



## ECF Outdoor Services

### HOW IT WORKS Outdoor Services

#### Step 1. Schedule a Service

Go to our Contact Us page and send us a message. Please choose Outdoor Services from the Other Home Services selection. We will email and/or call you as soon as possible. You may also call us directly on 0434 229 733 or 0450 745 629 from 8:00 a.m. to 5:00 p.m. Monday through Friday.

#### Step 2. Service Delivery

Our general garden maintenance service fees (from \$60 per hour) are based on time spent doing the job. If you agree, we can start working on the tasks you require as soon as we arrive at your exterior premises.

Our landscaping service fees are also time-based but will require a preliminary visit so we can discuss design and material preferences before coming up with plans, a list of materials and cost estimates. We start working on the project when all the materials required are purchased.

Landscaping Quotes are Free.

If you need to contact us directly for any reason, please email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) or call us on 0434 229 733 or 0450 745 629 from 8:00 a.m. to 5:00 p.m. Monday through Friday.

#### Step 3. Pay Via Bank Transfer

We want to make payment transactions as simple and secure as possible. While we have premium SSL (Secure Sockets Layer) security coverage to ensure that whatever data you upload on our website stays private, we prefer that you do not expose your card details on our account.

As soon as the general garden maintenance service job is

done, we request that you pay us directly via bank transfer. Our staff will hand you an invoice, and we will email you the receipt within 3 days to allow for first-time transfer delays.

Account Name: Eleonor Fisher  
Bank Name: NAB  
BSB No.: 085-005  
Account No.: 408 466 154

We will send you an email confirmation once we receive the bank transfer.

For landscaping services that may take days to finish, you may pay the total service fee when the job is finished.

### FREQUENTLY ASKED QUESTIONS

#### Booking

##### Service Days

If our availability matches yours, we can start working as early as 6:30 a.m. and work until 5:00 p.m. Monday through Friday.

Any change must be made and/or requested by 5:00 p.m. two days before the service day.

##### Is there a fee for a failed service day?

If you are unavailable on the first day of our service and our staff cannot work a \$75 charge will apply. Please make sure to be present on the first day so that we can access your outdoor premises.

For unattended service days, please email us explicitly, giving us permission to enter your exterior premises, including the reason, date, and time details.

**I need a regular booking.**

Please include your preferred frequency in the notes section so we can schedule a recurring booking. We will email you the planned schedule for approval.

**Can I cancel or reschedule my booking?**

We understand that sometimes plans change, and you may need to cancel or reschedule the event. We will do our best to accommodate your needs. Please let us know as soon as possible of any changes.

Please take note of the following cancellation policies for our Outdoor Services:

- Confirmed bookings cancelled 3 days before the agreed date will forfeit the 20% deposit.
- Cancellations made within 2 days before the agreed date will incur 50% of the bill.
- Cancellations made less than 24 hours before the agreed date are payable in full.

Bookings can be rescheduled or converted to a 3-month gift voucher. The client will be charged the amount due from the original booking, less the purchase price of the voucher. Refunds are not available for these vouchers.

Rescheduling less than 24 hours before the agreed time and date will forfeit the 20% deposit.

**ECF eGift Vouchers**

The ECF eGift Vouchers are available in denominations of \$100, \$150, and \$200. They apply to all ECF Cleaning and Other Home Services and are valid for use within 3 months.

**If I buy an ECF eGift Voucher, how will it be received?**

Once payment has been received, the ECF eGift Voucher will be delivered to the email address and mobile number of the person you have nominated. We will send you a cc copy of the gift announcement email.

**What happens if the value of my service is more than the credit on the ECF eGift Voucher I received?**

No worries. You can simply pay the excess amount via bank transfer.

**What if the credit on my ECF eGift Voucher exceeds the value of my service?**

We will apply the difference to your next service within 3 months.

**Can I transfer my ECF eGift Voucher to another person?**

ECF eGift Cards cannot be transferred to another person and are not redeemable in cash.

**The Process****What areas do you serve?**

We service suburbs in Adelaide, South Australia. Please see the list of suburbs we service.

**Do you offer general garden maintenance services?**

Yes. We offer general garden maintenance services to keep your garden healthy and beautiful throughout the changing seasons.

**How often should I schedule garden maintenance?**

Each season requires specific garden maintenance, such as pruning, soil conditioning, and plant care. It is best to schedule garden maintenance between seasons to prepare for climate changes.

