

VINTAGE GRAND ON PALMER RANCH



MAINSCAPE®

THE MAINSCAPE STORY

From humble ministry project to award-winning national landscaping company in only a few decades. This is our story.



Our Mission

Building Relationships and Empowering People

Our Values

- Build Partnerships-** Create mutually beneficial partnerships with ideal customers and employees
- Empower People-** Recruit and then develop the unique talents of our team members
- Embrace Growth-** Continuously improving personally, organizationally and numerically
- Promote Stewardship-** Conduct business in a responsible and profitable manner focused on the future

ABOUT US

Our mission, vision and values move us forward



WHO WE ARE

Mainscape is one of the United States' largest privately owned landscaping companies with 1,100 dedicated employees. We maintain corporate campuses and commercial real estate, as well as more than 50,000 homes in HOAs and on the nation's largest military bases.



WHAT WE DO

We provide outstanding delivery of landscape management, snow and ice management, property enhancements, irrigation and agronomy services. Successfully managing large, complex projects with unique challenges and needs is our specialty. By creating customized site-based programs, we're able to address each customer's specific concerns.



WHERE YOU'LL FIND US

From coast to coast and beyond, you'll find us in every growing zone and weather condition. Mainscape's rapid national growth has been driven by a unique Single-Site Mobilization Plan, which enables us to meet your portfolio needs.



HOW WE STARTED

Mainscape started out as a humble campus ministry project in the 1980s when a couple of Ball State University students in Muncie, Indiana, got together to mow lawns over summer break. Today, after 40 years of hard work and tremendous growth, Mainscape records \$75 million in annual revenue.



WHY WE'VE BEEN SO SUCCESSFUL

It's because we follow these four core values. **Empowering People.** Recruit and then develop the unique talents of our team members. **Building Partnerships.** Create mutually beneficial partnerships with ideal customers and employees. **Embracing Growth.** Continuously improving personally, organizationally and numerically. **Promoting Stewardship.** Conduct business in a responsible and profitable manner focused on the future.

MAINSCAPE SERVICES

We have a solution for every challenge: landscape management, snow and ice management, property enhancements, irrigation and agronomy.

SERVICES OVERVIEW

A service for every season and reason



LANDSCAPE MANAGEMENT

Most of the property owners and managers we partner with require some level of landscape management, including everything from cutting grass to pruning, weeding, treating the turf and other basic needs.



IRRIGATION

Mainscape's professional irrigation management services consist of routine inspections and repairs of a system's efficiency and uniformity along with long-range planning. Research has shown that our water management program can reduce irrigation consumption by up to 60%.



AGRONOMY

Mainscape agronomy experts use sustainable practices that protect streams, lakes and ground water by customizing pesticide and fertilizer usage based on your property's unique needs. We can provide your property with the leading edge in scientific and environmental research.



SNOW AND ICE MANAGEMENT

Not all of our customers need snow and ice management, but those who do rely on this service. Whether your snow accumulation is in inches or feet, we have the teams and equipment to clear your property and make it safer.



PROPERTY ENHANCEMENTS

Sometimes property owners and managers need to enhance their property with services that go beyond basic landscape management. From light arbor care to flower bed maintenance, and redesigning and refreshing entryways, we offer many solutions for property improvement. In addition, our team is able to provide special services for your community's unique needs, such as maintenance for bocce courts, rooftop gardens and even butterfly gardens.

LANDSCAPE MANAGEMENT

Year-round planning for perennial beauty

You'll find our clients nationwide. From residential HOAs to commercial properties, military facilities and more, we work hard every day to meet their unique needs and budgets. Whether it's **turf care**, **seasonal plantings**, or **property detailing**, we develop customized programs to exceed your expectations.

First impressions are everything. And visitors form theirs when they see your landscape. That's why the **highest quality of care** is so vital to making your lawn and plants beautiful and soil healthy. Our experts use the **latest in lawn care science and technology** to keep your landscaping looking its best all year round. But we're not just about great-looking properties.

At Mainscape we believe it is our responsibility to **reduce our carbon footprint** by exploring and focusing on different equipment, technologies and energy sources. We are working to reduce our carbon footprint by converting to **alternative fuel sources**, including U.S. produced propane. It's just one more way Mainscape continues to be a leader in environmental stewardship.



IRRIGATION

A deep dive into conservation and savings

Mainscape's professional irrigation management services consist of **routine inspections**, **repairs** and **long-range planning**. Our highly trained irrigation technicians can analyze and increase the **efficiency and uniformity** of your system's water distribution to save resources and money as well as reduce hot spots.

Long-range planning is imperative in irrigation management. Our irrigation team can provide you with a **cost-benefit analysis** to determine if and when the time is right to replace your system.

An aggressive **water management program** is vital to water conservation and savings. Our program has the capability to analyze weather data from the past 30 years to determine a landscape's average monthly irrigation needs. To ensure current conditions are in line with historical averages, our **Director of Agronomy monitors environmental conditions weekly**. Technicians can then be dispatched to adjust distribution levels and run times based on current conditions and your landscape's requirements.

Research has shown that Mainscape's water management program can reduce irrigation consumption by up to 60%.



AGRONOMY

Where beauty and healthy come together

Mainscape is on the **leading edge in scientific and environmental research**, working closely with universities nationwide.

Pesticides and fertilizers can have a high environmental impact on streams, lakes and ground water. At Mainscape we take our responsibility seriously, following **Best Management Practices** maintaining your landscape.

Upon request, Mainscape can provide you with a **customized fertilization program** based on your landscape's soil samples. The soil data is analyzed to tailor the amount of pesticides, fertilizers and water applied to your landscape. With a customized program, your soil receives the **right amount of treatment** it needs to **minimize unneeded chemicals**. Testing may be continued periodically to make any necessary adjustments.

Due to the nature of Mainscape's services, an **environmental commitment is standard**. Mainscape strives to conserve, promote and enhance the present and future availability of the property's resources. We recognize the importance of sustainable practices for the environment through **water conservation, water quality and resource conservation**. To align expectations with a sustainable landscape, Mainscape embraces **employee education and training** for sound fundamental principles.



PROPERTY ENHANCEMENTS

Special services, from unique to every day

Customers often partner with Mainscape for our core services — landscape management, snow and ice management, irrigation and agronomy — and the solutions they provide. Often, though, they also need something more — something special. That's where the special services of Property Enhancements come in to play.

Property Enhancement is a catch-all term we use for anything outside our core services, but is still within the framework of keeping your property beautiful, healthy and safe. Typically, property enhancement involves **light arbor care, flower bed maintenance**, as well as **paver installations** walks, patios and walls. But, occasionally, property enhancement includes unique solutions.

For example, our specialists currently care for **bocce courts, butterfly gardens, rooftop gardens, lawn bowling lanes, corporate gardens** and more. You name it and we are probably mowing, tilling, watering and feeding it. For us, providing special services is a way for our enthusiastic teams to flex their skills and capabilities in unique situations. And help property managers meet and exceed the unique needs of their residents.



MAINSCAPE APPROACH

In our experience, customers have experienced challenges such as communication issues, safety, planning and more. They are frustrated that issues are not proactively addressed.

So, we took a proactive approach and created solutions to address these challenges, which you'll find on the following pages. With our proactive solutions and procedures in hand, we're ready to help you make your property the best it can be.

SOLUTIONS

A proactive partner makes your life easier



SOLUTION PROVIDER

Being proactive and not reactive is one of our strengths as a company. With **a dedicated management team** we're able to provide quicker response times and not miss issues when they arise.

- Weekly Service Reports and Monthly Site Quality Inspections
- Flexible Contracting
- Ongoing Education/Consultation



EXPERIENCE

To provide you and your stakeholders with the proper solutions and excellent outcomes you deserve, we rely on outstanding leaders. So we **extensively train our crews, promote senior staff from within** and **recruit industry leaders**. Nationwide we have **dozens of certified specialists** contributing to a **network of shared knowledge and experience**. That means you have the full expertise of Mainscape behind you, offering the best long-term solutions available.



COMMUNICATIONS

We believe in open communication. An **informed partner** is a **happy partner** and just makes your job easier. That's why we provide:

- Dedicated Management Team
- Constant Connectivity through web and phone
- Regular Reporting
- Customer Service Request (CSR) system online



TRANSPARENCY

Knowing and understanding what you are paying for is not only important to you, but your stakeholders as well. Which is why we build our estimates utilizing:

- Fact Based Estimating
- Historical Data and Real-Time Product/Labor Costs
- A Collaborative Approach to Reach Agreement

SOLUTIONS

(Continued from previous page)



TEAM BUILDING

Great employees lead to great teams and environments. That's why as a **People First™ company** we recruit and retain the best talent possible. To insure you get the best possible service team, we implement the following:

- E-Verify (legal status verification)
- Initial and Ongoing Background and Drug Screening
- Initial and Ongoing Safety Training
- Initial and Ongoing Education
- Engaged Leadership on every level



SAFETY

Safety is foremost in every property manager's mind — you'll be glad to know it is in ours. We begin with the initial screening to determine compatibility with our culture, but **continually monitor employee behaviors**, trends in **incident reporting**, and implement an **exceptional safety program** to keep all of us safe. *A more detailed look follows in this section.*



PLANNING

Every long-lasting partnership starts early with proper upfront planning when it's important for us to understand your needs, goals and expectations. After developing a customized program, we kick off our **"Start It Right" Transition Plan**. This begins a countdown clock with a checklist of specific milestones for appropriate personnel. Then after work starts, we begin an **intensive client site review process** with planned check-ins and corrections **every 30, 60 and 90 days**. Our goal is that after 90 days, everything is moving forward smoothly.

PARTNERSHIPS

Ultimately, The Mainscape Way is about forming long-lasting partnerships built on **aligned values**, such as **loyalty, honesty and trust**. Why?

- We bring the right people to your site
- We are transparent with you so you can trust us
- We strive to improve, always
- We value nature, and that's why we work so hard to take care of it



ENVIRONMENTAL SUSTAINABILITY

Alternative solutions to daily challenges

In 2014, according to the EPA, U.S. carbon dioxide emissions from fossil fuels topped more than 5.5 million metric tons or 1.2 trillion pounds. At Mainscape, we believe that it is our responsibility to reduce our carbon footprint and contribute to a better environment.

