climatic observations and work in with nature's patterns.

BOOK AND CONFIRM

Book in your one off service or secure your exclusive day of the week and a payment option that works for all involved.

MAINTENANCE STARTS

We will keep you in constant contact on your start date, regular visits and or delays via phone, text and email.

Accounts: End of month account holders will be issued invoices on the 1st of the following month with 7 days to pay. Overdue accounts will attract a \$60 overdue fee for every week overdue. Our accounts clearly indicate the due dates and fees due. Standard maintenance services are payment on completion unless otherwise arranged.

One Off Services: Clients requiring our one off services will be requested to prepay before the services begins, this can be done via our website using PayPal and Credit Card. These attracts a merchant fee which will be added to the account.

Methods of Payment: Cash on completion - Credit Card via PayPal + Card fee - Direct Deposit.

Travel Down time: The nature of our business is service based. Travel to and from your property will be included in our quotation for services based on 15min blocks from our office in Bega.

Variations to Contacted Works: Our service model is focused on a fixed price maintenance and management agreement. At any time the clients request extras outside the fixed price sum we will prepare what is called a (Do & Charge form) to be signed by the client before commencing. Items purchased for clients outside of a quotation and bill at the end of works will be charged at purchase price + 30% to allow for carrying the cost and admin to recover the outlay for the client.

Premium Clients: Our Premium clients have unlimited access to our phone or email **On Call Access** between the hours of 7am to 7pm Monday to Saturday for all matters regarding our services and extras requests. Also we can answer any questions that will help you understand your landscape and how we can assist you with ideas of increasing its productivity and regenerative nature.

* **Cancellations or reschedules:** made within 48 hours of appointment incur a \$60 cancellation fee. This will not apply for our regular or fortnightly premium clients. Cancellations on our behalf due to weather will be rescheduled at the earliest possible convenience.

Client Privacy and Security: Our clients security and privacy are on the top of our services list. We will talk with you in detail on your requirements. All our staff and contractors will be police checked and details of all on site recorded at each visit.

Work Hours - Our work hours on domestic sites will start at 8am and finish at 5pm at the latest during daylight saving hours. Commercial or rural clients start times will be 7am to 6pm during EDST.

Extras are an additional cost, and are available at every visit. Our extras are administered on an as-needed basis, therefore we recommend our extra's as you need them and advise you of the cost at which point you decide if you wish to engage. Call us to discuss your options.



URBAN LANDSCAPE MANAGEMENT PACKAGES

We provide a schedule of actual service dates and payment dates, ensuring easy organisation for you and clear budgeting. The programs listed below are our minimum time requirements. If you require more time spent on your garden than we offer in these programs, then please contact us and we can arrange a time to meet with you.



Maintenance Program #1 - Premium Service

For clients who value regular attention to detail in landscape management and have their garden maintained on a regular basis throughout the year, this will ensure your garden looks its best all year round. On this program we can ensure that the health of your garden is maintained throughout winter, as well as the warmer months. We catch up on tasks like composting, mulching and regenerating the soil biota to ensure the garden thrives.

FREQUENCY	VISITS PER MONTH	HOURS PER VISIT	GUARANTEED DAY
<i>Weekly</i>	<i>4</i>	<i>4</i>	<i>YES</i>
<i>Fortnightly</i>	<i>2</i>	<i>4</i>	<i>YES</i>
<i>Monthly</i>	<i>NA</i>	<i>NA</i>	<i>NA</i>



Maintenance Program #2 - Standard Service

This program is for clients who require basic maintenance throughout the year as maybe their garden is not as large or detailed as in a programme one garden.

FREQUENCY	VISITS PER MONTH	HOURS PER VISIT	GUARANTEED DAY
<i>Weekly</i>	<i>NA</i>	<i>NA</i>	<i>NA</i>
<i>Fortnightly</i>	<i>2</i>	<i>4</i>	<i>NO</i>
<i>Monthly</i>	<i>1</i>	<i>4</i>	<i>NO</i>

URBAN LANDSCAPE MANAGEMENT PACKAGES



Maintenance Program #3 - Urban Farmer Service

This service is what we are all about - Regenerative landscapes - Productive food producing landscapes and we can help you yield a return on your energy invested. This service has 3 levels from the DIY farmer that needs a little help each month getting organised to the Ultimate farmer where you can trust that leaving it

SERVICE TYPE	FREQUENCY	VISITS PER MONTH	HOURS PER VISIT	GUARANTEED DAY
<i>Urban Farmer DIY</i>	<i>Monthly</i>	<i>1</i>	<i>3</i>	<i>YES</i>
<i>Urban Farmer Premium</i>	<i>Fortnightly</i>	<i>2</i>	<i>3</i>	<i>YES</i>
<i>Urban Farmer Ultimate</i>	<i>Weekly</i>	<i>4</i>	<i>3</i>	<i>YES</i>

to us to generate the highest yields and have fresh home grown food on their plates daily. From picking greens to main crop style veggies. In each of the services we can custom design your garden for maximum yield and ease of management. We can supply organic seed, advanced organic seedlings, compost teas and soil probiotics and mulches if your not growing your own on site. See our Productive (Food) Landscapes page on our website for more details and book a consultation. Education in Permaculture design to you the client is a big part of all of our services and bigger still in this service.

