

Your Project and Scheduling

One of the concerns clients have is the timing and scheduling of their project. There are many factors that affect the scheduling of your job. Understanding when your job is put on the schedule and what affects the initial start date should help you plan for your project's success.

Please take a moment to read some frequently asked questions regarding scheduling:

What do I need to do to get my project on the schedule?

The two most important things you can do to get your job processed and scheduled is to sign and return your contract and deposit. The date we receive your contract and deposit is noted and reserves your "place in line". Having only the contract or only your deposit will delay the processing of your project and place in line. Verbal promises do not hold a place.

But what if all of the details are not figured out yet?

In many projects the overall design and concept may be complete without all details in place. If the details are not too numerous or do not involve items that need to be ordered and a long lead time, then you may return your contract and deposit to reserve your place on the schedule.

Is there a long wait to have my project installed?

Your project wait time varies with the season. The spring months are our busiest and the wait may be longer. We will schedule based on your contract and deposit date and, at times, the wait may be as long as 4 to 6 weeks. Please know that each of our designs and installations is unique to each customer and we pride ourselves in providing the highest quality possible. This attention to detail and satisfaction takes time. Our goal is to provide each client with the same level of service as the next, a policy we've prided ourselves in since 1979. Although we always try to satisfy special scheduling requests, it is highly recommended that you plan your landscaping project well in advance of any parties or other important events.

Can you coordinate with other contractors and projects?

Yes. If you are working with one of our recommended contractors or one of your own, we will be happy to coordinate schedules. If one of your own contractors require site meetings, additional coordination, or causes us to make any unplanned return trips to the job site, additional charges may be incurred.

Can I have an exact installation date?

We do the best we can to accommodate all of our customers. Once your contract and deposit are received, your job will be scheduled and an estimated installation date will be available. However, it is impossible to for us to give an exact installation date too far in advance. There are so many factors that come into play behind the scenes of your individual installation. Although we do our best to plan our days, jobs can run long due to unknown factors such as hidden site conditions like compacted soil; buried foundations; rebar in concrete or tree roots. Weather is also unpredictable and can delay jobs. Other factors include special order items that may be delayed; permit problems; site access problems and occasionally equipment problems. All of these things can cause a change in the installation date. We usually have an idea of an exact date about a week ahead of your installation date. Your designer will call to confirm a day or two prior to our expected arrival.