**Is hardscaping included in your services?**

Yes. We offer both softscaping and hardscaping services.

**Do you provide free consultations?**

Yes. All initial consultations to discuss design and material preferences are free.

**What is involved in the landscape design process?**

In addition to your design and material preferences, initial consultations will include site assessment, preliminary design, obtaining the necessary permits if required, and, after approval, finalising your landscape design.

**Are you able to include my existing outdoor features?**

We are always happy to incorporate a client's existing outdoor features into the new landscape design.... The money saved can be used to buy new features.

**What types of materials do you use?**

We will provide you with a list of recommended materials based on your design preferences, suitability to the local climate, and structural requirements.

**Are you fully insured and licensed?**

Yes. We are a licensed and fully insured landscaping company. Digital copies of our Structural Landscaping Trade and Building Work Contractors Licenses are available upon request.

**Do you offer a warranty for the hardscaping work done?**

We provide a warranty for our hardscaping workmanship only.

**Do you hire subcontractors for landscaping?**

Our landscape designers and crew members are both employees and subcontractors. We will be making milestone checks to ensure high-quality work and timely progress.

**Can I talk with the crew while they are on my property?**

Yes. We require all crew members to know about the design, what needs to be done, and in what order so they can answer any questions you may have regarding the landscaping project. For changes and other concerns, email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) or call us directly on 0434 229 733 or 0450 745 629 from 8:00 a.m. to 5:00 p.m. Monday through Friday.

**Do I need to provide the plants or materials for you to do the work?**

Yes, please. After we finalise the landscape design, we will provide you with a purchase list complete with specifications for all the materials. We might give you an idea of where to get the materials, but you will decide on suppliers, quality, and pricing.

**Will you help with the permits if needed for our landscaping job?**

We will advise you if permits are needed for the landscaping project. If technical representation is required in person, we will bill you for time spent at \$40.00 per hour.

**Do you charge for travel?**

We charge an additional \$25.00 for travel beyond 30 minutes from the CBD.

**Payment and Billing****How do you charge?**

All our Landscaping and General Garden Maintenance Service Fees are straightforward. We charge based on time spent doing the job.

For hardscaping services, all materials, such as bricks, concrete, stones, pavers, and wood, are the customer's responsibility. We will provide the client with plans and cost estimates for materials. For softscaping services, we will draw up plans and recommend which plants to buy to the client. All plants are also the customer's responsibility. Initial meetings and quotes are complimentary.

For rubbish removal, we charge a service fee for collection and delivery in addition to Integrated Waste Services' (Wingfield) published rates for different waste types and volume/weight.

#### **Is there a minimum booking?**

We maintain a minimum booking of 2 hours for most services. Significant price hikes in fuel and equipment maintenance make it difficult for us to dispatch staff for jobs less than 2 hours.

There is no minimum requirement for rubbish removal.

#### **Do you require a deposit before work is started?**

No. Clients purchase all materials and pay for permits if required. We provide specifications for all the materials for guidance only. Clients have full control over the suppliers, quality, and pricing.

We will also recommend plants suitable for local soil and climate conditions and with an aesthetic value that aligns with the landscape design.

#### **How do I pay?**

Please pay via bank transfer. We do not accept cash and other forms of payment.

Please indicate the invoice number in the payment description. Once you've paid, please send us a screenshot or confirmation receipt to [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) or simply show it to our staff before they leave your outdoor premises.

#### **How do I get a receipt for my booking?**

We will email you the receipt soon after we receive confirmation of your payment.

#### **Do you offer payment plans for landscaping?**

All materials are to your account. For our services, we can offer a four-fortnightly payment option over a maximum of 60 days.

### **Complaints and Feedback**

#### **I'm not happy with the service I got.**

We hope it doesn't happen but want to know if it does. Please email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com), and we will help you resolve the issue. If there are any problems, it would be helpful if you could send us photos, if applicable, within 7 days so that we can address them promptly.

#### **What if something is damaged during the process?**

It is your responsibility to inspect products and materials for installation. If a dispute arises due to our negligence, we will follow the compensation guidelines laid out by the Master Landscapers of SA (MLSA).

#### **How do I contact you in case of a legitimate claim?**

Please email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) within 24 hours after the service, complete with a description of the claim and photos, if any. We will review your case and respond as soon as possible.