That's why we are working to convert to alternative fuel sources, including U.S.-produced propane, as well as continuing to explore new and improved equipment, technologies and energy sources. Another way to reduce our carbon footprint is by simply mowing fewer acres. In some cases, our sustainability plans might recommend that a property implement "nature areas." These areas enhance the appearance of the property, conserve fuel, and reduce noise, hydrocarbon emissions, and annual maintenance expenses.

Did you know that the average mowing crew powered by gasoline will consume an average of 35 gallons per work day and emit 833 pounds of CO₂? But the same Mainscape mowing crew powered by propane and other alternative fuels consuming the same number of gallons will emit 300 fewer pounds of CO₂.

We strive daily to keep your property and the environment healthy and beautiful at the same time. It's just one more way Mainscape continues to be a leader in environmental stewardship.



CUSTOMER SERVICE

It's what sets us apart



We value your time. Keeping the customer informed during the service process helps set Mainscape apart from the competition. The communication process may include emails, text messages, phone calls, property inspection reports, site meetings, and photo documentation. Mainscape's efficient customer service process provides industry-leading service:

CUSTOMER SERVICE REQUESTS (CSR)

Our customer service staff is available to process all your service requests. Whether it's an online request or a phone call, a CSR is entered into the system to begin the process.

PROMPT ACTION

Within a few minutes of the CSR being entered, an alert is sent to the appropriate Mainscape representative. The Mainscape representative will resolve the issue in a timely fashion. High-priority requests will be handled within 1-2 business days. General requests will be handled within 3-5 business days, unless other arrangements are made with you.

SWIFT RESOLUTION

Once the request has been completed, you'll be notified of the resolution. All service records are then stored electronically, allowing for accurate tracking and documentation of your service requests. Providing you with the most up-to-date information about the status of your property is paramount.

KEEPING YOU UPDATED

At Mainscape, we like to keep our customers, potential customers, family and friends informed about what's going on here. Through our Mainscape social media networks, we work hard to provide you with relevant information.

- Join us on **Facebook** to see what's happening at Mainscape
- Connect with the Mainscape team via our company **LinkedIn** Page

CUSTOMER SERVICE

It's what sets us apart

Detailed CSR Report

Our proprietary platform tracks every request made and Mainscape can set up an automatic weekly, bi-weekly, or monthly report sent directly to your relevant staff member.

SUN RIVER - ST. GEORGE COMMUNITY ASSOCIATION, INC								
Ops Mgr:		KNIGHT, TREY			Acct Mgr:		KNIGHT, TREY	
Account Executive:		DELLINGER, PRESTON			Start Date:		End Date: 8/22/2017	
					8/22/2017			
CSR ID	Created Date	Caller Name	Status	Category	Priority	Due Date	Reason Code	Accountable
New								
316841	8/22/2017	Gordon Ortelli	New	None	Medium	8/24/2017	Flag - green (no trim)	KNIGHT, TREY
Description: 4900 Woodruff Circle - Lot 1912 - Special instructions please dont Prune								
316844	8/22/2017	Kellie Crouch	New	None	Medium	8/24/2017	Agronomy - Turf Weeds	KNIGHT, TREY
Description: 1703 Heatherglen, Lot 1299 - She Has weeds in her grass and Weeds in the gravel down the side of her house								
316851	8/22/2017	Gerald Gorsegner	New	None	Medium	8/24/2017	Sod Issues	KNIGHT, TREY
Description: 1629 Wonderstone Drive - Please call. Fixing a timer is not the answer. I need new sod (grass)								
CSR ID	Created Date	Caller Name	Status	Category	Priority	Due Date	Reason Code	Accountable
Closed								
316839	8/22/2017	Kellie Crouch	Closed (8/22/2017)	None	Medium	8/24/2017	Irrigation – Other	KING, NATHAN DALE
Description: 1682 Warm River, Lot 214 - Requesting usage to 3 times a week for 30 Min								
Action: Clock set correctly.								
316916	8/22/2017	Elise Tuttle	Closed (8/22/2017)	None	Medium	8/24/2017	Irrigation – Broken Sprinkler Head	KING, NATHAN DALE
Description: 2059 Sunstar - Broken Sprinkler Head in the front yard.								
Action: Replaced broken head.								

CSR Stats by Reason & by Status

You'll know exactly what is happening on your property and we share transparently how we are responding to every question, concern or seasonal challenge.

Accountable/Cust. ID	CSR ID	Short Description	Created Date	Count	%
				152	
Agronomy - T/S Disease				3	1.97 %
Agronomy - T/S Fert				1	0.66 %
Agronomy - T/S Pest				3	1.97 %
Agronomy - Turf Disease				2	1.32 %
Agronomy - Turf Fert				2	1.32 %
Agronomy - Turf Pest				4	2.63 %
Agronomy - Turf Weeds				3	1.97 %
Cleanup Clippings				2	1.32 %
Dead Tree				1	0.66 %
Holes				1	0.66 %
Irrigation – Broken Sprinkler Head				9	5.92 %
Irrigation - Emergency Line				1	0.66 %
Irrigation – Leak				6	3.95 %
Irrigation – Other				18	11.84 %
Irrigation – Proposal/Enhancement				2	1.32 %
Irrigation – Repair				5	3.29 %
Landscape Maintenance				1	0.66 %
Mowing - Turf Damage				1	0.66 %
Mulching				3	1.97 %
Plant Replacement				6	3.95 %
Proposal for Extra Services				2	1.32 %
Repairs/Damage				7	4.61 %
Sod Issues				2	1.32 %
Stake Tree				7	4.61 %
Trimming - missed/unfinished				4	2.63 %
Trimming Requests				45	29.61 %
Weed Issues – Beds				9	5.92 %
Weed Issues - Pavers/Driveway				2	1.32 %
				Total	152
				Total	148
Open				4	2.68 %
New				138	90.32 %
In-Process				1	0.66 %
Closed				10	6.61 %
				Total	148
Accountable/Cust. ID	CSR ID	Short Description	Created Date	Count	%

E-VERIFY & BACKGROUND CHECKS

Never worry about who's on your property again

We understand that your primary concern is the safety and security of your organization and the people you represent. To settle for anything less is out of the question. That's why we put every potential employee through a rigorous background check and E-verify certification process.

BACKGROUND CHECKS

We perform drug screening and criminal background checks on all prospective employees. Only after they clear our in-depth process do they join the Mainscape team and gain permission to enter your property. We also continually monitor employee behavior making sure issues such as substance abuse don't arise. If we can help an employee, we do. If we can't, they are no longer employed with us.



WHAT IS E-VERIFY?

E-Verify is an internet-based service provided by the Department of Homeland Security. This service allows businesses to log on and electronically verify if a potential employee is eligible to legally work in the United States. This service is the fastest and best way a company can check eligibility.



WHAT ARE THE RESULTS?

Your property is safe and secure! Mainscape expects the best from their employees and knows that by adopting this set of strict hiring practices, we've separated ourselves from the competition. Mainscape has these strict standards in place so that each property is safe and secure. And you can rest assured we have your best interests at heart.

QUALITY ASSURANCE

Best Practices for the Best Care Possible

Creating and nourishing the health and beauty of your property is only half the battle. Taking a proactive approach to maintaining and managing its quality is the other half. That's why we've created stringent Quality Assurance procedures. When we focus on quality, you can turn your attention to long-term plans and goals with peace of mind, knowing that your stakeholders can expect a high level of satisfaction and security.

The following four steps below illustrate our approach to QA. This top-down process begins with your Branch Manager, followed by the Team Leader. Each has a specific set of responsibilities and action steps they must complete weekly and monthly to provide you with the highest quality care possible.

1. Each Team Leader is trained to conduct daily inspections of his/her Team's work.
3. The Branch Manager will inspect the entire property multiple times per week for overall quality as well as look for opportunities to improve or enhance areas, then provide feedback to the client and operations team.



2018 NATIONAL & REGIONAL RANKINGS

Each summer, **Landscape Management** — a leading landscaping publication — releases its annual “LM150” listing of the industry’s Top 150 revenue-generating companies. We’re excited to share a few of these rankings below.

Of course, our rankings only paint part of the picture. The other part includes the customers we serve. Without their long-standing loyalty and trust, the rankings below would not have been possible.

NATIONAL RANKINGS

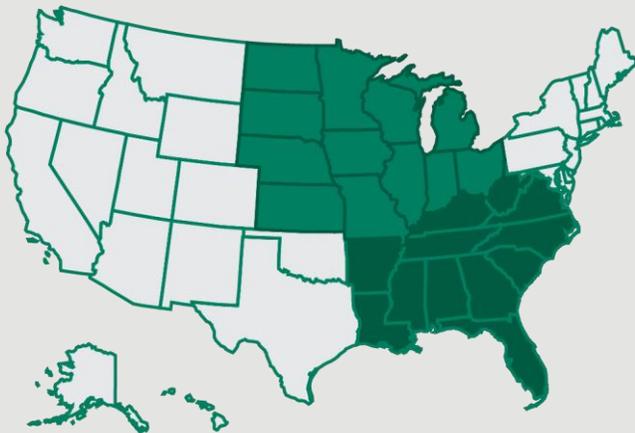
7 **MOWING & LANDSCAPE MAINTENANCE**
commercial, military and residential lawns

12 **COMMERCIAL**
landscape management for businesses across the country

10 **IRRIGATION & WATER MANAGEMENT**
professional irrigation and water management services

16 **TURF & ORNAMENTAL CARE**
Turf installation and maintenance for businesses of all sizes

REGIONAL RANKINGS



9
IN THE SOUTHEAST

22
IN THE MIDWEST

LICENSES AND CERTIFICATIONS

Florida Agriculture License	115132
Florida Nursery Stock License	48001388-124031
Certified Pest Control Operators	JF166051
County Business Licenses	
Charlotte	15846
Sarasota	990010088298
State of Florida Irrigation License	SCC131152140
County Irrigation Licenses	
Charlotte	AA-18-00057
Sarasota	SIS-92

