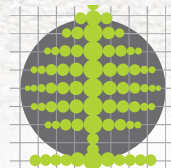


# Is Your Landscape Company Missing Something?

Find Out with this Checklist



**Environmental  
Enhancements**  
COMPLETE LANDSCAPE SERVICES





## A Note from Fred:

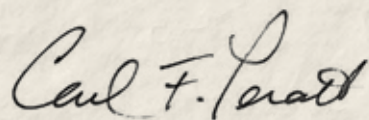
With a 35+ years history in the landscaping industry, I've had the opportunity to find out what matters to you as a property manager, facilities manager, or HOA board member. You want hassle-free service, budget-conscious solutions, and you want to 'look good' to your tenants, residents, and management team. **Sometimes, you know you're not getting what you need from your provider, but you can't quite figure out what that is.**

In this guide, **we're offering you a 'checklist' so you can identify areas where a provider might be under-delivering.**

If your landscape provider checks all the boxes, we applaud your preferred company's professionalism and appreciate their commitment to maintaining high standards in the green industry.

**If you're less than satisfied, please contact me.** We'd love to explore how we can help.

Regards,



Fred Peratt, President Environmental Enhancements

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# Make Sure Your Landscape Provider Checks All the Boxes

	Enivronmental Enhancements	Other Companies
<b>How the Property Looks</b>		
A Master Plan	✓	?
Property Checkups	✓	?
<b>Relationship with Your Provider</b>		
A Dedicated Account Manager	✓	?
A Full Service Company	✓	?
Advice and Recommendations	✓	?
<b>Communications</b>		
A Team Committed to Communications	✓	?
A System of Communications	✓	?
<b>Caring about Employees</b>		
Committed to Employee Training & Development	✓	?
Safety	✓	?
<b>Sustainable Landscape Options</b>		
Native Plant Selection	✓	?
Water Conservation	✓	?
Soil Health Management	✓	?
Battery Operated	✓	?
Maintenance Practices	✓	?

# Issue #1 How the Property Looks

Let's pretend you're driving up to your properties for the first time. What do you see? Are the shrubs nicely trimmed, the beds clean and colorful, the debris cleared off the paths? Is the design cohesive and thoughtfully laid out? Does the landscaping integrate well with the building architecture?

Oftentimes, this is when our clients become aware they aren't getting what they thought they were paying for. They're visiting a property and are surprised to find the experience is rather ho-hum. Gardens look sloppy, the plant materials compete with each other, and the grounds are not attended to.



## A Master Plan

**As a company with a resident landscape designer,** we like to work together with our clients to create a three-to-five-year master plan. The benefits are significant:

- **Cohesive design** throughout the property
- A phased approach to **plan for new development**
- The ability to **budget over time**
- A **multi-year plan that is consistent** even when there is a change in your team

A landscaping strategy that follows a master plan promotes a favorable first impression when a prospective client arrives at your property. Something just 'feels good,' even though they might not know why!

"The EE team has the knowledge and resources to make your plan successful, easy to implement, and above all, the entire team takes great pride in their work!"

– Stephen Finafrock  
Board President,  
Park Glen Association, Arlington, VA





"Fred and his team are experts in their field and have always provided exceptional service. It is not unusual for me to receive compliments on how attractive and well maintained the landscaping is at my properties. I truly value our relationship and highly recommend EEL."

– Joe Sirni, CSM  
Vice President/  
Group Manager, JLL

## Property Checkups

Does your landscape provider inspect their own work? We do. **We conduct scheduled Property Checkups on all our client properties to make sure our work is meeting our standards—and yours.** We don't have control over mother nature, but we can control how we respond to her.

If you're our client and your property needs attention, we want to know about it. We want you to know about it, too, so our inspection reports go straight to you.

Here are some of the areas we grade ourselves on:

- Safety Checks
- Turf quality
- Tree & shrub care/pruning
- Bed Detail
- Hardscape detail
- Need for enhancements
- Trash Detail

We take pride in our work and hold ourselves to high standards, which of course, reflects back on you!



## Issue #2 Relationship with Your Provider

One of our top company values is that we care about our clients' wellbeing and satisfaction. We have many ways we focus on this, but here's what you might experience when a provider is not invested in a long-term partnership with you. Do any of the following scenarios sound familiar?

