MUTUAL AGREEMENT : LAWN CARE & SEASONAL SERVICES

info@roperpm.ca | 705.717.1919 | www.roperpm.ca

OUR GOAL

Our mission? Sprucing up your backyard into a lush green paradise that'll make your neighbors green with envy! With a **sprinkle of TLC** (trimming, watering, and feeding), a dash of patience, and a dollop of determination, those pesky weeds will be history, leaving behind a flourishing green haven for your family to frolic in!

WHAT WE ASK OF YOU

- **Use the Client Hub:** your one-stop shop for quotes, invoices, and upcoming visits
  - securely store your credit card for convenient and seamless day-of auto-payments
- **Safety First:** keep our team + equipment safe, please ensure the following:
  - ***Lawn Furniture*** is removed from the working area as needed
  - ***Debris:*** remove large twigs/branches (anything larger than a drinking straw)
  - ***Pet Waste:*** ensure lawn is clear of pet "surprises"*
  - ***Clearance:*** keep trees & bushes trimmed to human height
- **Keep Us in the Loop:**
  - ***Rescheduling:*** please let us know by Friday the week before your appointment*
  - ***Property Changes:*** adding trees, a fence, or a pool, (etc.)? an immediate re-quote may be needed
- **Ending Service:** we require 30 days' notice or payment in kind*

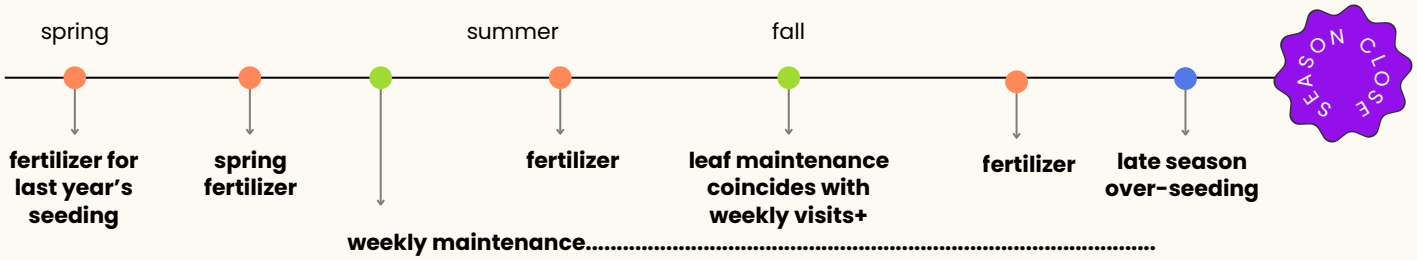
RPM'S COMMITMENT TO YOU

- **Reliability:** weekly cut, trim and blow plus real-time SMS/email alerts
- **Expert Care:** a weekly "health check-up for your grass. We'll proactively suggest fertilization, aeration or watering adjustments based on local weather and dormancy
- **Leaf Management**: we stay on top of leaves during our weekly visits in the fall (quotes and estimates to arrive late summer)
- **We pride ourselves in your lawn as much as we do our own!**

RAIN POLICY

- **The Rain Dance:** will shuffle the day's or the week's schedule to ensure your visit happens that week
- **If the Rain Wins:** in the event of extended rainy days (and we cannot *shuffle)* we will *double cut*
- **The Double Cut**: this means we'll mow your lawn twice in one visit, using two lighter passes to get that lush look back in shape without stressing the grass
- **Savings for You:** because you were skipped the previous week and we're already on-site instead of two full-price visits, the 2nd pass is only 50% of your usual rate

LAWN CARE RECOMMENDATIONS



*FEES

Service/Issue	*Fee Detail
Equipment Santiation	$40
Short-Notice Cancellation	50% of weekly fee (if notified after Friday deadline)
Early Termination	30 days' notice or payment in kind on despoited services
Professional Skip-Week	50% of weekly fee added to next visit (determined by RPM when dormant)
Extra Growth Fees	Billed by the quarter hour (based on usual time spent) over and above our typical time on your property.

PLEASE TAKE NOTE:

- **Skip-Weeks:** Why? Skip week fees allow us to maintain your "subscription" to our service, ensuring we can return to a healthy, manageable lawn as soon as the weather breaks. We still make our rounds, with the equipment and decide on-the-stop when or if we cannot perform services due the health or status of your lawn. Think of us as your subscription for a healthy lawn. Even if you're away, our weekly visit ensure your grass stays managed and healthy so you can return to a beautiful yard without the stress of "catch-up" maintenance

- **On-the-spot requests** for additional services like fancy trimming or mowing an area you typically ask us not to, will be accommodated if our schedule permits; otherwise can be scheduled for the next visit

- **Questions or Concerns?:** if you've got any worries or questions about your service, shout out to us pronto so we can work our magic and make things right

- **We're As Strong As Our Weakest Link :** Remember our mission includes that sprinkle of TLC? While we pride ourselves in the work we do, we are not there each and every day. Once a week we are able to assess the needs of your lawn. Your daily report card has valuable information on what you need to do in our absense. If watering is too much or too little we will face an up-hill battle, likewise if nutrition is negelected. We will not suggest products or services unless we feel you lawn will beenfit.

- **Fuel Surcharge:** Currently, RPM is not increasing our fees, nor adding a line-item to your invoice for a fuel surcharge. We know times are tough. As a result we will only increase fees (temporarily) should fuel reach $1.90/L (cad - regular fuel).

- **Pre-Paid Program Policy**: All pre-paid programs are non-refundable and non-transferable. A 50% deposit is required upon quote approval, with the remaining 50% balance due automatically at the time of the first service application. These programs are strictly exempt from standard 30-day refund policies.

pROPERty Management
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By signing your quote for services you have acknowledged these commitments, policies & procedures.

Keep up with us on Facebook for DIY hacks, handy tips, weather updates, and discounts!
https://www.facebook.com/roperpropertymgmt

ROPER PROPERTY MANAGEMENT PRIVACY POLICY

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OUR GOAL

Privacy Policy & Data Security

At Roper Property Management, we respect your privacy as much as we respect your property.

What We Collect & Why:

- Contact Information: Your name, address, email, and phone number are used strictly for service scheduling, "On-the-Way" SMS alerts, and sending your Weekly Report Cards.
- Payment Security: To ensure your financial safety, we do not store your full credit card details on our local devices. All payments are processed through our secure, PCI-compliant Client Hub.
- Property Data: Photos taken of your lawn are used for internal "health check-ups," tracking progress, and providing you with accurate site-specific advice.

Our Commitment:

- No Selling: We will never sell or rent your personal information to third parties.
- Limited Access: Your data is only accessible to Alicia and A.J. for the purpose of managing your account and providing expert care.
- Opt-Out: You can manage your communication preferences (like newsletter or SMS alerts) at any time via the Client Hub.

By partnering with us, you trust us with your home's exterior; we honor that trust by keeping your personal information safe and secure.