Certifications

Board of Certified Safety Professionals Construction Health & Safety Technician	Kris Nasser
Irrigation Association Certifications	
Certified Irrigation Contractors	Jeff Snyder Zane Stoneman
Certified Landscape Irrigation Auditors	Jeff Snyder Zane Stoneman
Certified Irrigation Technicians	Zane Stoneman Claude Corriveau
Florida Certified Horticultural Professionals	Jay Arthurs Matt Bosnoian Andres Quijano Jessica Shannon John Schell Jeff Snyder Zane Stoneman
Florida Certified Maintenance Technicians	Jay Arthurs
Florida Water Start Accredited Professionals	Jeff Snyder Zane Stoneman Jay Arthurs
EPA Water Sense Partners	Jeff Snyder Zane Stoneman Claude Corriveau
National Association of Landscape Professional Certifications Landscape Industry Certified Lawn Care Manager	Jay Arthurs



CERTIFICATE OF LIABILITY INSURANCE

Date Issued/Revised:
09/25/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed, if **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER McGowan Insurance Group Inc 155 Indiana Avenue Suite 200 Indianapolis IN 46204	CONTACT NAME: Kathy Hoyer Phone: (317) 464-8000 FAX: (317) 464-8001 E-Mail: k.hoyer@mcgowaninc.com Address: 155 Indiana Avenue, Indianapolis, IN 46204
POLICIES AFFORDED COVERED:	
INSURED	INSURER #
MainScope, Inc.; MainScope Fishers, LLC 13410 Britton Park Road Fishers IN 46038	INSURER A: The Florida Mutual Insurance Co. 15875 INSURER B: Philadelphia Insurance Co. 18258 INSURER C: INSURER D: INSURER E: INSURER F:

COVERAGES **CERTIFICATE NUMBER:** 2019-201N Master **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

TYPE	TYPE OF INSURANCE	ADDITIONAL	DEDUCTIBLE	POLICY NUMBER	POLICY EFF. DATE	POLICY EXP. DATE	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Landscape Design E & O Incl <input checked="" type="checkbox"/> Pesticide Included GEN. AGGREGATE LIMIT: \$1M / \$1M / \$1M <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PER OCC <input type="checkbox"/> LOC OTHER:			BP12715	10/01/2019	10/01/2020	Each Occurrence \$ 1,000,000 Limits to be Applied Per Occurrence \$ 100,000 MED PAY (Per acc. person) \$ 5,000 PERSONAL & ADJ. INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP. AGG. \$ 2,000,000 Employee Benefits \$ 1,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> RENTED AUTOS ONLY <input checked="" type="checkbox"/> BIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			FMA0000633	10/01/2019	10/01/2020	COMBINED SINGLE OCC. LIABILITY \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Uninsured motorist \$ 1,000,000 (Only for use on private autos in each occurrence) \$ 10,000,000 AGGREGATE \$ 10,000,000
A	<input checked="" type="checkbox"/> UMBRELLA LIAB. <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB. <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> SED <input checked="" type="checkbox"/> RETENTION \$ 10,000			EX06712	10/01/2019	10/01/2020	AGGREGATE \$ PER OCCURRENCE \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY OCCUPATION (Mandatory in NY) Occupational Exclusion (Mandatory in NY) Description of Operations:	N/A		WCM0074518	10/01/2019	10/01/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> PER POLICY ALL EMPLOYMENT \$ 1,000,000 ALL EMPLOYMENT - PER EMPLOYEE \$ 1,000,000 ALL EMPLOYMENT - POLICY LIMIT \$ 1,000,000
A	Leased or Rented Equip Employee Dishonesty			BP13716 / PHSD1844826	10/01/2019	10/01/2020	Limit (\$1,000 Ded) \$150,000 Limit \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Form or Schedule, may be attached if more space is required)
 The following apply when required by written contract, subject to policy terms and conditions: General Liability Additional Insured on a primary and non-contributory basis (including Completed Ops) and Waiver of Subrogation in favor of additional insured per form L2001 (07/12); Automobile Liability Additional Insured and Waiver of Subrogation per form SBPAE (02/18) and primary, non-contributory per form CAS448 (11/18); Workers Compensation Waiver of Subrogation per form WCO0010 (04/04)

CERTIFICATE HOLDER *FOR INFORMATION PURPOSES ONLY*	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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MEET THE TEAM



Loren Garner **Account Executive, Florida**

Experience: Over 30 years with Mainscape. Loren started as a fertilization tech, later earning a Certified Pest Control Operator license. Currently, he oversees all aspects of the delivery team from safety, staffing, execution of work, quality control and profitability.

Skills: Over the years, Loren has been instrumental in opening new offices in new markets, giving him insight into a client's daily and long-term operational needs.

Motivation: Helping employees craft a career path to reach their goals and along the way provide our clients exceptional service that reflects our core values. **Interests:** "I've been married for over 25 years and have three wonderful children. I enjoy being involved in their sporting activities."



Jeffrey Snyder **Vice President**

Experience: Jeff has over 30 years of experience in the landscaping industry with ten of those at Mainscape. An Ohio State University graduate, Jeff owned his own landscape company for 15 years.

Skills: Under Jeff's leadership, Mainscape has adopted the Irrigation Association's Best Management Practices assuring that Mainscape's clients benefit from a researched, science-based approach to irrigation maintenance.

Certifications: Certified Irrigation Contractor, Certified Landscape Irrigation Auditor, EPA Water Sense Partner, Florida Water Star Accredited Professional, Florida Certified Horticultural Professional. **Motivation:** Striving to be the best company possible and mentoring team leaders to also be their best for our clients. **Interests:** "I'm blessed to be married to my best friend, have two grown children, one grandchild and two playful golden retrievers."



Andres Quijano **Regional Manager, Tampa**

Experience: Joined Mainscape as a crew member in 2010 with 5 years of previous experience in the landscape industry. While working his way up to his current Regional Manager role, Andres has become proficient in customer relationships, hiring & training talented supervisors, & keeping high quality standards for his teams.

Skills: People-focused leadership and attention to detail in both quality of work & team safety measures.

Certifications: Florida Certified Horticulture Professional (FCHP), OSHA30 (Occupational Safety & Health Administration), Best Management Practice (BMP) **Motivation:** Leading a team, creating development plans, and celebrating individual and team successes as we grow together. **Interests:** Andres is married to his high school sweetheart, and he is happiest when he is spending time with her and their three young children. He also enjoys watching soccer.

MEET THE BRANCH TEAM

(Continued from previous page)



Jay Arthurs **Regional Agronomy Manager**

Experience: 12 years of industry experience with 10 of those at Mainscape. Jay is responsible for training and holding personnel accountable for safe handling of equipment and application of fertilizers and pesticides. **Certifications:** Certified Pest Control Operator, FNGLA Certified Horticultural Professional, FNGLA Certified Landscape Maintenance Technician, NALP Landscape Industry Certified Lawn Care Manager, Florida Water Star Accredited Professional, BMP Certified **Motivation:** Creating opportunities for team members to grow and further their education. **Skills:** Jay's ability to effectively lead, problem solve and focus on the details helps his teams improve and maintain the health and performance of the landscape throughout the State of Florida. **Interests:** "In my spare time I enjoy playing golf and fishing as well as spending quality time with my wife and three daughters."



Zane Stoneman **Regional Irrigation Manager**

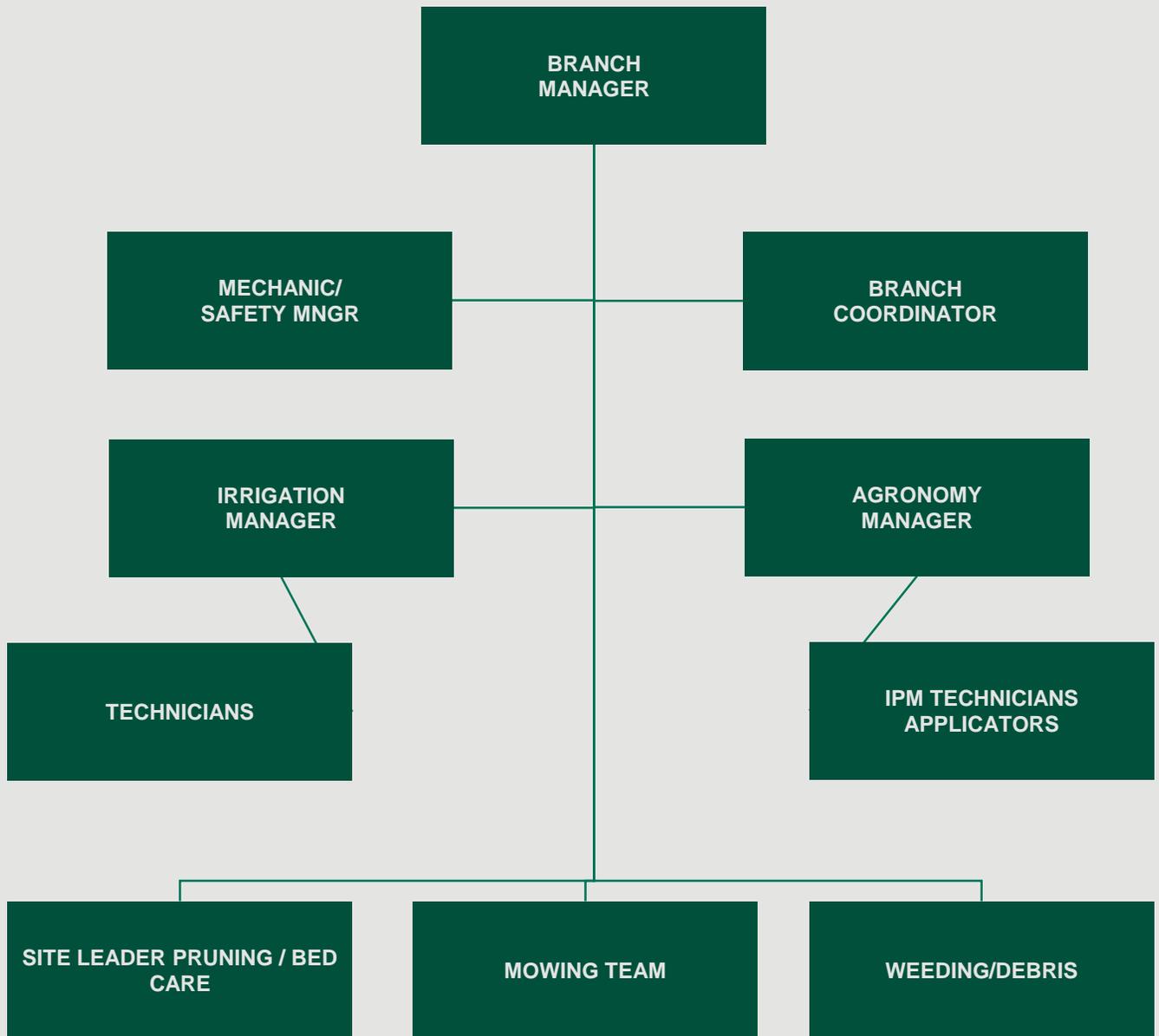
Experience: Zane has 25 years of experience in the irrigation industry, with six of those coming at Mainscape. He is currently responsible for all aspects of Mainscape's Irrigation Department in Florida. Zane was instrumental in promoting the Irrigation Association program to bring the most certified irrigation professionals under one company in Florida. **Certifications:** Certified Irrigation Contractor, Certified Irrigation Technician, EPA WaterSense Partner, Florida Water StarSM Accredited Professional, Florida Certified Horticultural Professional, Certified Backflow Tester and Repair. **Motivations:** Providing the best possible solutions with the most talented technicians possible. To make that happen, Zane believes in training people and giving them the skills to succeed. **Interests:** "We're busy with an infant and a young son. But we like to go to the beach and spend time with friends and family when we can."