You only hear from your provider when it's time to renew your contract. Or you're experiencing a landscaping event—a nozzle is malfunctioning, rivulets of water are streaming into your beds, tree limbs are strewn about the yard after a storm—and you can't get a return call. Perhaps you don't even know whom to call, since you have different points of contact for each service.



### A Dedicated Account Manager

As one of our clients, you will be assigned an account manager who will manage all your services, questions, and concerns. You will also see lots of the same trusted crews and supervisors on your properties delivering our services.

What many of our clients love about us is that they get to know us well over the years, which is a top priority at EE!



### A Full Service Company

One stop shopping saves you time and hassles. Not all companies can take care of all your landscaping needs, but we can. Because of this, we can partner with you to optimize all areas of your properties' care. We're particularly proud of our in-house turf, plant, and tree health team, which many companies don't have. We offer:

- Maintenance
  - Design + Installation
  - Irrigation
    - Watering services for non-irrigated properties
    - Drainage solutions
    - Snow services
    - Sustainable landscaping options
    - Outdoor landscape lighting
  - Natural tick & mosquito treatments
- Turf, plant, and tree health programs







## Advice and Recommendations

One thing our clients love most about us is that we systematically check for opportunities to troubleshoot issues and enhance your property's aesthetics. On our seasonal client care calls, we check in to review the status of your property, inspection results, opportunities for enhancements, and to make sure you are 100% satisfied with our work.

100%? That's our goal! It may sound lofty, but because we ask a lot of questions, listen, and work closely with you, together we can make it happen.

"We are beyond satisfied with every aspect that EE brings to the partnership: from the detail in landscaping care, to weekly communication, to their accounting department. They made it easy to make our campus one to be proud of!"

*– Amber Truxell  
Property Manager,  
Lincoln Property Company*





## Issue #3 Communications

A lack of communication with a current provider is often why clients tell us they've switched. We prioritize communications as a top value at EE; our clients can always count on a quick response from our team.

Here's how poor communications can impact you: You've put a call into your provider but haven't heard back. You're waiting (too long) for a proposal so you can forecast your budget. You need service on your properties, but you're not sure when to expect it.

Can your provider quickly provide you with a report about what's been completed and what still needs work? What happens when there's a problem—or a landscaping emergency? If you're often confused when dealing with your provider, they probably don't have an adequate system of communications in place.



### A Team Committed to Communications

Since our founding in 2001, we decided to be different from other companies by prioritizing communications with our clients. Our leadership team, admin, HR, account managers, and crews are all trained—and committed to—being responsive and courteous to clients.

Our communications style is proactive. A top company value is to keep you informed at all times, which is part of our relationship-building philosophy.







"Let me take the opportunity to compliment you for one of the best run companies I have ever had the privilege to work with. Your team has impressed me immensely with their knowledge, skills, professionalism, hard work, tidiness and friendly attitude. Congratulations!!! In today's world an organization like yours, focused on customer service and satisfaction is really hard to find and greatly appreciated."

– Mary Kane  
Home Owner



## A System of Communications

Our entire business process has communications touchpoints designed to keep you informed at all times:

- Our admin team handles RFPs, incidents, questions, scheduling, and alerts
- Onsite visits are scheduled; you can plan your day around meetings with us
- We return calls quickly. If we hear from you by 5PM, you'll hear back from us by 10AM the next day. But more often sooner!
- Handling complaints follows a strict procedure. As soon as an incident occurs, we open a ticket. While the ticket is open, you get real-time updates about the process and when the resolution has been reached.
- We have a sophisticated reporting system that enables us to keep you apprised—at any time—of what's been completed on your properties and what's outstanding.
- During snow season, you'll hear from us even before a storm begins—and throughout, for assurance that your properties are being cleared and made safe.
- We schedule seasonal client care calls to check in and make sure you're happy with our work.



## Issue #4 Caring About Employees

Sometimes, operating a company is about doing the right thing, whether anyone knows it or not. Since we opened our doors over two decades ago, we made a commitment that each person in our company feels they are an important member of our team. We make a tremendous effort to create a team environment and create value for every individual here at EE.

We encourage creativity, innovation, and feedback, because we want to be the best company our employees have ever worked for. And of course, this reflects in our ability to do an excellent job for you. If your landscape provider—managers, supervisors, and crews—don't seem happy with their company, it will show up in how they perform their services.

