



GETTING YOUR PROJECT STARTED: PROJECT FAQs

PROJECT COMMUNICATION:

• WHAT IS THE GROUP TEXT?

After your pre-construction walkthrough is completed, you will be included in a group text message thread with Property Pros team members who will be involved in the creation of your project. We encourage all clients to use this thread for any questions or concerns you have as your project goes along. This allows our team to stay on the same page and avoid any confusion.

You probably already have your Landscape Designer's contact information in your phone, but here are the last 4 numbers of other employees that might be included in your group text, so you can label them once you receive the initial text:

- » Josh Springer, Owner & President: 0060
- » Jeff Mull, Partner & Executive Director: 4626
- » Daniel Bongard, Operations Manager: 5911
- » Jason Fiddler, Maintenance Account Manager: 8255
- » RV Peter, Construction Superintendent: 6727

• WHEN SHOULD I TEXT VS. SEND AN EMAIL?

We prefer for most communication to be through the group text during normal business hours. However, we understand that a message might be too long or you may be communicating late at night, in which case we would ask that you send an email to the Operations Manager and copy your Landscape Designer.

• WHAT ARE YOUR NORMAL BUSINESS HOURS?

Monday - Friday: 8:00am – 6:00pm

Saturday: 8:00am – 12:00pm

Sunday & Holidays: closed

• WHAT ARE FILL-IN-FRIDAY EMAILS?

Every Friday throughout your project, you should receive an email from your Project Manager or our Operations Manager. This message will typically include a progress report for the week, photo updates, and a general timeline for the rest of the project through completion.

• WHAT HAPPENS IF MY FILL-IN-FRIDAY EMAIL DOESN'T ARRIVE ON FRIDAY?

While our goal is to send an email update Friday, sometimes delays occur, and it won't get sent until Saturday morning. But don't worry – it will arrive! If we experienced a delay during the week, our crews might even be making up time that Saturday and want to include that progress in the update.

• SHOULD I BE ASKING THE CREW LEADER QUESTIONS ABOUT MY PROJECT?

Please direct all questions to the group text. Sometimes we switch out Crew Leaders based on their specialties, and they might not have the details of the entire project.

• MY PROJECT IS COMPLEX AND HAS SUBCONTRACTORS. WHAT SHOULD I EXPECT?

We work with a top-notch group of subcontractors. However, their schedules are busy, and there might be delays or days with no work on your property as we coordinate the various crews. Your Project Manager or our Operations Manager will remain your point of contact; as our contractors are completing only a piece of your project, they might not have all of the details.



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ON YOUR PROPERTY:

• WHY IS THE CREW NOT HERE EVERY DAY AT THE SAME TIME?

In most instances, the crew will not arrive at your property at the same time each day. Project construction is dynamic, and there will be times where our team is not on your property as they are picking up materials, delayed by weather, or waiting on subcontractor work or a city inspection before they can move forward.

• WHAT CAN CAUSE MY START DATE TO CHANGE OR DELAYS DURING MY PROJECT?

- » **Weather:** Across our industry, the biggest item to affect timelines is the weather! Each day of rain pushes us back up to 3 workdays. This means 3 days of precipitation could set us back a week! Besides not being able to work during the rain, certain areas of the project need to be dry to prevent further delays, such as heavy equipment causing damage to the yard. During colder months, deeply frozen ground can compromise the integrity of any hardscape project and prevent plantings.
- » **Supply Chain Issues:** At Property Pros, we pride ourselves on using the best materials in our industry, and our designs are custom to each home. Changes in the supply chain due to various industry and economic demands can change the availability of certain products and sometimes cause shortages. Substitutions are sometimes possible, but delays can occur. We will work hard to communicate if we anticipate that being an issue.
- » **Contractor Changes:** If your project requires a specialized contractor, such as an electrician, plumber, or pool installer, coordinating their schedules could cause delays or days you might not notice progress on your project. Rest assured, this is always on our radar, and we try our best to make your project go as seamless as possible.
- » **Plan Changes:** A revised design plan during construction may cause delays, such as re-permitting or HOA approvals, needing to reschedule subcontractors, as well as needing to secure additional or different materials.

• CAN I MAKE CHANGES TO THE PROJECT DURING CONSTRUCTION?

As your project progresses, the plan you approved is coming to life! Since all of our projects are custom to your property and there's no way to foresee every option until the actual construction gets started, feel free to contact us with any new ideas you might have. Any changes will require written approval, and change orders created during installation can carry a premium charge and potential delays. We will do everything we can to create the project you envisioned!

• DOES PROPERTY PROS OFFER MAINTENANCE SERVICES?

Yes! We offer full-service maintenance options to care for your space year-round. Our wide variety of services includes mowing and trimming, fertilization programs, aeration and overseed, shrub pruning, landscape bed maintenance, irrigation monitoring, and seasonal color displays.

• DOES PROPERTY PROS OFFER A WARRANTY ON MY PROJECT?

A complete list of our warranted items is in the Terms and Conditions of your contract. Please note that labor costs are not included in warranty work.