Richard Wilbert **Branch Manager, Northport**

Experience: Since 1970, he has worked in a Horticultural Conservatory, served on the NALP plant board of directors, was President of the Associate Landscape Contractor of Colorado, has owned two landscape companies and managed three others. In 2019, he joined Mainscape as a branch manager and is responsible for operations, client contract, customer service, staffing, and profitability. **Certifications:** Associates degree in Horticulture, Bachelors in Business Administration, Masters in Business Management, NALP Certified Landscape Professional, Florida BMP. **Motivation:** "The people I work with keep me on my toes and help me work to stay ahead of the competition. We work hard to be the best." **Interest:** Being outdoors, touring on his Harley, and competitive cycling all over the United States.

ORGANIZATIONAL CHART



CUSTOMER REPORTS

An informed partner is a happy partner

To keep you up to date on everything happening at your property, the local operations team sends out a weekly overview of services performed. Mainscape is also able to provide a monthly Quality Inspection with Mainscape and Property representatives creating the report together.



MAINSCAPE, INC WEEKLY SERVICE REPORT	David Wellman
WEEK OF: 5/21/2018	PROPERTY: Toroweap
PRE-EMERGENT: Spring application complete. Fall application planned to begin in September.	
LAWN CUTTING: (MOWING/ EDGING) Mow without edging completed last week. Mow with edging scheduled this week.	
FERTILIZATION/ PEST: 2 nd fertilization complete. Insecticide application complete. 3 rd fertilization scheduled for June.	
BED CARE: (PRUNING/ WEEDS/ BLOWING): Late spring pruning completed. Early summer pruning scheduled mid-June.	
Post emergent scheduled to pull and spray weeds every Friday. We will send workers more or less frequently as needed.	
Blow/clean-up crew will begin in November.	
IRRIGATION: Late spring programming is complete.	
Settings =	Turf irrigation is being set to 4 days per week.* Run times will have 3 start times anywhere between 4 to 7 minutes.
	Drip will be 3 day a week.* Run times will have 1 start time and run anywhere between 30 to 45 mins.
*Each home and even specific home areas are unique. No climate is the same!	
IRRIGATION CUSTOMER SERVICE REQUESTS: Week of 5/14/18 – 5/18/18	
Closed- 1	In-process- 0 New- 0 Overdue- 0
MAINTENANCE CUSTOMER SERVICE REQUESTS: Week of 5/14/18 – 5/18/18	
Closed: 2	In-process: 0 New: 0 Overdue: 0
Please, if you have any other concerns feel free to contact me.	
Have a great day, David Wellman!	

CUSTOMER REPORTS

(Continued from previous page)



Property Inspection

Location: South Florida Fertilization
Address: 13279 Treeline Ave, Fort Myers, FL, 33913
Completed By: STEPHANIE PARKER
Started On: 4/23/2018 4:43:12 PM
Completed On: 4/23/2018 6:44:15 PM
Points: 198 / 255 **Score:** 77%

Property Inspection	Answer	Points	Possible Points
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Property Name Vanderbilt Country club

Turf
 Mowing lines are straight & present. 5 - Predominate 5.0 5.0



Appendix : 1 4/23/2018 9:40:00 PM

The grass is cut at the appropriate height	4	4.0	5.0
The sidewalks and borders are properly edged.	4	4.0	5.0
The grass exemplifies good color.	3	3.0	5.0
Color of turf is uniform with no fertilizer striping	5 - Uniform	5.0	5.0
The grass is thick with no bare areas.	3	3.0	5.0

Comments: Some bear area turf backside tennis backside of Glenn eagle



Appendix : 9 4/23/2018 9:40:00 PM

Excess leaves are removed from the lawn.	5 - No Leaves	5.0	5.0
Are there any insects or disease present?	3 - Some Present	3.0	5.0

Comments: Some take all root rot but not as bad as in the past

Are there nutritional deficiencies?	4	4.0	5.0
-------------------------------------	---	-----	-----



Appendix : 2 4/23/2018 9:40:00 PM



Appendix : 3 4/23/2018 9:40:00 PM

Are there insect pests or diseases present?	3	3.0	5.0
---	---	-----	-----

Comments: Many palms still recovering from hurricane and may have bud rot

Are there nutritional deficiencies?	4	4.0	5.0
-------------------------------------	---	-----	-----

Comments: Most look pretty good but there are some queen palms yellowing a little



Appendix : 7 4/23/2018 9:40:00 PM

Soft bed edges are even & crisp.	2	2.0	5.0
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Appendix : 8 4/23/2018 9:40:00 PM

There is a proper amount of mulch in the beds and it looks fresh	2	2.0	5.0
--	---	-----	-----

Comments: Spurge and chamberbitter germinating

Monthly or Quarterly Quality Inspection

4.0 5.0

2.0 5.0

5.0 5.0

3.0 5.0

d 5.0 5.0

1.0 5.0

3.0 5.0

Tree 1.0 5.0

Amount 5.0 5.0

3.0 5.0

4.0 5.0

ble 5.0 5.0

0.0 0.0

3 or sent 5.0 5.0

0.0 0.0

0.0 0.0

4.0 5.0

0.0 0.0

5.0 5.0

5.0 5.0

3.0 5.0

4.0 5.0

5.0 5.0

4.0 5.0

5.0 5.0

3.0 5.0



Appendix : 6 4/23/2018 9:40:00 PM

invillea and jatropa



Appendix : 10 4/23/2018 9:40:00 PM

4.0 5.0

4.0 5.0

some k and P deficiency left over

Appendix : 11 4/23/2018 9:40:00 PM

Faded flowers are removed where applicable N/A 0.0 0.0

Beds are full & look complete. 4 4.0 5.0

Comments: Over all beds look full and complete

Are there any insects or disease present? 4 4.0 5.0

Comments: A few cases of insect and disease but overall pretty good. Whiteflies in viburnum and downy mildew



Appendix : 16 4/23/2018 9:40:00 PM

Are all plants receiving the proper amount and frequency of irrigation? 5 = Proper Amount 5.0 5.0

CUSTOMER REPORTS

(Continued from previous page)

Kings Point Weekly Irrigation Report Week of September 18th, 2017

Monthly Inspection / Minor Repairs

Week	Date	Section A	Section B	Section C
1	September 4-8	Completed	Completed	Completed
2	September 11-15	Completed	Completed	Completed
3	September 18-22	In Process	In Process	Completed
4	September 25-29	In Process	In Process	In Process

Here is a set weekly inspection schedule to better keep everyone informed of when and where irrigation inspections are being performed. Areas are as follows:

Section A

Week 1 - Andover, Cambridge, Knolls I, II, III, Bedford, Fairfield and Dorchester.

Week 2 - Idlewood, Gloucester and Quail Pass.

Week 3 - Highgate I, Lancaster I, II, III.

Week 4 - Highgate II, III, IV, Lancaster IV.

Section B

Week 1 - Nantucket I, II, III, IV, V.

Week 2 - Worthington, Oxford I, II, Radison I, II, Yorkshire.

Week 3 - Princeton, Tremont I, II, Southampton I, II, Villeroy.

Week 4 - Manchester I, II, III, IV, Somerset.

Section C

Week 1 - Brookfield, Acadia I, Edinburgh, Huntington, Fairbourne.

Week 2 - Jameson, Maplewood, Acadia II, Lyndhurst.

Week 3 - Grantham, Kensington, Devonshire, Inverness.

Week 4 - Richmond, Oakley Green, Corinth, Portsmouth.

Weekly Irrigation Report

all irrigation inspection

run it back on.

in zones operating with

performing a monthly
irrigate with the

Previous Reported items

None to report at this time.

Additional Repairs Outside Of Contract

None for last week

Irrigation Lanai Upgrades

Completed MP work at Andover F to help with spray and run off, spoke to POC, all good. [\(Completed 9/21/17\)](#)

Enhancement

Associations that have not had their enhancement done, will have it resent to them for approval.

Associations that have approve their enhancement and are on the schedule are:

For the latest update on current restorations and assessment project scheduling, this may be viewed on Restoration and Evaluation Requests attachment.

ts attachment.

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he waist and long
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u area heading to

Irrigation Lanai Upgrades

2213 Oakley Greens Dr. completed adding drip to plant bed, requested by homeowner. [\(Completed 9/21/17\)](#)

Enhancements

Association that have not had their enhancement done, will have it resent to them for approval.

Associations that have approved their enhancement and are on the schedule are:

For the latest update on current restoration and assessment project scheduling, this may be viewed on Restoration and Evaluation Requests attachment.

