



October 5, 2021

Tanglewood HOA
Board of Directors
Tanglewood Homeowners Association
Lake Oswego, OR, 97035

Dear Jerry and Board Members,

Thank you for the consideration to provide a bid for landscape services at Tanglewood Owners Association. Landscape East and West would love the opportunity to work with you. The overarching goal is to develop a strong partnership, provide consistency and follow through on promises. Tanglewood Association is a unique community. After visiting with Jerry and Renaud to connect and gain a clear understanding of the site, I have put together a proposal that addresses the following landscaped areas:

- Front planter beds of 38 homes.
- Irrigation management of common areas.
- Ivy planter beds: Remove debris and keep tree circles and edges neatly trimmed.

We want to provide guidance and create a community that your residents will love to call home. Working with Landscape East and West you can expect to receive proactive updates, monthly site visits, and a commitment to reduce irrigation costs. A key to our long-term success will be our consistent collaboration with the Board and community. Attention to detail of planter beds and shrub care along with suggestions for improvement and proactive communication is important to Landscape East and West.

Your proposal includes monthly site visits from your account manager, Rich Basin. You will receive requests to discuss the landscape at Tanglewood Association. Our intention is to develop a long - term relationship focused on trust, communication, and commitment.

If, after reading the proposal, you are open to discussing the possibilities of working together, I would love to hear from you. Below, I have included important information about improving Tanglewood Association and describing our processes.

Along with regular scheduled weekly maintenance, the first 60 days of service will include:

1. Initial site-visit with Board (prior to getting started) to listen and understand issues of importance within community.
2. Establish a monthly date to meet and discuss landscape of Tanglewood Association
3. Progress reports sent to Jerry (Or appointed Board Member).
4. Collaborate with Board to develop a proactive plan to improve landscaped areas based on concerns and budget.
5. Availability to attend board meetings, discuss landscape and provide suggestions.
6. Irrigation assessment
7. Monthly discussion with Board members to listen and offer suggestions for improvements

Statement of Qualifications

Landscape East & West is a full-service landscape company that has been operating in the Portland Metro Area for 40 years. As you will see by visiting our website at www.LandscapeEast.com, in addition to our HOA maintenance division, we also offer Design / Build services and Residential maintenance. The longevity of our position in the local market and the diversity of our service offerings put us in a position to service many unique communities like Tanglewood Association.

MISSION STATEMENT

DEDICATED TO THE SATISFACTION OF OUR CUSTOMERS, COMMITTED TO EXCELLENCE IN THE DESIGN, CONSTRUCTION AND MAINTENANCE OF RESIDENTIAL, CONDOMINIUM AND HOMEOWNER ASSOCIATION LANDSCAPES, COMBINED WITH A COMMITMENT TO SUSTAINABLE PRACTICES AND THE GROWTH AND PROFESSIONAL DEVELOPMENT OF OUR EMPLOYEES.

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The Keys to Success at Tanglewood:

1. Attention to detail. Hand pruning of plant material front of the homes.
2. Fertilize and treat weeds in turf and planter bed areas. First 30 days.
3. Frequent updates to Jerry and Board Members, aligning expectations.
4. Reduce irrigation costs.

Tanglewood - Scope of Work

Fine turf, specific bed areas, irrigation management, plant health care, are itemized below. Please see frequency chart (page 11) for annual schedule of tasks.

Fine Turf Areas:

- Mowing of lawn areas using commercial lawn mulching mowers
- Bi-weekly edging of turf areas
- Spring Turf Moss Control
- Five (5) fertilizations of turf areas as needed throughout season
- Weed (spot spraying) control in turf as needed to effectively manage weeds

Bed Areas:

- Police and control bed areas; manually remove weeds and trash weekly
- Apply preemergence weed control to bed areas two times per year
- Debris removal – every visit, dead plant material and other debris
- Trees up to 12' in height will be pruned using pole pruner
- Clearance pruning on limbs typically 1" diameter or less

Irrigation Management:

We want to work with Tanglewood Association to track water usage and move towards developing an efficient irrigation system and reducing water usage and cost. I believe with minor modifications, adjustments, and rebates there is a potential for significant savings.

Eric and our certified trained irrigation techs will provide the most complete and up to date analysis of your in-ground system. In spring you will be contacted before we visit your property to make sure we discuss/revisit irrigation objectives for the year. At the spring start-up your technician will not only inspect, re-program, and adjust the system but will also troubleshoot the entire system and cut out the lawn irrigation heads to make sure the coverage is correct.

