



615 McNeill Road • Silver Spring, MD 20910 • PH: 301-221-4931 • [info@backyardbounty.net](mailto:info@backyardbounty.net) • [www.backyardbounty.net](http://www.backyardbounty.net)

## What to Expect When You're Installing

After much preparation, the big day for your new garden is finally here. The design is complete. You've invested significant amounts of time and effort thinking through layout, traffic flows, plant selection, stormwater, budget, materials and a host of other details.

Now comes the fun part. It's time to install your new garden. It's not dissimilar to having a new baby. You are simultaneously excited for the new arrival and perhaps a bit anxious about what's going to happen next.

Some of the key things to keep in mind when it's time to install your new garden:

<b>Scheduling</b>	Gardens are, by definition, subject to the whims of nature. While we will have a tentative schedule for your installation, there are many factors that can impact the actual dates including weather, plant availability, capacity, etc. Once an installation has begun, weather may impact the schedule. We try to declare "rain days" by 6AM depending on the forecast. Even after a rain, the ground may be too wet to work without damaging the soil. In either event, we will let you know of any schedule changes via email.
<b>Utility Marking</b>	Backyard Bounty will contact Miss Utility prior to your installation to mark power, sewer and cable lines. You may see flags in sections of your property that aren't part of the installation but there's no need to be concerned.
<b>Bulk Materials</b>	Most installations require delivery of bulk materials such as soil, compost, mulch or stone. We will arrange in advance with you to determine the best location for storage. The drivers at our material suppliers are professionals used to operating in an urban environment and will make every effort to make the delivery as simple as possible. Please plan on making your driveway available to us for the duration of the project.
<b>Staging Areas</b>	We typically bring the bulk of our tools and materials at the beginning of a project and keep them there until completion. We will find an area to store these safely and neatly so that they are not in your way or present a hazard.
<b>Machinery</b>	We frequently use power equipment such a utility loaders, bobcats or sodcutters. Every effort is made to ensure that our equipment doesn't harm lawns or paths in transport. Where necessary, we will lay down temporary platforms to protect the ground underneath.
<b>Plant Deliveries</b>	Most of the plants for your project will come directly from our yard in Silver Spring but periodically we arrange for delivery direct from one of our nurseries. Not surprisingly, transportation can be traumatic for plants so don't be surprised if the newly arrived/installed plants don't look in their "full glory". We use only the highest-quality nurseries and all plants are guaranteed according to the terms of your contract.



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<b>Crew</b>	Our crew consists of highly trained professionals who are experts at what they do. Feel free to ask them any questions. If they don't know the answer, they will contact the designer / project manager and get back to you as soon as possible. Crew access to water and restrooms is always appreciated.
<b>Site Management</b>	We strive to keep our work sites neat and orderly, especially at the end of each work day. Please let us know if you are not comfortable with the state of a work site during installation.
<b>Invoicing</b>	Once we've begun an installation, you will receive a "Start of Work" invoice depending on the terms of your contract. Final invoices will be sent following your walk-through. Given the costs incurred in the installation, we appreciate your prompt payment.
<b>Walk-through</b>	Once the project is complete, your designer will contact you to schedule a walk-through. This is an excellent opportunity for you to carefully review the garden and also ask any questions about plant care going forward. We will also provide you with a new garden care guide (available <a href="#">here</a> ) that provides all the information you need to make your garden successful
<b>Photos</b>	We frequently take both before and after photos of our projects. We can make these available to you on request.

Above all, we want you to be ecstatic about your new garden so please don't hesitate to contact us if we can do anything to make your experience better.

Thanks for hiring us,

The Backyard Bounty Team



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