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me if it helps to



CUSTOMER REPORTS

(Continued from previous page)

Service Schedules & Scope of Work



2017 Overview Schedule for:

Kings Point

Service Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Mowing Weekly				4	5	4	4	5	4	4			30
Bi weekly mow	2	2	2								2	2	10
Monofilament Trim	2	2	2	4	5	4	4	5	4	4	2	2	40
Hardline Edging	1	1	1	2	2	2	2	3	2	2	1	1	20
Bed Edging	1	1	1	2	3	2	2	2	2	2	1	1	20
Shrub Pruning	1	1	1	1	1	1	1	1	1	1	1	1	10
Weeding	1	1	1	1	1	1	1	1	1	1	1	1	12
Irrigation Inspection	1	1	1	1	1	1	1	1	1	1	1	1	12
Palm Pruning					1								1
Palm Pruning										1			1
Canopy Lifting				1					1				2
Lawn Nutrient App		1			1			1		1			4
Palm Nutrient App			1			1			1				2
Shrub Nutrient App			1			1			1				3
Palm, Shrub & Turf Pest Control App	1		1	1	1	1	1	1	1	1	1	1	10
Approximate Schedules													

PROPOSED SOLUTIONS

We know that we can meet any requirements necessary to meet your needs, and are prepared to go to work with the following “Start it Right” transition plan

THE MAINSCAPE TRANSITION PLAN

With “Start it Right” we do it right

The Mainscape “**Start it Right**” Transition Plan is a proven and time-tested system. We’ve successfully launched projects in the most challenging and remote environments in America, including *Alaska and Hawaii*, the desert conditions in *California, Utah and Las Vegas*, snow regions in upstate *New York and Michigan*, and several large, site-based projects in sub-tropical *Florida*.

Our Transition Plan works like this: As soon as the contract is signed, we kick off our 60-day countdown with a checklist of action items. Your dedicated management team begins formulating plans for operational success. Once we hit 30 days, we begin ramping up our operation by giving employees specific checklists to accomplish, making sure personnel have the proper expectations and understanding of the site, and matching up specialized employee skills with your property’s needs.

On the official start date, we start a new clock. This begins our 30, 60 and 90-day intensive client reviews. These mandatory check-ins are used to determine if we’re meeting your expectations and that everything is proceeding as planned. This allows us to make changes as needed. The Mainscape goal is that after 90 days, everything is moving forward smoothly and you’re happy with the results.



PROPOSAL DIFFERENTIATORS

AGRONOMY

- Blanket Chinch Bug application with the Late Spring Lawn application to give you 3 months residual control vs chasing chinch bug outbreaks
- Monthly IPM visits to target pests on specific plants at specific times

PRUNING OF SHRUBS

- Pruning will occur monthly and be completed in 1-5 days starting at front of property and continuing until completed in same week. This will allow the property to look complete and not only have sections done weekly.

COMMUNICATION

- Weekly Service Reports will be provided showing schedules, services completed, upcoming services, issues, CSRs and proactive suggestions for projects.



Legend

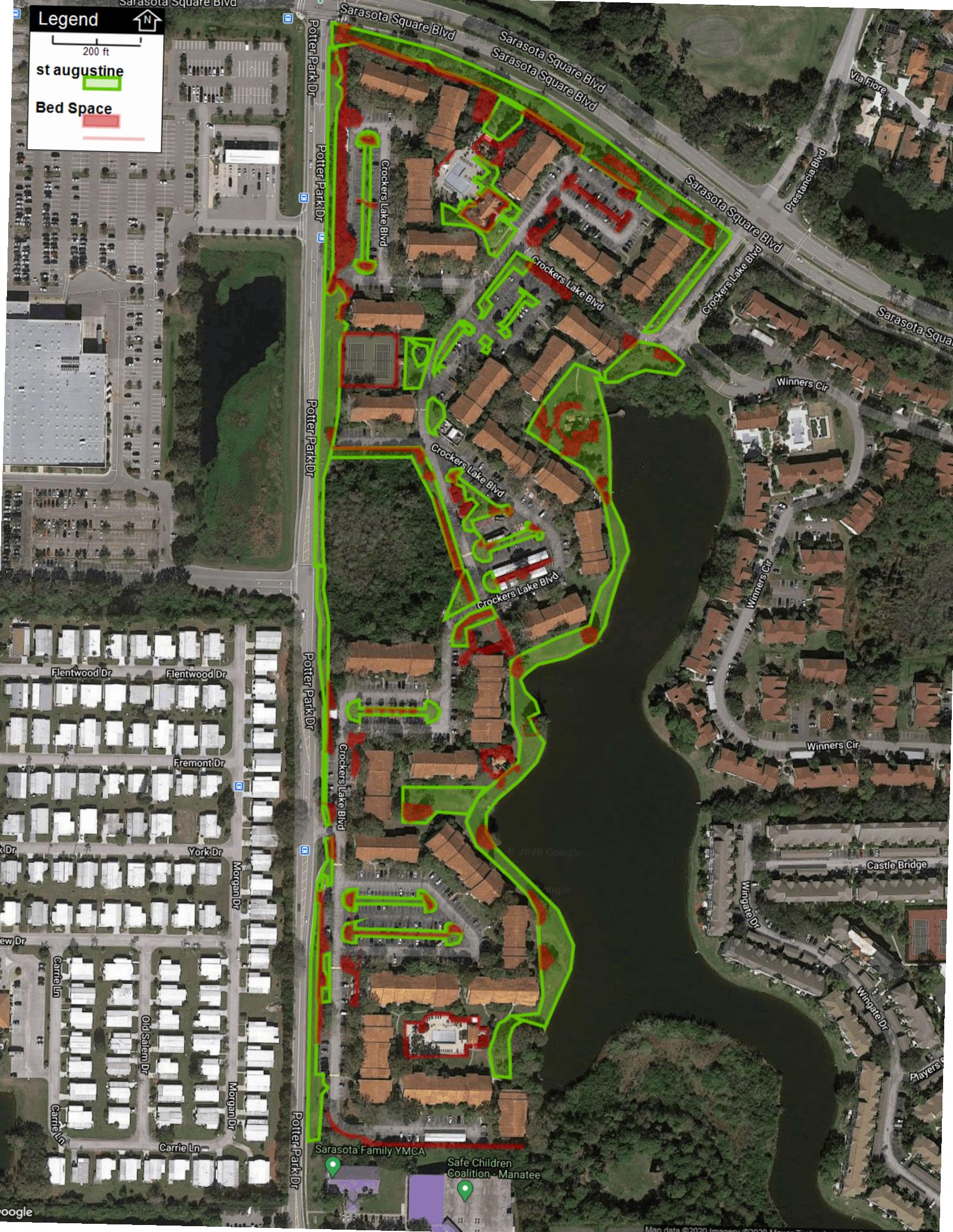


200 ft

st augustine



Bed Space



Potter Park Dr

Sarasota Square Blvd

Sarasota Square Blvd

Sarasota Square Blvd

Crockers Lake Blvd

Crockers Lake Blvd

Crockers Lake Blvd

Crockers Lake Blvd

Flentwood Dr

Flentwood Dr

Fremont Dr

York Dr

Morgan Dr

Old Salem Dr

Carrie Ln

Potter Park Dr

Sarasota Family YMCA

Safe Children Coalition - Manatee

Winners Cir

Winners Cir

Winners Cir

Castle Bridge

Wingate Dr

Wingate Dr

Players Dr



E: 44471

LANDSCAPE MAINTENANCE SERVICES

GARNER, LOREN L.

2021 LANDSCAPE MAINTENANCE SERVICE AGREEMENT

CUSTOMER NAME

VINTAGE GRAND ON PALMER RANCH
4012 CROCKERS LAKE BLVD
SARASOTA, FL 34238

BILLING CUSTOMER

VINTAGE GRAND ON PALMER RANCH
4012 CROCKERS LAKE BLVD
SARASOTA, FL 34238

Comments:

	Price	Qty	Subtotal	Tax	Total
LAWN CUTTING AND EDGING					
MOWING -- WEEKLY	1,509.74	30.00	45,292.20	0.00	45,292.20
MOWING -- BI-WEEKLY	1,509.74	10.00	15,097.40	0.00	15,097.40
LAWN TREATMENT PROGRAM					
CUSTOMIZED LAWN TREATMENT- EARLY SPRING	2,073.78	1.00	2,073.78	0.00	2,073.78
CUSTOMIZED LAWN TREATMENT- LATE SPRING	4,555.39	1.00	4,555.39	0.00	4,555.39
CUSTOMIZED LAWN TREATMENT- FALL	2,320.38	1.00	2,320.38	0.00	2,320.38
CUSTOMIZED LAWN TREATMENT- WINTER	2,068.44	1.00	2,068.44	0.00	2,068.44
SMALL TREE/SHRUB CARE					
CUSTOMIZED ORNAMENTALS & NON-NATIVE PALM FERTILIZER	2,407.42	3.00	7,222.26	0.00	7,222.26
CUSTOMIZED T/S PEST CONTROL	897.73	6.00	5,386.38	0.00	5,386.38
BED CARE					
PREMIUM WEED CONTROL	1,987.39	12.00	23,848.68	0.00	23,848.68
PRUNING	6,290.17	8.00	50,321.36	0.00	50,321.36

Please refer to last page for service specifications.

Total Sales	158,186.27
Tax Amount	0.00
Contract Amount	\$ 158,186.27



E: 44471

LANDSCAPE MAINTENANCE SERVICES

GARNER, LOREN L.

2021 LANDSCAPE MAINTENANCE SERVICE AGREEMENT

CUSTOMER NAME

VINTAGE GRAND ON PALMER RANCH
4012 CROCKERS LAKE BLVD
SARASOTA, FL 34238

BILLING CUSTOMER

VINTAGE GRAND ON PALMER RANCH
4012 CROCKERS LAKE BLVD
SARASOTA, FL 34238

Comments:

12 payments of \$13,182.19

Conditions: All material is assured to be as specified. All work is to be completed in a professional manner according to standard practices. All agreements are contingent upon strikes, accidents, Acts of God, force majeure, or other delays beyond Mainscape's control. The scope of this contract does not include any installations, maintenance, or other products or services, the need for which is caused by an Act of God or force majeure. Purchaser agrees not to employ any Mainscape employees for the duration of this agreement and for a period of twelve (12) months after agreement expiration, unless otherwise specified in writing by Mainscape. Purchaser is to carry all risk property coverage. Mainscape, Inc. is insured for workman's compensation, general liability, and automobile liability. Certificates of insurance are available upon request.

Terms: Net 30 Days. Any costs incurred in collection of this agreement, including reasonable attorney's fees, will be paid by the Customer.

Acceptance of Proposal: The above prices, specifications, method of payment, conditions and terms of payment are satisfactory and hereby accepted. Mainscape, Inc. is authorized to do the work as specified. This agreement is valid 12 months from 1/1/2021 5:00:00 AM unless otherwise specified. And will thereafter renew annually unless a written notification is sent by either party to the other 30-days prior to the aforementioned expiration date. If Purchaser cancels this agreement at any time other than the aforementioned date, Purchaser agrees to pay the balance due for the work completed. Mainscape or Purchaser may cancel this agreement at any time by giving a 60 day notice, or Mainscape may cancel immediately if Purchaser defaults on agreed upon payment terms.

