

## EcoBiz Landscaper Residential Maintenance Customer Survey

*Landscaping practices can have positive or negative impacts on the environment, regardless of whether your property is in the hills or adjacent to a stream. Landscapes that use fertilizers and pesticides, have the potential to leach these chemicals into runoff that leaves the site. Bare soils can erode, and leaf and other debris can get into drainage systems and take oxygen out of local waterways. Virtually all products and materials used in your yard can be carried by runoff into streams where they can harm fish and wildlife. The way a landscape is designed and maintained can significantly reduce its need for water and chemicals.*

In order to provide you with exceptional service while protecting our fragile environment, please answer the following questions so we can tailor our maintenance programs to meet your needs at the lowest environmental cost.

### **Site Uses**

The following questions help us determine what the ultimate use of your landscape is and therefore suggest maintenance and/or replanting practices that will help achieve your desired uses while protecting the environment and hopefully saving you money:

1. *Please rank the importance of all applicable site uses (1 Most important, 9 least important, or mark NA if the use doesn't apply to you):*

- |  |  |
|--|--|
| <input type="checkbox"/> Kids play <input type="checkbox"/> NA                 | <input type="checkbox"/> Wildlife habitat <input type="checkbox"/> NA              |
| <input type="checkbox"/> Pet use <input type="checkbox"/> NA                   | <input type="checkbox"/> Adult relaxation <input type="checkbox"/> NA              |
| <input type="checkbox"/> Green aesthetic <input type="checkbox"/> NA           | <input type="checkbox"/> Cooling of yard and buildings <input type="checkbox"/> NA |
| <input type="checkbox"/> Edible fruits and veggies <input type="checkbox"/> NA | <input type="checkbox"/> Cut flowers <input type="checkbox"/> NA                   |
| <input type="checkbox"/> Attractive landscaping <input type="checkbox"/> NA    |  |

2. *What type of landscape appearance are you interested in – mark all that apply:*

- |   |  |
|---|--|
| <input type="checkbox"/> Manicured                            | <input type="checkbox"/> Closed tree canopy                        |
| <input type="checkbox"/> Naturalized                          | <input type="checkbox"/> Mixture of trees, shrubs and groundcovers |
| <input type="checkbox"/> Monoculture (one main plant type)    | <input type="checkbox"/> Varying textures of plants                |
| <input type="checkbox"/> Diversity of plant types             | <input type="checkbox"/> Year round color interest                 |
| <input type="checkbox"/> Open with limited trees and overhang |  |
| <input type="checkbox"/> Other: _____                         |  |

3. *How would you like your landscape to change from how it is maintained now?*

- |  |   |
|--|---|
| <input type="checkbox"/> Less water use    | <input type="checkbox"/> More interesting                 |
| <input type="checkbox"/> Less chemical use | <input type="checkbox"/> Closer to desired use goals      |
| <input type="checkbox"/> Not so overgrown  | <input type="checkbox"/> Cost less to maintain            |
| <input type="checkbox"/> More sun          | <input type="checkbox"/> Be more environmentally friendly |
| <input type="checkbox"/> More shade        | <input type="checkbox"/> Other: _____                     |

### **Tolerance Levels / Maintenance Triggers**

The following questions assess what level of plant damage and weed presence you are willing to tolerate in order to be lighter on the environment:

1. *What level of plant and leaf damage is acceptable – i.e. curling, eaten or mildewed leaves, stems or branches:*

- None       5% of plants       10% of plants       More

2. *What level of lawn and plant die off is acceptable:*

- None       5% of plants       10% of plants       More

3. *What level of weed presence is acceptable:*

- None       5% of plants       10% of plants       More

4. *What level of non-desirable insect presence is acceptable:*

- None       5% of area infested       10% of area infested       More

### ***Desired Integrated Pest Management Practices***

Our company actively follows the principles of integrated pest management, a process that chooses from a variety of mechanical, biological and chemical activities to achieve the desired landscape goals. It is a process that strives to try the least environmentally damaging activities first based on confirmed site need for maintenance. Please answer the following so we can assess what type of maintenance activities to use first.

Are you open to:

1. *Suggestions for replacing plants that are prone to pest infestation and diseases or require a great deal of watering, pruning or cutting with plants that need less care? (such as replacing lawn with ground covers or laurel hedges with native shrubs)*

- Yes       No

2. *Using treatments that are mechanical in nature to remove pests, weeds or diseases. Please mark all of the following you would consider (assuming your firm offers these services):*

- Hand weeding  
 Propane burning / hot water weed removal for hardscape areas  
 Mechanical barriers (copper bands on trees, edging materials)  
 Mechanical removal (pruning, mowing, wash off, hand pick off, sweeping)  
 Physical traps  
 NONE

3. *Using treatments that are biological in nature to remove pests, weeds or diseases. Please mark all of the following you would consider (assuming your firm offers these services):*

- Predatory insects (ladybugs, nematodes)  
 Companion planting (using plants that naturally repel insects, such as marigolds or alyssum)

- Biological traps (using pheromones, food scents or other mechanisms to draw in insects)
- Predatory bacteria products specifically formulated to kill a specific pest or disease (in liquid and solid forms, such as Bt)
- Organic herbicides and pesticides, such as corn gluten and neem tree oil
- NONE

4. *Using treatments that are chemical in nature to remove pests or diseases. Please mark all of the following you would consider (assuming your firm offers these services):*

- Plant derived products (pyrethrines)
- Chemical company products (DOW, EG Lilly, Roundup)
- Non-toxic products such as dormant oil spray and insecticidal soaps
- NONE

5. *Using nutritional supplements that support plant growth and plant health. Please mark all of the following you would consider (assuming your firm offers these services):*

- Compost and/or compost teas (steer or chicken manure, mushroom compost, yard debris compost)
- Grass clippings / mulching mower products
- Other mulches, such as wood chips or bark
- Organic fertilizers (ingredients such as kelp meal, alfalfa meal, worm castings)
- Chemical company fertilizer products (Scotts, Ortho)
- NONE

*Are there other environmental services that you want us to provide?*

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Thank you for taking time to answer these questions. We can now develop a specific maintenance plan for you that matches your goals and desires for your landscape.