



Communication Options Form

Date: _____ Client Full Name: _____

Address: _____

Phone: _____ Email _____

Services to be Provided

This letter describes the scope of services *Cascadia Edible Landscapes* will provide. CEL has been engaged to provide the following services for the following hourly ranges:

_____ at _____ hours

_____ at _____ hours

_____ at _____ hours

Fees and Expenses – These are the fee arrangement, as agreed, will be based on \$/Hour]. Estimates for more complex projects will require an estimate and signature from client. Projects over \$3000 require a formal work agreement.

Time and materials or fixed price quotes are available

- Time and Materials Fixed price

Fees

- **Consultation/Project Management.** \$85/hr (min. 2 hr initial site visit+ follow up); no tax
 - **Initial Package \$250 package** is 2 hours on site and 1 hour off site, or 1 hrs on site and 2 hrs off –site. Travel time outside of Seattle incurs cost equal to ½ of travel time.
 - Large Property Initial Consultation \$500. 6-8 hour package.
- **Design Time** \$85 no tax.
- **Estimate or Bid Generation.**
 - Less than 20 minutes= Pro-bono.
 - **More than 20 minutes** \$85/hr (billed in .5 hr increments) with Balance deducted from final bill.
- **Fuel Surcharge.** Government Rate, typically \$0.55-59/mile (fluctuates yearly)
- **Garden Coaching** \$50/hour, 2 hour minimum; no tax
- **Landscape Construction**
 - Carpentry: Building Fences, Trellises, gates etc. \$75
 - Working with Stone, Boulders and/or machines \$75/hour
 - General work: amending soil, mulching, planting, light pruning, etc \$60/Hour
 - **Fruit Tree Pruning, Working on a ladder and/or gutter work** \$75/hr.
 - Plumbing/Irrigation/Cistern work \$75/hr
 - **Maintenance/ Garden Clean Up,** Light Pruning, mowing, weeding etc\$50/hr minimum, generally 4 hours per person per visit unless other arrangements are made.
- **Admin and/or Phone Education. Calls regarding gardening, garden questions, discussion of your project,** \$40/hr, billed by minute as cataloged on phone record. no tax
- **Truck/Trailer Use**
 - **Truck only** \$50/day+T. Comes with 20 miles free hauling, mileage rate charged thereafter
 - **Truck and Trailer** \$150+T Comes with 20 miles free hauling, mileage rate charged thereafter



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- **Travel Time to and from site.** CEL covers 1/2 of transportation time per person per day calculated from our South-Seattle Yard. The client will pay for the other 1/2 in a time and materials job, or it will be included in a fixed bid job. It will be noted in Design/Work contract as well.

The members of the company and/or contractors who will be working on your project are:

1. _____ Phone _____ Email _____
2. _____ Phone _____ Email _____

Please feel free to contact us for assistance.

Expenses- We may incur various expenses in providing services. You agree to pay all such expenses and to reimburse us for all out-of-pocket expenses that we pay on your behalf. We will include all materials and descriptions on invoices. We markup materials an average of 20% to cover our overhead of our business as well as business taxes (other than sales tax). However, we as contractors receive discounts ranging from 10-40%, so it generally averages out for you. Expenses that may be incurred include, but are not necessarily limited to copies, print-outs, landscape supplies and materials. We require 50% a down payment for any project over \$1000 as well as a 10% payment each week of duration of the project, whether or not physical work has been performed that week. **These sums are applied/credited to the final invoice/bill.**

Statements- CEL bills upon completion basis for fees and expenses due. After 14 days of invoice being sent, a 2.5% penalty will be added , and another 12% for each month thereafter. Client agrees with this. Payment is due upon receipt of invoice. Failure to make timely payments may, upon notice, result in CEL's withdrawal as your landscape service provider on the project. Disputes to stipulation in contracts and or payments will be made via standard Binding Arbitration protocols in King County, WA. The losing party will cover reasonable legal fees associated with this process.

Client Cooperation - Our expectations of you are prompt communication (questions, feedback, responses, and decisions), and payments on schedule.

Timetable- We work to complete projects promptly. Generally, design projects take 1-4 weeks. This is only an estimate, and the actual time required to conclude the project may take longer than expected.

On behalf of CEL, we appreciate the opportunity to help you on this project(s). If you have questions, please feel free to call me.

Sincerely,

[CEL Project Manager Signature] Date

[CEL Project Manager Printed]

I have read and consent to this Letter or Engagement.

Client Signature

Client Name Printed

Date



Communication Options Form

CEL strives to communicate as much via written channels as possible. CEL prefers to use email to do so, but there are other times when other forms are more convenient for both parties

Email communication provides for a fast and easy way to communicate with your landscape team for those issues that are non-emergencies. It is not a replacement for the interpersonal contact, but it can support and strengthen an already established relationship. Email communication will be considered and treated with the same degree of privacy and confidentiality as written records. Your email address will not be used for external marketing purposes without your permission. You may receive a group emailing from CEL; however, the recipients email addresses will be hidden.

Cascadia Edible Landscapes (CEL) Team Responsibilities

- Staff may attempt to electronically confirm your email address by requesting a return response to some or all email messages.
- We may route your email messages to other members of the staff for information purposes or for expediting a response.
- Designated CEL staff may receive and read your email.
- Every attempt will be made to respond to your email message within 2 business days (Monday – Friday, non-holidays).

If you do not receive a response from the company/staff within 2 business days, please contact us by phone.

Client Responsibilities with Email

- *Email messages should be concise and to the point. Please arrange for a phone appointment or phone call if the issue is too complex to discuss via email.*
- *I will promptly respond to emails regarding CEL business, and take responsibility for my part in keeping communication alive.*
- *I agree that email agreements constitute agreements regarding the project.*
- *I agree that text conversations constitute agreements regarding the project.*
- *Please acknowledge that you received and read the message by return email to the sender.*
- ***Email messages should not be used for emergencies or time sensitive situations. For emergent or time sensitive situations, please contact CEL by phone and/or text***

I, _____ (print name), agree to communicate about projects, plans, estimates, invoices, etc promptly by (select all that apply)

- Email
- Phone Calls
- TEXT MESSAGING

OR

- I PREFER SNAIL MAIL ONLY : Snail MAIL ONLY *Snail mail correspondence is fine, but it will cost additional staff time and admin fees, and possibly slow down a project.*

Signed: _____ Date: _____

Address: _____ Phone: _____