Purchaser's Signature _____ Title _____ Date _____

Printed Name _____ As Agent For: _____

Contractor's Signature _____ Title _____ Date _____

Printed Name _____ Company _____

Note: Proposal may be withdrawn if not accepted within 45 days of _____. Signed _____

Please check the following information and make any necessary corrections. Thank You!

Service Location

VINTAGE GRAND ON PALMER RANCH
4012 CROCKERS LAKE BLVD
SARASOTA, FL 34238

Billing Address

VINTAGE GRAND ON PALMER RANCH
4012 CROCKERS LAKE BLVD
SARASOTA, FL 34238

References

Joey Cope

Vanderbilt Country Club

Serviced for 10+ years

Full Scope of Maintenance and Irrigation Services

Commons, Single Family Homes, Condos

239-384-5070

joeyc@vccnaples.com

Ken Bloom

Palmira

Serviced for over 7 years

Full Scope of Maintenance and Irrigation Services

Common Area Landscaping and several sub divisions within

239-580- 8844

bloomk@kebmgmt.com

Marisa Lufkin

The Ridge at Wiregrass and Valencia Del Sol

Serviced for 5 years

Full Scope of Maintenance and Irrigation Services

Common Area, Single Family Homes

813-477-9747

Marisa.Lufkin@glhomes.com

Marge Lawson

Bobcat Trail

Serviced for 12 years

Full scope of Maintenance and Irrigation Services

Common Area, Single Family Homes

941-423-9872

emjay36@aol.com



THANK YOU

We look forward to hearing from you

With Mainscape, you get more than landscaping services. You get a company that truly cares about building a strong professional partnership that provides you with unparalleled services.

For nearly 40 years, we've been a trusted advisor to our clients nationwide. Our steadfast mission of empowering people, building partnerships, embracing growth and promoting stewardship has guided us.

We would like to apply these same principles and dedication, which our clients have relied on rely for years, to your property requirements as stated in this proposal. We look forward to working with you and hope to hear from you soon.

Thank you for your consideration.

Sincerely,

Loren Garner/Account Executive
Mainscape Inc.
239-229-9940
lgarner@Mainscape.com



ADDENDUM I FLORIDA LANDSCAPE SPECIFICATIONS

I. LAWN CUTTING, EDGING AND STRING TRIMMING

Mowing shall be performed to provide uniform turf texture and appearance. Where possible, mowing patterns may be rotated to minimize scalping, rutting by mower wheels and soil compaction.

- A. **Frequency:** Mowing of all St. Augustine areas will be performed weekly during the growing season. Mowing will occur on a bi-weekly basis during the slow growing season. (See Contract for Frequency). Should the Customer request additional cuts, a separate proposal will be provided at the time service is requested.
- B. **Height of cut (HOC):** Mowing height will be dictated by turf variety, season and environmental conditions. A HOC of 4 to 4.5 inches is recommended for St. Augustine.
- C. **Hard Surface Edging:** All hard surfaces shall be edged at every mowing to provide a sharp appearance where turf meets paved areas.
- D. **Bed Edging:** Edging of soft bed edges will occur every other mowing or depending on growing conditions and seasonality to avoid expanding bed edges. Planting beds with rock mulch or a structural edging material (ie: pavers, curbing, blocks, vinyl edging, etc.) will not be edged due to safety concerns and/or potential for damage to personal property.
- E. **Line Trimming:** Line trimming around mailboxes, trees and other structures will occur during each mowing to ensure property is well groomed. Lake banks edges are subject to an alternative schedule based on lake levels, safety, accessibility and best management practices and/or at frequencies specified in the contract.
- F. **Access:** In order to gain access to an area with a riding mower Mainscape requires a minimum of a 42" opening and a slope of no greater than 4:1. All other areas will be string trimmed by hand unless noted otherwise. No push mowing is included unless specifically identified.



- G. **Damage:** Damage caused by maintenance activities where turf abuts an appurtenance or structure such as mailbox posts, landscape lighting fixtures, pots, garden hoses, fences, screening, or other objects outside mulched beds may be unavoidable and will not be Mainscape's responsibility.
- H. **Blowing:** All sidewalks, driveways and roadways will be blown off on the date of each service visit, weather permitting.
- I. **Trash Removal:** Litter will be removed from lawn areas each mowing visit to ensure trash is not shredded by equipment blades. All litter removed will be disposed of offsite.
- J. **Debris Removal:** Horticultural debris not related to a billable storm event will be removed from turf areas during mowing services. Debris in planting beds will be removed during scheduled pruning.

II. BED CARE

- A. **Trimming and Pruning:** Trimming and pruning shall be performed to contracted frequency to promote plant health, proper growth and an overall neat appearance.
 - 1. Shrubs:
 - a. Maintained height and shape of plant species will be determined based on functional purpose (i.e. erosion control, privacy, screening, noise abatement, etc.), aspect to structures and homes, and relation to other species in the landscape design as they vary throughout the property. All shrub species may not be trimmed every pruning rotation.
 - b. Pruning includes, but is not limited to the removal of dead, damaged or diseased vegetation except as caused by epidemic outbreaks of diseases or plant disorders. When diseased vegetation is removed, the pruning cuts shall be made several inches into the healthy plant tissue to promote new growth. All trimming and pruning shall be subject to applicable State and Federal regulations and American National Standards Institute (ANSI) standards.
 - c. Pruning practices will be consistent throughout the community. Custom pruning requests by individual homeowners are not part of this



scope as they are too difficult to manage in a production landscape service.

2. Trees:

Pruning includes maintenance of tree canopies for clearance up to 7 feet on sidewalks and up to 10 feet on driveways and roadways. Proposals will be provided for services above and beyond these specifications upon request.

3. Palms:

a. Dead palm fronds (based on University of Florida's recommendation of 100% browning) shall be removed during regular pruning rotations up to an approximate height of 12 feet. This is not to take the place of recommend routine annual or semi-annual palm pruning by an arborist.

b. Fronds removed before they are completely brown may induce nutritional deficiencies, diminish the health of palms over time and increase susceptibility to disease and/or insect infestation. Palms that decline as a result of removing live fronds are not Mainscape's responsibility.

c. Mainscape will make every effort to avoid pruning of palms with symptoms of TPPD or Fusarium wilt to prevent transmission of these un-curable diseases.

4. Hedges:

Hedges up to eight 8 feet are included in routine maintenance services at contracted frequencies. Proposals will be provided for trimming hedges above 8 feet tall upon request.

B. Weed Management in Planting Beds and on Impervious Surfaces:

1. Large weeds in planting beds will removed by hand in addition to treating small weeds at contracted frequencies to maintain a neat appearance.

2. Driveways, sidewalks, curbs and other hard surface areas will be treated as needed vegetation in cracks and crevices to provide a neat appearance.



C. Exclusions:

1. Excessive weeds due to improper mulching (mulch base less than two inches in depth) will not be Mainscape’s responsibility.
2. Trimming of hedges above 8-foot height without separate proposal approved by the Customer.
3. Palms that are perceived to have become diseased through transmission on pruning tools.

III. LAWN TREATMENT PROGRAM

The lawn treatment program will consist of nutrient applications with spot treatment of weeds at contracted frequencies.

A. Nutrient Applications

1. Nutrients utilized in this program are custom blended with essential plant nutrients in formulations designed specifically for the needs of the turf and the unique soil texture and chemistry inherent to the property.
2. Lawn nutrient programs shall comply with the single application and maximum annual rates of nitrogen and phosphorus specified in the Urban Turf Rule 5E-1.003 of the Florida Administrative Code.
3. In municipalities with fertilizer ordinances, the most restrictive regulations shall prevail and serve as a guide for nutrient selection, application rates and timing.
4. Mainscape employs methodologies consistent with “Florida Friendly Best Management Practices for the Protection of Water Resources by the Green Industries” (BMPs) and ensures that each lawn technician is BMP certified and licensed through the Florida Department of Agriculture & Consumer Services (FDACS).

B. Turf Weed Management

Spot treatment of broadleaf weeds and sedges will occur concomitantly with each turf nutrient application and as part of the Integrated Pest Management (IPM) program outlined below to keep turf weed populations to a minimum.



C. Turf Pest Management

1. A blanket treatment to prevent chinch bugs and grubs will be included in the Late Spring nutrient application.
2. Scouting and spot treatment of insect pests and turf diseases will be performed under the IPM program outlined below.

D. Exclusions:

1. Due to the unavailability or restricted use of products labeled for grassy weeds in St. Augustine turf (ex: crabgrass, bermudagrass, torpedograss) the control of grassy weed species in St. Augustine is excluded from this contract. The only remedy for removing encroaching grassy weeds in St. Augustine turf is to eradicate them with non-selective herbicide, remove and re-sod. This service is not included in the contract. Proposal(s) will be provided upon request.
2. Eradication of weeds where there is no uniform stand of desirable turf and treating weeds would result in bare areas prone to erosion.
3. The encroachment of uncontrollable weeds into desirable turf is common and inevitable to some degree, and if not addressed will spread. Replacement of turf where this occurs is not Mainscape's responsibility. Not responsible for the spread of these invasive turf weeds.
4. Nutrient deficiencies that require additional treatment beyond the contracted service to achieve acceptable turf quality will be proposed separately.

IV. ORNAMENTAL & NON-NATIVE PALM NUTRIENT PROGRAM

Nutrient applications to ornamental trees, shrubs and non-native palms will be performed to contract frequencies with custom blends of essential plant nutrients. Formulations are designed to meet nutritional needs based on the landscape plant palette and the unique soil texture and chemistry inherent to the property.

- A. Ornamental Trees and Shrubs:** A complete nutrient package including magnesium and micronutrients are included in each application throughout the year. Transplanted trees less than 3 years old will be included in the standard program.



Mature trees typically do not need additional fertilization and are not included in this program.

