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North Carolina Pesticide License No. 026-32057 | North Carolina Landscape Contractor License No. 2224 | NCLC Corporate License No. CL0768  
BMP Inspection & Maintenance Certification No. 2763 | NCMA Certified Segmental Retaining Wall Installer | Veteran Owned Business

Thank you for the opportunity to submit a proposal for your Grounds Management needs. This proposal is only the beginning. We want to prove that we are unlike any company you have done business with. We will give you the curb appeal that your site deserves and the professionalism you deserve! We are also committed to creating and developing long-term relationships with you.

Turf TitanZ has the experience and knowledge to service your needs from top to bottom. Our policy regarding customer satisfaction is unmatched in our industry. We will do our absolute best to make certain you are satisfied at all times.

Why do business with Turf TitanZ?

- **Accountability:**  
Our field teams receive a clear scope of work for your property via their mobile device. Any specific needs or requests are also clearly provided to teams working at your site. A manager will be assigned to your account to oversee that promises are kept and quality standards are met.
- **Experience:**  
Our industry is ever changing and so is the environment we work in. We are committed to staying on top of any information that gives us and your property the edge. We achieve this by providing licensed spray technicians, staying up to date on trends and training outside of the company, and routine training within the company. We equip our team with the knowledge to handle challenges and handle your landscape with the best horticultural practices.
- **Professionalism:**  
We pride ourselves with a reputation of professionalism within the Green Industry. Clients, competitors, and team members (past and present) can respect that we truly try to set ourselves apart. Our equipment is washed and serviced weekly to prevent downtime. Our trucks are also serviced and washed routinely to provide the best image while at your property. All of our trucks are clearly marked and all team members are uniformed. This gives you the confidence of knowing who is on your property.
- **Communication:**  
An Account Manager will be assigned to your account. Account Managers wear many hats and have many tasks at hand, but their overall goal and task is to ensure your satisfaction. Communication is one of the key components of achieving this. Promptly returning phone calls and emails is a standard. Many negative things can happen like “weather delays”. We understand that weather delays can become burdensome for some clients, as it brings uncertainty with scheduling. Our commitment to communication keeps you informed. We want you to be aware!



- **Reliability:**  
Showing up is the easiest task in this line of work. With the exception of things out of our control like weather and holidays, you can count on our team to show up.
- **A Proactive Experience:**  
Whether we are dealing with damaged property or possible disease activity around the landscape, we will do our best to be proactive with providing solutions. Scouting is one of the many things we train our team on. We are always on our toes around the landscape as it's ever changing. We strive to stay in front of problems and provide insight and improvements where warranted.

If some of the above “pain points” have become familiar, try a different approach. We are not promising to be perfect, but as a company ran by a former Marine and first responders, we do promise that we will give it our all to meet your needs and exceed your expectations.

#### **Company Licenses & Associations**

- NC Registered Landscape Contractor No. 2224
- NCLC Corporate License No. CL0768
- NC Pesticide License No. 026-32057
- NCMA Certified Segmental Retaining Wall Installer
- SCM Inspection & Maintenance Certification No. 2763
- Member of NC Turfgrass Council
- Member of the NC Nursery and Landscape Association

#### **Grounds Maintenance Services**

- Commercial & Residential Grounds Management
- Turf & Shrub Care Programs
- Disease & Insect Control
- Mosquito Control
- Snow Plowing & Ice Management
- Pet Waste Stations

#### **Enhancement Services**

- Mulch & Pine Straw Installation
- Low Voltage Lighting Design & Installation
- SCM or BMP Maintenance & Repairs
- Color Bed Installation & Color Changes
- Dumpster Rentals & Debris Cleanup
- Full-Scale Landscape Installation (Shrubs, Trees, and Sod)
- Drainage & Erosion Solutions
- Hardscaping (Fire Pits, Patios, Retaining Walls)

Thank you again for the opportunity to provide a proposal and we hope to earn your business!



## Grounds Management Plan

12/5/22

### McKinley Mill HOA

3508 Pritchard Ct.

Raleigh, NC 27616

Overview of Base Monthly Rate		
Included?	Service	Number of Visits
YES	Weekly Landscape Maintenance	46x per Year
YES	Leaf Pickup (Removal from Site)	4x per Year
YES	Shrub Pruning	As Needed
YES	Winter Pruning Service	Annually
YES	Turf Management Plan	3x per Year
YES	Integrated Pest Management (IPM)	As Needed
YES	Irrigation Management	As Needed
NO	Low Voltage Lighting Management	Annually
NO	Color Bed Maintenance	46x per Year
YES	Pet Waste Stations	46x per Year
NO	SCM Maintenance	12x per Year
YES	Site Inspection	Quarterly
<b>Base Pricing for Services Above:</b>		
<b>Base Monthly Rate</b>		<b>\$2,305.00</b>
<b>Base Contract Annual Amount</b>		<b>\$27,660.00</b>

Note: See Service Descriptions on pages 6-10



### Overview of Additional Charges

(Services Below are not included in the base monthly rate. These services are billed upon completion.)

