

Space Coast Communities Association

www.scca-online.org

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Building Stronger Landscape Partnerships

TOP NOTCH

ESTD



1993

Landscape & Irrigation



Agenda

A good partnership in landscaping is crucial for ensuring the successful execution of projects, as it fosters collaboration, trust, and mutual respect between parties.

01

RFP

An RFP is important because it clearly defines the project scope, budget, and timeline, ensuring both the client and contractor are aligned on expectations.

02

Estimating

Accurate estimates ensure that the project stays within budget, meets client expectations, and avoids unexpected delays or expenses.

03

Contract & Start-Up

Understanding what is included in your landscape contract and what services are not.

04

Do's & Don't

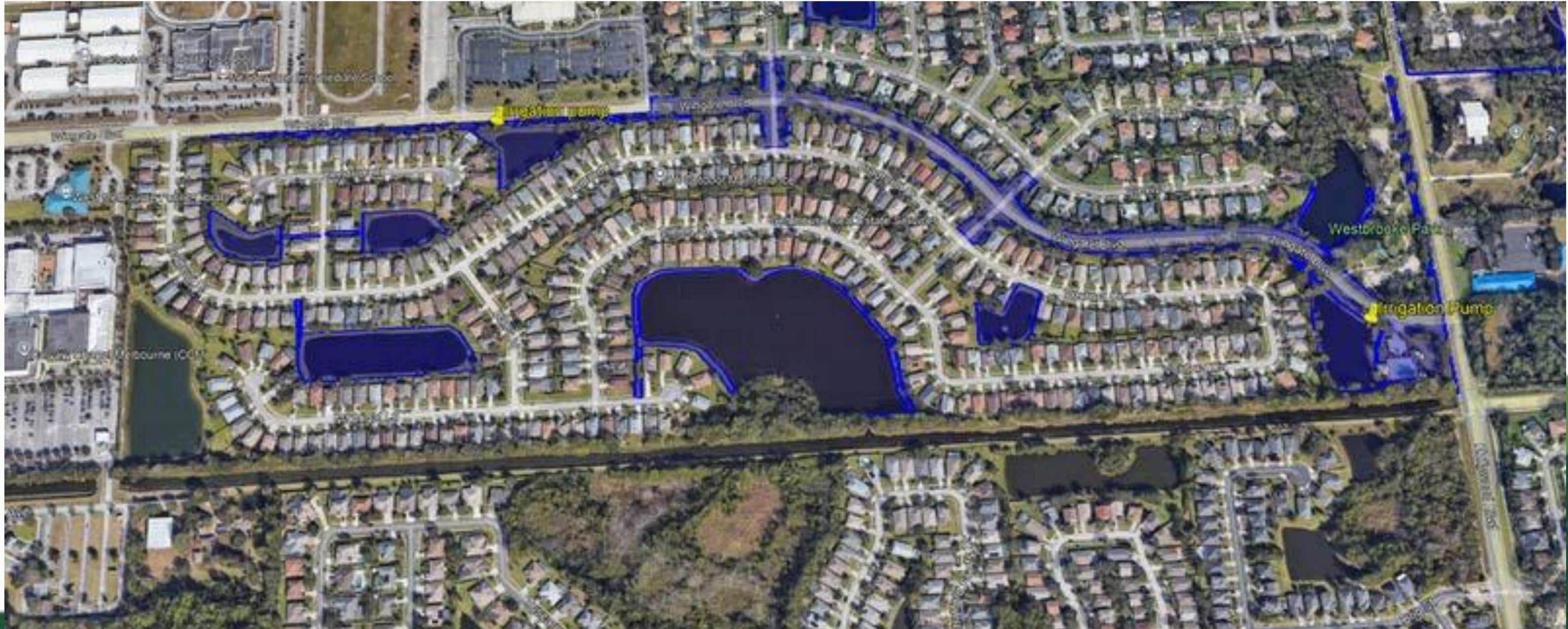
Working with managers who understand our world makes all the difference.

WHAT THE RFP NEEDS TO INCLUDE

- Address
- Map identifying ALL areas to be maintained
- Scope of Work
 - Frequencies
 - Expectations, ie. Leaf extraction to be completed 4x per year in the non-growing season.
 - Identifying your exact expectation is **HIGHLY IMPORTANT**

THE RFP

- Address
- Map identifying ALL areas to be maintained



EXPECTATIONS

Outlining every aspect of your scope of work helps ensure client/service provider alignment.

- Tree Height Requirements
- How Many Irrigation Controllers, Type of Irrigation System
- Initial Cleanup needed
- Irrigation Not to Exceed (NTE)
- Leaf Cleanup
- 38 Mows vs 42 Visits
- Irrigation Repairs



FREQUENCY

Identifying how many frequencies per year ensures you are comparing apples to apples when issuing RFPs.