- B. **Non-native palms:** Palms need nutrients in specific ratios and will be fertilized with an 8-0-12 customized nutrient blend with micronutrients specially formulated for palms by University of Florida researchers. Palm nutrient applications will occur concomitantly with ornamental shrubs and small trees as specified in the contract.
- C. Deviation from the standard nutrient programs will be based on symptoms of nutrient deficiencies and/or soil and plant tissue analysis, and as recommended by Mainscape's Agronomy team.
- D. Mainscape employs methodologies consistent with "Florida Friendly Best Management Practices for the Protection of Water Resources by the Green Industries" (BMPs) and ensures that each technician is BMP certified and licensed through the Florida Department of Agriculture & Consumer Services (FDACS).
- E. In counties and municipalities with fertilizer ordinances, the most restrictive regulations shall prevail and serve as a guide for nutrient selection, application rates and timing.
- F. **Exclusions:**
 - 1. Treatment of nutrient deficiencies that occur on a widespread basis that require significant additional time and product above and beyond what is required to complete the contracted number of nutrient applications.
 - 2. Palm trunk injection for correction of extreme nutrient deficiencies.

V. INTEGRATED PEST MANAGEMENT (IPM)

Mainscape utilizes an IPM approach in the management of plant diseases, insect pests and weeds. The IPM program includes treatment of plant pests, diseases and turf weeds for which there are known effective products available and labeled for the specific site and intended target pests, diseases or weeds.

Mainscape will scout the entire property and spot treat insect pests and diseases in turf and ornamental plantings when they exceed treatment thresholds (treatment is needed to prevent negative impact to plant health and/or aesthetics) on a quarterly basis through multiple site visits. IPM personnel are onsite on a regular basis to address CSRs



Preventive applications may be performed on certain plant species when outbreaks are forecasted based on weather conditions and historical pest data. Mainscape's environmentally sensitive IPM program is based on the following key elements:

A. Principles of IPM:

1. Prevention: Alleviating conditions that are conducive to pest, disease and weed outbreaks and spread inasmuch as possible.
2. Cultural: Employment of sound horticultural practices and agronomic programs to optimize plant health and tolerance of stress from adverse environmental conditions and plant maladies.
3. Scouting: Inspecting the property for signs of disease, insect infestation and nutritional disorders.
4. Identification: IPM personnel are trained in the diagnosis of plant problems so the appropriate remedial measures can be taken.
5. Program Implementation: Mainscape carefully selects products and application techniques to manage plant problems that are effective and have the least risk to humans and the environment.
6. Follow up: IPM personnel follow up on the progress of treatment plans and perform repeat applications when necessary.

B. Fire Ants: Treatment of occasional fire ant mounds is included in the standard IPM program. If fire ants become prevalent throughout the designated service area, a separate proposal for a blanket preventive treatment(s) will be provided. These applications typically provide suppression of fire ants for up to 3 months.

C. IPM Exclusions:

1. Palm bud and root drenching and trunk injections for specific insect, disease and nutritional problems.



2. Treatment of widespread and uncommon insect pests and/or diseases occurring throughout property above and beyond what would be considered typical for the standard program described above. Proposals for these services will be provided if and when the need is identified.
3. Invasive exotic or other insect pests and/or diseases that have a sudden and unexpected increase in occurrence, expand their host range, virulence or fecundity due to irregular weather patterns, environmental conditions or other unknown causes. Proposals for these services will be provided if and when the need is identified.
4. Pests, diseases or weeds for which there are no known remedies or for which there are no effective products labeled for the specific site and intended target pests, diseases or weeds.
5. Treatment of widespread fire ant outbreaks above and beyond what would be considered typical for the standard program described above.
6. Millipedes, roaches, white-footed ants, mold and other structural or nuisance pests that are not under the Lawn & Ornamental pest control license.

VI. IRRIGATION MANAGEMENT

A. Irrigation Monthly Maintenance: Mainscape shall perform a monthly maintenance inspection of the irrigation system consisting of the following service specifications:

1. Activate and inspect irrigation zones of the existing system. During drier times of year or periods of drought, routine inspections may be performed visually instead of activating irrigation zones in order to quickly identify high priority areas where turf and shrubs may be exhibiting signs of drought stress due to irrigation system deficiencies.
2. Visually inspect irrigated areas for obvious underground leaks.
3. Adjust sprinkler head nozzles where needed.
4. Inspect for sprinklers that may be damaged or in need of repair.



5. Adjust controller to the watering needs as dictated by environmental conditions on a monthly basis at the time of inspection. Any further adjustments would be considered additional work.
6. Rain sensors less than 6' off the ground will be inspected monthly. Rain Sensors between 6' and 10' off the ground will be inspected annually. Mainscape shall not be responsible for the verification or performance of rain sensors 10' off the ground or taller.
7. Report recommendations to improve/enhance the effectiveness of the irrigation system to the Customer.

B. Emergency Service Calls: Emergency service calls are defined as irrigation issues that cause water to run constantly outside of our regular business hours (Monday thru Friday; 8:00am-4:00pm), weekends and Mainscape recognized holidays. In this instance a technician will be dispatched to shut water off or isolate the issue. Unless completely unavoidable troubleshooting and repair will be performed during regular business hours. The emergency service call shall be billed to the Customer at \$175 for the first hour. Additional time if necessary will be billed at a rate of \$120 per hour plus materials.

C. Irrigation Services - Repair:

1. Repairs and adjustments to irrigation components located on the discharge side of the electric valve to the sprinkler that become necessary to insure proper water coverage of the turf and landscape areas shall be performed at the time of inspection at a time and material rate unless otherwise specified. These repairs may include, but are not limited to installation and repair of risers, nozzles, sprinklers, rain sensors, etc.
2. Repairs from the point of connection through the electric valve will be proposed and performed upon acceptance unless otherwise directed by the Customer.
3. Damages that result due to Mainscape's negligence, (e.g., heads broken by mowers, pruners etc.) will be replaced at the expense of Mainscape.

D. Irrigation Services – Parts (Optional – IF included in Contract Scope for the Lump Sum Fee):



1. Routine repairs and adjustments shall be performed at the time of inspection as part of a lump sum fee. These repairs may include, but are not limited to installation and repair of nozzles, sprinklers, rain sensors (if applicable), etc.
2. After Hours Emergency Calls, in addition to repairs and or replacements of Controllers, Faceplates, Valves, Rain Sensors, and Modules will be tracked on a monthly basis. A report will be provided quarterly to the customer of labor and material costs related to these types of repairs. Any unused portion of the contract line item costs may be applied to the next year's contract line item.
3. Damages that result because of Mainscape's negligence, (e.g., heads broken by mowers, pruners etc.) will be replaced at the expense of Mainscape.

E. Exclusions:

1. Mainline and mainline component repairs (such as isolation valves), pumps, backflows, filtration, controllers repairs and replacements, rain sensors, soil moisture sensors, electric valves, decoders, wire, electrical troubleshooting, construction event damages and Acts of God are not included as part of the irrigation services – parts service and are therefore excluded. These items will be brought to the attention of the client and proposed as additional services.
2. Mainscape shall not be responsible for the verification or performance of rain sensors 10' off the ground or more.
3. Mainscape shall not be held responsible for damage due to the improper installation or previous management of irrigation system by others.
4. Mainscape shall not be responsible for the maintenance and performance of pump stations, main line filters and back flow preventers without specific costs being included in the contract.
5. It is further understood that Mainscape is not liable for any damage of any kind whatsoever caused by the failure of the main irrigation water supply,



VII. CUSTOMER SERVICE

Landscape requests and inquiries may be submitted to the Customer Care Center 24 hours a day by telephone (1-800-481-0096), email (customerservice@mainscape.com) or through our web-based portal (www.mainscape.com).

A. **Processing of Requests:** Once a request is received, a CUSTOMER SERVICE REQUEST (CSR) will be created and dispatched to the appropriate person accountable. All non-emergency requests will be addressed within 3 to 5 business days Monday – Friday from 9:00 am to 5:00 pm.

B. During or after the resolution of a request one or all of the following may occur:

1. A Mainscape representative will personally speak to the original caller.
2. A door tag will be left at the residence or location of the issue with the date, time, explanation of the problem and the action that was taken to correct it.
3. An email copy of the CSR and resolution will be sent to the original caller if the email address has been provided.

C. **Emergency Requests:** The emergency line can be accessed as a prompt at the number provided above and is to be used by the Management Company/Homeowner as issues arise that need *immediate* attention. After hours callers will be directed to an on-call representative who will assess the emergency status of the call and work towards getting the issue resolved.

VIII. WARRANTY OF LANDSCAPE PLANT MATERIAL

Turf, shrubs or small trees that die from negligence to treat insect pests or diseases while under Mainscape's nutrient, IPM and irrigation management programs outlined above it will be replaced with reasonably available like plant material.

A. Warranty of plant material is contingent upon Mainscape's exclusive management of the lawn nutrient program, ornamental & non-native palm program, IPM program, and irrigation management programs as outlined above. Recommendations pertaining to these programs must be adhered to in order for this warranty to remain valid.



B. Annual Flowers: Annual plantings installed by Mainscape are under warranty for 1 month. If less than 50% of plants in a particular bed are in decline, declining plants will be replaced to replenish the planting bed to showcase appearance. If more than 50% of the plants are in decline in a particular bed, all plants within the planting bed will be removed and replaced.

C. Exclusions:

1. Pre-existing conditions – Plant problems that were present before Mainscape began landscape management services on the property.
2. Decline and/or death of plant material from pests or diseases for which there are no known curative remedies including, but not limited to stem cankers, vascular wilts, root rots, palm diseases, palm weevils and stem galls.
3. Decline and/or death of plant material from pests or diseases for which there are no products labeled for the specific site use, plant species and/or causal pest or disease. This includes replacement of St. Augustine turf in areas of grassy weed encroachment.
4. Decline and/or death of ornamental plants, trees and palms caused by deep planting or accumulation of mulch around plant bases prior to Mainscape's start of management services on property.
5. Decline and/or Death of palms from bud rots, ganoderma, vascular wilts, phytoplasma diseases, or lightning strikes.
6. Plant decline and/or death due to age of plants beyond their expected life span depending on species, maintenance practices and site conditions.
7. Decline and/or death of turf and/or plants caused by “widespread and uncommon infestations” as described in item V(D)(2) of this specification for which recommended treatment proposals were submitted by Mainscape and declined by the Customer or not accepted in time to mitigate the problem effectively.
8. Plant decline and/or death from adverse site or environmental conditions including, but not limited to soil contamination, poor site drainage, heavy



pedestrian, equipment or vehicular traffic, severe slope, soil compaction and acts of God.