We celebrate our employees and do what we can to be there for them. One of our recent employee innovations is the EE vanpool, offering free transportation to and from job sites. We support, praise, and reward our employees at any opportunity we can!



### Committed to Employee Training & Development

We have high standards for training our employees. Depending on how far they want to develop their skills, we offer training to help them be successful at it. Chemical applications, horticulture, management, personal development—by joining our team, our employees can expect to learn and grow.

What this means to you is that the people who take care of your properties have the best training the industry has to offer and are motivated to bring their best selves to the job.







## Safety

Our employees' safety is of utmost importance to us. Training, best practices, and safe equipment are all a part of what we do—every day. We are so conscientious about the safety of our employees that the National Association of Landscape Professionals recognizes us with top safety awards year after year. Here are a few of our safety best practices, which benefit our employees, your tenants and residents, and ultimately you:

- Regular safety inspections
- Ongoing training with crews
- Weekly safety reports
- Awareness of client safety in all aspects of the property, for example:
  - Stopping machinery for passersby for safety and courtesy
  - Checking for fallen limbs, hidden holes, cracked walkways etc.
  - Marking areas where work is taking place
- Wearing PPE at all times
- Adhering to best practices when applying chemicals
- Signage/cones as needed for caution
- Alerts to you when significant projects are underway
- A formal, detailed process when incidents occur



## Issue #5 Sustainable Landscaping Options

As federal and local jurisdictions begin to regulate sustainable practices in the landscaping industry, many, many landscaping companies are unprepared and scrambling to comply. Unlike these companies, we've been offering sustainable options for almost a decade. We are one of the leading companies in the DC area offering earth-friendly, organic, and environmentally-conscious options.

We have all-natural lawn and garden solutions we've been perfecting for years. Many of our clients opt for our hybrid model so they can gradually ease their properties into optimal health and not have to wait years for it to mature. We are building our fleet of battery-operated equipment and have adopted a leadership role in the industry, teaching others how to move into the 21st century by protecting our environment with exciting new technologies.

If your landscape provider does not have years of experience in the sustainable landscaping space, rest assured, we do. Not sure about your company? Ask them about these services:



### Native Plant Selection

Native plants require less water, fertilizer, and pesticides to thrive. They also provide habitat and food for local wildlife, promoting biodiversity.



### Water Conservation

For a truly sustainable program, we always recommend an irrigation system—even better, a smart water system. Smart water systems can be more precise about water management, which conserves water AND saves you money.



### Soil Health Management

We are dedicated to improving soil health through practices such as composting, mulching, and avoiding the use of synthetic fertilizers and pesticides.





## Battery Operated

Battery operated equipment is a key component of a sustainable program. For the past few years, we've been in the process of converting our equipment to electric vs. gas.



## Maintenance Practices

In our sustainable programs, we rely heavily on integrated pest management (IPM), which minimizes the use of chemical pesticides by incorporating biological controls and cultural practices.





**We appreciate your taking the time to review the quality of service you're receiving from your current landscape provider. If you find any areas that are underperforming—or missing altogether—give us a call. We'd be happy to help!**

## About Environmental Enhancements

Since 2001, Environmental Enhancements has been providing complete landscaping services for commercial properties in the Washington, DC metropolitan area. Our core principles are founded on trust, accountability, and a high standard of excellence in service.

We begin all our commercial client relationships with a face-to-face meeting because we care about what's important to you. We take time to listen, and to develop a plan that serves your needs—not just for today, but over the next three to five years.

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### Here's what you can expect when you work with us:

- A phased approach to **fit your budget** and your needs
- **Honest recommendations** about what you DON'T need
- Clarity on how to **optimize services** within your budget
- Guidance on **how to 'fix' what's not working** for you today
- A **professional design** that attracts businesses and residents to your property
- An eye for aesthetic and function that **increases your property value**
- Long-term **maintenance planning** and associated budget
- Trained landscaping professionals **caring for your property**

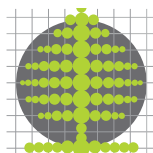
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We value your business, and we'll make sure you know it. If you're looking for a landscaping partner who cares about what's important to you, you've come to the right place. If you are located in the Washington DC metropolitan area, call us to find out how we can help.



**703.421.7400**

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