Lecture # 18
Installation and Maintenance Contracts
The major interiorscape firms today are interiorscapers only.

Hundreds of businesses nationwide ranging in from small firms with a few employees and gross volume under $50,000 to large corporations with hundreds of workers and annual volumes above $83 million.
As a group, interiorscapers sell a customer installed plants and guaranteed maintenance. This arrangement accounts for the majority of sales, with the balance coming from leases and rentals.

Large firms derive a greater portion of their income from leases than do smaller companies, while the reverse is true for plant rentals.
The firms handle hotels, restaurants, shopping malls, offices, showrooms, retail stores, institutions, and residence accounts.

Interior landscape contractors rely on design professionals (architects and interior designers) for a large portion of their new business.
Various methods are used in the plantscape business. When outright sale is used, the plant material is the property of the client. Once installed, the contractor is not concerned with aftercare.

Three other modes of operation are similar:
- install and maintain;
- install, maintain, and guarantee;
- lease and maintain.
Installation Guidelines

- Negotiations or competitive bidding. All costs must be considered carefully and covered in the bid. Include:
  - blueprints and specifications;
  - a layout plan, a grading plan, and a planting plan;
  - plant list, including common names, scientific names, quantities specified, plant sizes;
Installation Guidelines

- an interior site analysis:
  - the total design concept;
  - furnishings;
  - lighting;
  - heating and cooling;
  - site accessibility;
  - labor requirements.
Interiorscape foliage plants should be healthy, disease and pest free, and attractive at all times. A low loss rate, healthy plants, and client satisfaction are the primary goals.
**Maintenance**

- Start with properly acclimatized high quality plants, and install them using knowledgeable, trained technicians.

- A successful firm should not replace more than 10% of the plants per year.
Personnel

- Maintenance technicians are key personnel in the success of an interiorscape.

- Individuals with interest in plants and several years of greenhouse or landscape experience are recommended.
Personnel

- A training period is necessary in all cases. A program takes several weeks and involves classroom work as well as on-the-job training with an experienced technician.

- Minimize costly employee turnover.
Procedure

- Regular servicing once a week, or more often, is the norm, as routine evaluation and care being the key to maintenance of high quality plants.

- Provide the personnel with the necessary transportation and equipment. Perform all the maintenance during the day, and spraying at night.
Procedure

- Planting is usually a one-time operation lasting over a year. Rotation and pilferage may necessitate replacement increasing planting costs.

- An inventory of every planting should be maintained and a worksheet kept for each plant.
A maintenance contract is desirable to protect both the contractor and the client and eliminate misunderstandings.
Items for consideration in the contract include:

- Frequency and type of maintenance.
- Environmental considerations.
- Replacement.
- Guarantee restrictions.
- Cancellations rights.
- Fees.
- Insurance.
Interior Landscape Installation
Interior Landscape Maintenance
Your Friends and Your Enemies