9. Plant decline and/or death from wildlife feeding, digging, rooting and/or trampling.
10. It is further understood that Mainscape 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, or parts of the irrigation system not maintained by Mainscape including, but not limited to pumps, backflow preventers, valves, controllers, central control, etc.
11. Plant decline and/or death resulting from irrigation deficiencies not covered in the contract, or for which proposals were submitted by Mainscape and declined by the Customer or not accepted in time to mitigate the problem effectively.
12. Plant decline caused by adverse growing conditions resulting from State, County, municipal or Water Management District watering restrictions.
13. Plant decline and/or death caused by improper installation or previous management of irrigation system by others.
14. Plant decline and/or death caused by any condition beyond the control of Mainscape or outside of the contracted scope of services.

IX. **DAMAGES**

It shall be Mainscape's responsibility to repair or replace any landscaping or property that is damaged due to the lack of proper maintenance or negligence by Mainscape. The materials and labor will be supplied at Mainscape's expense.

A. **Exclusions**

1. Damage caused by line trimming where turf abuts an appurtenance or structure such as mailbox posts, landscape lighting fixtures, pots, garden hoses, fences, screening, holiday or yard decorations and gutter downspouts other objects outside mulched beds may be unavoidable and will not be Mainscape's responsibility. Additionally Mainscape reserves the right to



withhold service in areas of the property where aforementioned items may interfere with maintenance services.

2. Damage to landscape bed curbing, edging and barriers may be unavoidable and will not be Mainscape's responsibility.
3. Damage caused by acts of God, unusual weather conditions, vandalism, other contractors, or municipal worker damage will not be Mainscape's responsibility. Proposals for repair or replacement of such damages will be provided upon request.

X. PAYMENT TERMS

Invoices will be sent to the Customer on the 1st day of each month for that month's services. Payment terms are net 10 days, a 2% per month penalty fee on past due accounts. Any costs incurred in collection of this agreement, including reasonable attorney's fees will be paid by the Customer.

XI. CONTRACT TERMINATION

Mainscape or Customer may cancel this agreement at any time by giving a 60-day notice, or Mainscape may cancel immediately if the Customer defaults on agreed upon payment terms. Should this annualized contract be cancelled before the contract expiration, a reconciliation audit of services rendered vs. payments invoiced shall be performed. The Customer shall be credited or charged for actual services performed as of the cancellation date.

XII. SAFETY

- A. Mainscape shall comply with applicable Federal, State and Local Laws, Ordinances and Codes regarding safety.

XIII. COMMUNICATION

- A. A Mainscape Supervisor shall be designated as the point of contact to engage in ongoing communication with and keep the customer informed of all activities on property. A secondary contact person shall be made available whom the customer may contact in the event the designated Mainscape Supervisor cannot be reached.
- B. The Customer shall designate a single contact person and/or agent responsible for all communications of any kind with Mainscape.



- C. Mainscape shall be available for a site walk-through with the Customer on at least a monthly basis to discuss any maintenance concerns.
- D. Mainscape Supervisor can provide the Customer with approximate schedules of all routine maintenance services rendered.

XIV. GENERAL TERMS

- A. **Uniforms:** Mainscape’s employees shall wear company uniforms so they are easily identified as landscape professionals.
- B. **Vehicles:** All Mainscape trucks and trailers shall be identified by a company logo. Vehicles and trailers are to be parked in designated parking area(s) as directed by the Customer. These area(s) are recommended to alleviate any congestion and to assure a normal flow of traffic on roadways.
- C. **Supervision:** Qualified on-site supervision shall be provided at all times by crew leaders to ensure a high level of work quality and safety.
- D. **Work Hours:** Generally, work shall not begin on property before 7:00 am except in extenuating circumstances.

XV. SIGNATURES

The individuals executing this contract represent and warrant that they have the legal capacity and authority to do so on behalf of their respective legal entities.

IN WITNESS WHEREOF, the parties have executed this contract on the following date.

DATED: _____, 20____

Customer Signature

Mainscape Representative

Customer Initials _____

Date _____



Print Name

Print Name

Title

Title

ADDENDUM II FROST/FREEZE PROTECTION

I. ANNUAL FLOWERS

Frost/freeze protection of annual flowers will be provided at an extra cost above the base landscape maintenance contract price and will be addressed under a separate Frost/freeze Protection contract.

- A. **Frost Cloth:** In the event of a frost or freeze advisory Mainscape will cover annual flower beds with frost cloth in attempt to protect plants against cold injury. Frost

Customer Initials _____

Date _____



cloth will remain throughout the duration of the forecasted period of frost/freeze threat.

- B. **Pricing:** The charge for covering annual flowers with frost cloth is \$45 per man hour plus materials.

II. IRRIGATION SYSTEM

- A. Irrigation will be suspended when temperatures are forecasted to be 38 degrees Fahrenheit or colder.
- B. Where possible the suspension is done at the controller and point of connection as an additional safeguard.
- C. **Pricing:** The charge for preparing the irrigation system for cold temperatures is \$65 per man hour plus materials.

III. WARRANTY

- A. Cold injury to annual flowers (or any other plantings) may be unavoidable even with proper coverage with frost cloth. This is considered an “Act of God” therefore replacement of any plant material that does not survive cold conditions will not be Mainscape’s responsibility.
- B. Mainscape shall not be responsible for busted pipes, backflow damage, damage to heads, nozzles, pumps, etc. in the event of a hard freeze.

IV. SIGNATURES

The Customer hereby agrees to the terms outlined above for Landscape Freeze/Frost Protection, understanding that these services are not included in the scope of the original base landscape maintenance contract and will be billed separately if and when these services are performed.

The individuals executing this contract represent and warrant that they have the legal capacity and authority to do so on behalf of their respective legal entities.



IN WITNESS WHEREOF, the parties have executed this contract on the following date.

DATED: _____, 20____

Customer Signature Date

Mainscape Representative Date

Print Name

Print Name

Title

Title

ADDENDUM III STORM RECOVERY

I. DEFINITION

For the purpose of this contract, “Storm” is defined as a weather event or act of God with sustained wind speed above 38 miles per hour or that has been designated a tropical storm or hurricane by the National Oceanic and Atmosphere Administration’s National Weather Service (NOAA).



Debris caused by such storms will be removed at an extra cost above the base landscape maintenance contract price and will be addressed under a separate Storm Recovery Landscape Services Contract.

II. SCOPE

- A. The scope of services for storm recovery shall apply to the following areas within the community:
 - 1. Common areas
 - 2. Amenity Center(s) and Clubhouse
 - 3. Homes, condos, villas
- B. Individual homeowner requests and proposals will be prioritized after initial storm recovery phases have been completed.
- C. Response to customer service requests may be delayed or suspended during storm recovery effort.
- D. The Customer shall indemnify, defend and hold Mainscape, its employees, officers, directors and affiliates harmless from and against any and all claims, damages, loss and expenses for property damage and/or bodily injury, including death, in connection with the storm recovery contract or project described herein.

III. PHASING RESPONSE

- A. **Preparation:** In the event of a forecasted hurricane, Mainscape will suspend all operation of irrigation equipment, pump stations, and secure controllers to avoid power surges and any catastrophic events should a mainline be broken by uprooted trees. These services are above and beyond the scope of the maintenance contract and will be billed on a time and materials basis.
- B. **Break Out:** Clearing of obstructive storm debris such as fallen trees and large limbs for the sole purpose of allowing access by emergency personnel. Areas will be cleared in the following order:



1. Main roadways
2. Secondary roadways
3. Driveways

C. **Debris Clean up and Removal:** Mainscape management will coordinate with the Customer to determine how storm debris will be addressed. The following options are available:

1. Pick up and deposit at curbside within the community
2. Pick up and deposit in a designated central location within the community
3. Pick up and remove to an offsite location
4. Small debris such as leaves will be mulched during mowing.

IV. FALLEN, LEANING OR DAMAGED TREES

A. **Tree Damage Assessment:** An evaluation will be performed to determine whether trees affected by storms such as fallen, leaning or those with canopy damage may be potentially salvaged.

B. **Tree Uprighting and Staking:** Within its capabilities, Mainscape will stand up and stake trees that are deemed potentially salvageable. The client is encouraged to have a tree company on hand to upright and stake large trees that are beyond Mainscape's capability due to size.

C. **Agronomic Treatments:** Proposals for agronomic treatment programs will be presented for consideration to aid in the recovery of uprighted trees.

D. **Tree Removal:** Within its capabilities, Mainscape will remove trees that cannot be recovered. The client is encouraged to have a tree company on hand to remove large trees that are beyond Mainscape's capability due to size.

E. **Stump Grinding:** Proposals for stump grinding/removal will be provided upon request.



V. SHRUBS AND ORNAMENTAL TREES

Proposals for staking and/or replanting shrubs and ornamental trees not addressed in previous phases will be provided upon request.

VI. WARRANTY

Mainscape is unable to warranty or guarantee the success or survival of any trees or plants affected by the storm regardless of rendered assessment or treatment program performed to promote recovery.

VII. PRICING

- A. Labor - \$45 per hour
- B. Irrigation technician - \$65 per hour
- C. Additional labor such as out of market or subcontractor may be provided at increased labor rates with prior approval.
- D. Skid-steer/loader (including operator) - \$145 per hour
- E. Debris Disposal
 - 1. Grapple Truck from central location on site \$10 per cubic yard
 - 2. Mainscape Truck \$18.50 per cubic yard
- F. Tree Staking (including materials such as but not limited to lodge poles, lumber, banding kit, strapping) - Labor based on rates outlined above plus materials.
- G. Mainscape reserves the right to incur fuel/gasoline surcharge if prices rise following execution of this agreement.

VIII. SIGNATURES

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Customer Initials _____

Date _____



The Customer hereby agrees to the terms outlined above for Landscape Storm Recovery, understanding that these services are not included in the scope of the original base landscape maintenance contract and will be billed separately if and when these services are performed.

The individuals executing this contract represent and warrant that they have the legal capacity and authority to do so on behalf of their respective legal entities.

IN WITNESS WHEREOF, the parties have executed this contract on the following date.

DATED: _____, 20__

Customer Signature

Mainscape Representative

Print Name

Print Name

Title

Title



MAINSCAPE®

THE LEADER IN LANDSCAPE SOLUTIONS