



A GUIDE FOR CLIENTS

This documentation outlines the basis upon which RLA is engaged in Productive (Food) Landscapes. 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.



PRODUCTIVE (FOOD) LANDSCAPES 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 productive (food) landscapes service 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





SERVICES PROCESS



CONSULTATION FOR PRODUCTIVE (FOOD) LANDSCAPES

Initial phone or VOIP meeting - 30 min obligation FREE session



SITE VISIT - CONSULTATION on site at your property

1 to 3 hour onsite visit / consultation to assess your requirements.



DESIGN PROPOSAL DELIVERED

Detailed quotation report with required investment for your project.



ONSITE CONSTRUCTION OF THE PRODUCTIVE LANDSCAPE

Phase One - Two - Three commencement depending on services



WEEKLY REPORTING AND COMMUNICATION

Detailed reports on your food landscapes progress



MANAGEMENT OF FOODSCAPE

Available to clients in the regenerative landscape model.



PRODUCTIVE FOOD LANDSCAPE DESIGN



THE DESIGNER - Nick Huggins

Permaculture designer, consultant and teacher. Nick has designed and implemented Permaculture systems across Australia as well as consulted on projects in USA, Mexico, Netherlands, Indonesia, Canada & Saudi Arabia. He has taught various elements of Permaculture in seminars around Australia is a certified Permaculture teacher qualified to teach the 72-hour design certificate course.

QUALIFICATIONS

Nick holds a Cert of Permaculture Design: taught by world expert Geoff Lawton in Northern NSW, and also Interned with Geoff at the world renowned Zaytuna Farm (Permaculture Research Institute of Australia). Also an experienced in Horticulture with - DIPLOMA HORTICULTURE 2001, CERT 3 LANDSCAPE DESIGN 1999 with 20+ years of experience.

PERMACULTURE DESIGN SERVICES

This plan above represents some of the work that we do. It not all pretty pictures. This property and its owners are well on there way to a highly fertile, abundant landscape that over time will reduce in maintenance and provide for 95% of all there needs, returning an income and healthy lifestyle.

DESIGN FEES

All Landscapes and the people that live on them are all different and unique. There is not a one size fits all approach. We work with you to find out what your requirements are and how education will empower your lifestyle and abundant future.

Our projects cover all aspects from initial consultation, design and project management and mentoring to see your regenerative habitat to fruition. Designs for Urban house start from \$1790. Plans for Small farms to 100ac start from \$3290.





REGULAR URBAN FARMER SERVICES

Access to specialist advice via phone or email or personal one on one.	
Raised / Wicking bed management	
Traditional in-ground veggie beds	Name of the last o
Identifying plant health issues	
Onsite composting and nutrient cycling	
General cleaning and tidy-up of areas	No.
Manual organic weeding applications	No. of the last of
Softscaping(incl. planting, mulching etc)	Name of the last o
Reviewing and modifying irrigation settings	Name of the last o
Network you with other clients to sell	
and trade surplus food.	***
EXTRAS	
Supply of organic heirloom seeds and seedlings year round.	
Year round calendar of veggie rotation	
- we will design a food production system to keep your family eating all) H
year round.	
Soil Probiotics & Compost Teas	J.
Supply of all mulches, compost and organic soils.	JE,
Organic plant treatments	
Weed smart organic solutions	THE STATE OF THE S



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



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.



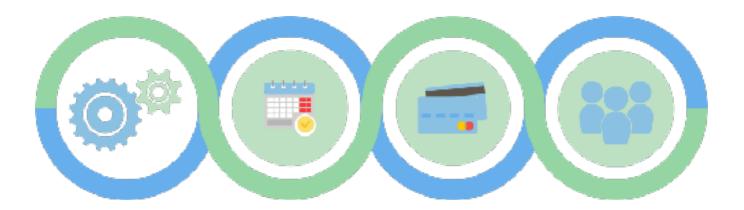
Inspired support team at your side.



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



Services - Weekly, fortnightly or Monthly



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 natures 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 at 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 out side 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 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 convenance.

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



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	FREQUANCY	VISITS PER MONTH	HOURS PER VISIT	GUARANTEED DAY
Urban Farmer DIY	Monthly	1	4	YES
Urban Farmer Premium	Fortnightly	2	3	YES
Urban Farmer Ultimate	Weekly	4	2	YES

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.