	Occurance s	Requested Scope	
		Monthly	Annually
Base Maintenance		0.00	
Site Visits	50		
Mowing, String Trimming and Blowing	42		
Hard Edge	42		
Bed Edge	20		
Shrub and Tree Pruning (up to 12')	12		
Prune Ornamentals	1		
Crape Myrtle Pruning	1		
Bed Pre-emergent Weed Control	2		
Bed Post-emergent Weed Control	42		
Bed Weed Maintenance	22		
Porter Services, Weekly	50		
Irrigation Service		0.00	
Inspection, Adjustments and Reporting, weekly	50		
Horticultural Services		0.00	
Turf Pre-emergent Weed Control	2		
Turf Post-emergent Weed Control	2		
St Augustine Fertilization	6		
Turf Disease Control	As Needed		
Turf Insect Control	As Needed		
Shrub and Ground Cover Fert	4		
Shrub Disease Control	As Needed		
Mulch		0.00	
Mulch Installation (28 CY)	1		
Total		0.00	
Seasonal Color		0.00	
Annual Install, Removal and Maintenance	4		
Palm Care		0.00	
Palm Pruning	1		

Base Maintenance	
Site Visits	50
Mowing, String Trimming and Blowing	42
Hard Edge	42
Bed Edge	20
Shrub and Tree Pruning (up to 12')	12
Prune Ornamentals	1
Crape Myrtle Pruning	1
Bed Pre-emergent Weed Control	2
Bed Post-emergent Weed Control	42
Bed Weed Maintenance	22
Porter Services, Weekly	50

Production

After reviewing your RFP and outlined expectations, the information is compiled and the property is measured.

Estimating

Hours are applied to the property to ensure all expectations are met with man-hours. We live and die by those hours.

i.e. It takes 20 minutes to mow, edge, trim and blow a 40' lot.

ESTIMATE=Hrs X Wages
(with Burden)

Contract

Once we've won the opportunity, any unexplained or omitted expectations that are not factored into the hours will negatively impact the client/service provider alignment.

Irrigation

- What's included?
- What's not included?
- Who replaces what and why?
- Repair vs Inspection
- 24-48 hr response time for emergency issues

Detail

- Pruning/cleanup of shrubs/understory trees 1x/month
- Weeding beds 1x/month
- Tree Suckers
- Ornamental Tree Pruning 1X/year
- This does not change in the non-growing season

Mowing

Weekly

- Turf mowing
- Hard surface edging
- String trimming
- Blowing

Bi-Weekly in non-growing season

CONTRACT

Property Manager, Board of Directors and Client's legal counsel all should review in depth the contract set forth. Assuming certain services are within created a communication barrier. Any expectations omitted in the contract can negatively impact the client/ service provider partnership.



Contract *Point of Contact* *Service Plan* *Goals*

Board of Directors, CAM and Committee Members should thoroughly read the contract to understand its inclusions

- Setup points of contact
 - Who should be involved in what, ie. Board members, committee members, etc.
 - Email is the best way to document communications.
 - It is best practice to have one main point of contact!!!

Top Notch will provide you with a service plan to include:

- Mow Maps
- Detail Maps
- Irrigation Days
- Work Order Days

Providing us with your overall goals for the community both immediate and long-term will allow us a road map in executing your vision.

01

Weekly Updates

AM to provide weekly updates to include what was done that week and what will be done the following week.

02

QSA

Quality Site Assessments, based on tier of property can be don't monthly, quarterly or annually. This assessment shows the state of the property for improvements.

03

Board Meetings/Townhalls

We love educating your membership on what's included and how we provide services.

Communication

When we communicate issues regarding the property, maintenance, scheduling we would love for that information to be disseminated to the community, board members and membership so everyone is on the same page

NTE-Irrigation

During an inspection, many items can be repaired during the inspection allowing minimal downtime of your watering.

In the dry season, this is crucial.

Storm Clean-up Pre-Auth

After a named storm, we will assess the site within 24 hrs

Pre-auth allows us to immediately:

- Remove storm debris from egress and ingress allowing the flow of traffic
- Remove storm debris causing safety hazards

01

Proactive Communications

The communication we provide can and should be shared with your membership! This makes you look good and the community will appreciate the proactivity.

02

Leads

We truly enjoy sending new leads your way and supporting each other's growth. In return, we hope you'll consider doing the same for us.

03

Partnership

Know and understand that we have your back and we hope you have ours.

DO'S

A successful partnership between property managers and landscapers is built on clear communication, mutual trust, and a shared goal.

01

Proactive Communications

Not sharing with the membership or board of directors makes us look like we're not being proactive with our communication.

02

Expecting Everything to be Included

We understand the value of building strong relationships and providing quality service, but as a business, we must also ensure that we can sustain ourselves. Offering free services impacts our ability to invest in skilled professionals and deliver the best results for you.

03

Not Understanding the Scope

Fully understanding the scope of work and the schedules we provide will help bridge the gap between manager<>landscape relationship.

DON'TS

A strong, mutual partnership benefits both of our businesses and helps us both continue to thrive.

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