Additional Services	Approx. Timing	Cost	Frequency
Warm Season Aeration	May	NA	1x per Year
Cool Season Aeration	September	Included in Base Rate	1x per Year
Bermuda/Zoysia Disease Control App.	March & October	NA	2x per Year
Tall Fescue Disease Control App.	May, June, July, August	NA	4x per Year
Preventive Grub Control App.	April & August	NA	2x per Year
Irrigation Startup Service	March	Included in Base Rate	1x per Year
Irrigation Shutdown Service	November	Included in Base Rate	1x per Year
Mulch Replenishment	March	NA	1x per Year
Pine Straw Replenishment	March	NA	1x per Year
Mosquito Control	April – October	NA	Every 3 Weeks
Color Changes	May & October	NA	2x per Year
Tulip Bulb Installation	November	NA	1x per Year

Note: See Service Descriptions on pages 10-13



**General Notes:**

1. This contract will automatically renew each year.
2. Each party may cancel this contract by giving 30 days written notice at any time and for any reason.
3. Please note that the equal monthly payment amount in no way represents the value of work performed in any given month. In the event of cancellation, owner agrees to pay Turf TitanZ Inc. amount for actual work completed.
4. Implementation of “Additional Services” is approved upon acceptance of the Grounds Management Plan.
5. With exception of “Additional Services” listed. no additional services or charges will be executed without the customer’s written authorization.
6. We will source and acquire adequate materials to meet the requirements of this contract. Any perishable, non-refundable materials to include, but not limited to; flowers, may still be invoiced for material costs in the event of cancellation. Please give 30-days written notice when canceling this contract or a specific service within this contract. Most materials are already on hand weeks from when they are needed.
7. Turf TitanZ Inc. agrees to replace or reimburse client for damages by Turf TitanZ Inc. due to negligence. Reimbursement will occur when, and only when, the owner has taken the necessary steps to reasonably protect the structures and fixtures where damage is most likely to occur. Notification of damage must be made promptly to Turf TitanZ Inc. for an opportunity to inspect damage before repairs or reimbursements are made.
8. Turf TitanZ Inc. reserves the right to increase pricing at any time for any reason with 30 days written notice.
9. Turf TitanZ Inc. will not be responsible for damage caused by acts of God. This includes but not limited to extreme weather conditions, storms, high winds, floods, insects, heat, disease, or wildlife.
10. Turf TitanZ does not guarantee 100% establishment with our seeding services.
11. Our weed control services are control measures, not to be interpreted as weed eradication. Some weeds are difficult to control in general, others may be difficult to control at certain times of year, while some weeds are uncontrollable. Weeds like Nut Sedge may take 2 -3 seasons to achieve complete control.
12. Turf TitanZ reserves the right to apply a fuel recovery fee to any invoice as fuel prices increase.
13. Our liability and risk are limited only to the actual damages incurred as a result of our actions.
14. Mowing will not be conducted if turf areas are covered in frost, extremely wet or suffering from drought stress.
15. If extended periods of adverse weather (Rain or Snow) happen on your service day, we will pick up with service on the following week.
16. We recognize federal holidays, if your service day happens to fall on one of these days we will pick up with service on the following week. If you wish to have the landscape serviced prior to the holiday, please contact us to have this scheduled. Hours missed are evened out over future services.
17. Missed visits due to weather, holiday, or non-payment will not be reimbursed as additional time will be required on following visits to catch the landscape up.
18. Anytime you wish to have service scheduled prior to an event please let us know at least one week in advance and we will have this taken care of.
19. Invoices will be sent out on the 1<sup>st</sup> business day of each month for the current month of service. Payments will be due within 30 days of invoice date. Accounts are considered past due 30 days following the invoice date. Past due accounts are subject to a late fee of 25.00 or 1.5%; whichever is higher per month and further services placed on ‘pause’. Balances past due in excess of 60 days are subject to further legal action. Accounts requiring collections action may be held responsible for legal fees.
20. Further services are paused once an account becomes past due. Services may resume once all past due balances are paid in full.

Customer Signature:	Date:
Turf TitanZ Inc.	Date: