

Dear Monarch,

I was excited to see the gardeners mowing the grass – but why didn't they pull the giant weeds by my door? Do they know what weeds are? Do I need to point them out?

LANDSCAPE CREWS

Dear Concerned Homeowner,

Great question! It can be frustrating to see the landscapers working and appear to miss things that seem obvious to you. A successful and beautiful landscape requires a high level of coordination and collaboration in order to be successful.

You may not know but . . .



- Landscape contractors typically use different crews for different types of tasks – mowing, pruning, plant installation, irrigation repair, weed abatement, etc.
- Dividing tasks is the most efficient way to **allocate labor**.
- Each crew has specific **instructions and deadlines** to meet. To maintain a complex landscape, each worker must be responsible for their own tasks.
- Landscape maintenance requires many **different tools and expertise**. Switching between jobs slows down the crew and throws off the rotation schedule.
- Crews are instructed not to take direction from homeowners and may be penalized for working off-task. Issues should be brought to the attention of the **community manager** for correction, not individual workers. This way it can be tracked and improved!
- Landscapers are human! Yes, a weed may be missed. **Monarch** follows the crew's rotation and notes opportunities for improvement. **Monarch** regularly provides objective scoring of contractor performance and reports these findings to management, the board of directors, and the contractor.



MONARCH FUN FACT

On average, **60%** of the dollars and time within a community are dedicated to the **landscape!**