As winter approaches your system will need our attention. Some service providers will just turn off your controllers and walk away. Our service technicians will be utilizing forced air to completely drain the system to help prevent freeze damage to underground pipes and sprinkler heads.

Skipping this procedure can be costly in springtime repairs when the freeze damage is realized! In addition, we have a 24/7 emergency phone line support in case of a break or irrigation malfunction. You can give us a call anytime; day or night and we will have someone out to address the problem.

Management and Execution:

To provide a high level of consistent and reliable service we match the skill set of our experienced staff to the needs of your landscape. Your landscape needs will be met by the following personnel specifically assigned to your account.

Account Manager: I will be your primary point of contact the first 30 days. Rich Basin, Account Manager, will slowly be transitioned into managing the account. Rich will work with the board/landscape committee/property manager to develop and implement a landscape management plan for your site. He will be responsible for ensuring that all tasks performed on site are done in a timely manner and at high quality level. Our account managers are trained to be proactive in their management of their accounts and to address minor issues before they become costly problems. Our Account Managers also carry less accounts than the industry norm, which allows them to dedicate more time to each account.

Area Supervisor: The Area Supervisor works with the Account Manager to assist with oversight of the maintenance crews. The area supervisor spends most of his time at the properties providing training and review of site personnel to ensure high quality service. He also provides oversight and assistance to the Account Manager for enhancement services such as planting of trees and shrubs.

Maintenance Crews: For each visit scheduled, the crew will be led by an experienced crew foreman. This foreman takes direction from the Account Manager and is responsible for following the assigned tasks for the visit as well as directing his crew members on their tasks. During each visit, the Maintenance Crew foreman will create an inspection report for the Account Manager noting any issues that need to be addressed at the site such as irrigation, replacement plants, or insect issues. In addition, the crew assigned to your account will be the same crew from week to week. This will ensure consistency in the service level. Our weekly crews are trained to do the mowing, pruning, and bed work. We do not have separate crews for standard weekly services.

Supplemental Crews: When structural pruning or shearing work is needed or for seasonal leaf clean-up, a supplemental crew may be dispatched to perform this work. The normal Maintenance Crews are proficient at these tasks, but due to seasonal demands and for greater consistency in the community we may dispatch supplemental crews that will spend the entire day or multiple days at the community. These crews will be directed by the Account Manager or Area Supervisor and will be familiar with the specifics of the site.

Plant Health Care Technician: You will be notified in advance of all weed and pesticide spraying at Tanglewood Association. All applications of fertilizer and biological or chemical treatments will be performed by a certified and licensed technician. This technician records the type and rate of products applied to your landscape so tracking usage is easy. The goal of our technician is to dial in the needs of the landscape to reduce usage of materials. Examples of this type of work would be pre-Emergent, turf and shrub fertilizer, insect, and disease applications. Record is kept of all products used on your site and can be provided upon request.

Irrigation Technician: One lead irrigation technician will be assigned to your account to perform the spring irrigation start-up, seasonal adjustments, and the fall winterization. This technician will be responsible for documenting the locations of all controllers and valves in your system to ensure proper maintenance and efficient repairs. Our technicians are certified irrigation auditors.

Our philosophy with total landscape care is to match the best crew to the task that needs to be completed. Whether we are addressing dead plant issues, irrigation concerns, or clearance pruning we have the trained individuals and crews to meet these challenges and to follow through. With a large specialized, employee base, we can meet the cyclical needs of your landscape, while still providing consistent quality service.

Services That Set Us Apart from the Competition

Maintenance Crew Expectations: Upon designating a maintenance day of the week you can count on the crew to be on site the same day each week. No second guessing if they have been there or not. If for any reason we are not able to make it to your site for a scheduled visit, Holidays, or inclement weather, you will be notified as far in advance as possible. Matching the right foreman that best fits the concerns and skill sets needed for the landscape is not difficult. Our selection is deep with experience, as all our foremen have been with us for at least 6 years and some beyond 15 years. All our foremen speak English which is a common factor needed for clear communication between customer and management. Timing, execution, and technique are critical when valuable landscape plants and turf are maintained throughout the season. We continually train for these skills to allow our crews to provide the highest quality service our customers deserve. Our crews believe “Whatever is worth doing at all, is worth doing well”. This trait we look for when hiring not only provides for a great customer experience but also helps to distance us from our competition.

Plant Health Care Services: One of the desirable features of our service is the use of our own branded fertilizers. We have designed the treatments and formulas to enhance both the turf and soil quality as well as provide long term safety for our customers and pets. In addition, we will also include moss control and spot weed control for all lawns. This comprehensive and balanced approach to turf care has been proven for many years with our existing client base. The timely applications will be completed by one of our in-house licensed applicators to maintain long term health and color of the lawn areas. All granular treatments will be blown off hardscape areas at the end of each treatment.

To measure the ongoing success of our treatments we will also complete a soil pH test annually to determine limestone recommendations. Limestone applications are recommended at or around the time of aeration. Health care needs will also be addressed for the valuable trees and shrubs throughout the site. Balanced nutrient applications will be applied to improve long term health in the spring and fall when nutrients can be readily absorbed.

Hand Pruning vs. Shearing: Many of the valuable shrubs and small trees throughout the landscape can be improved aesthetically and for long term health by utilizing more hand pruning methods. Our crews will address these needs by removing dead, dying, and crossing branches, plus balance the canopy growth based on the needs of the plant material. Shearing no doubt has its place for formal hedges on the grounds, yet hand pruning will provide for a more natural and aesthetically pleasing form. Over time shearing costs more in plant replacement compared to structural hand pruning.

Certifications and Qualified Licensing:

We are proud of the industry associations to which we belong and the value in training and best practices that come from these associations. Extensive training and continuing education credits are behind our certifications.



- 100 Best Green Companies in Oregon – Oregon Business (8 years and counting)
- Accredited Better Business Bureau Company
- Certified Ecological Full-Service Landscape Contractor
- State of Oregon Construction Contractors Board (CCB) – License #181577
- State of Oregon Landscape Contractors Board (LCB) Lic. # 8697
 - Landscape contracting business, All phases plus backflow.
- State of Oregon Commercial Pesticide Operator Lic. #AG-L1005228CPO
 - 5 - State of Oregon Commercial Pesticide Applicators
- 10 - Certified Landscape Technicians CLT by the Professional Land care Network PLANET
- 2 - Certified Landscape Irrigation Auditors CLIA by the Irrigation Association
- 4 - Environmental Protection Agency Certified Backflow Testers
- 3- International Society of Arboriculture I.S.A. Certified Arborists

Special Concerns, Care & Solutions:

Communication: Yes, your account manager will be happy to meet your needs and make recommendations to improve your landscape. We are happy to meet monthly and more frequently during the first six months of the contract to make sure we are aligned with the community's expectations.

Dead Plants- to be removed by the crew as they appear. Notification and recommendations to site manager will be completed regarding any removals.

Replacing dead plants with plants that will thrive- recommendations and a long-term plan for replacement plants can be provided.

Initiative to know what will “look good”- when requested plant selection will be reviewed by our design and construction team to verify site specific choices, aesthetics, and long-term health of selected species of plants.

Innovative with design- we always look to enhance the landscape appeal with creative design proposals. This approach provides both an inviting landscape improvement and long-term value to our customers.

General Knowledge of landscaping- please review our credentials and our web site. www.LandscapeEast.com.

Taking pride in one's work- our crews, staff and management understand that it is our customers that make us great. We instill values of teamwork and ownership in our company which helps to empower our employees to succeed daily.

REFERENCES and LOCAL SITES

Steve Meyer
Vice President
Community Management, Inc
Stevem@Communitymgt.com
(503) 445-1216

CARMEN RIDGE OWNERS' ASSOCIATION
Location: 14433 Holly Springs Rd. Lake Oswego, OR 97035
Contact: Denise Bower – 503.233.0300

HAMBACH CROSSING OWNERS' ASSOCIATION
Location: 17 SW 77th Terrace, Tigard, OR 97281

KING CITY HIGHLANDS
Location: 12930 SW Peachvale Street, King City, OR 97224
Contact: Rob Mustard – 503.684.8294

HIGHLAND PARK CONDOS ASSOCIATION
Location: 16233 SW 130th Terrace, Tigard, OR 97224

THE MANSIONS HOMEOWNERS' ASSOCIATION
Location: 4000 Summerlinn Dr. West Linn, OR 97068



ANNUAL MAINTENANCE SCHEDULE

Bid No. C- 6648

Total Visits 42

Tanglewood HOA

Seasonal Flowers

Available Upon Request

NIC

Bark Mulch

Available Upon Request

NIC

* A.N.= AS NECESSARY IC= INCLUDED IN CONTRACT NIC= NOT IN CONTRACT UNLESS STATED IN OUR WRITTEN PROPOSAL
ACTUAL FREQUENCIES / DATES MAY VARY DUE TO ENVIRONMENTAL CONDITIONS