



## Outdoors Design and Build

Serving Hardscaping and Landscaping Needs Locally

- ✓ End-to-end Services—Design Studio To Complete Implementation
- ✓ One Project, One Customer At A Time Policy
- ✓ Written Project Schedule / Delivery Schedule / Payment Schedule—And We Stick To It
- ✓ Project Custom-Designed To Enhance Your Unique Property
- ✓ Efficient Landscape Design
- ✓ Sustainable Plantings That Thrive In Your Micro-Climate
- ✓ Drip Irrigation Systems Designed For Deep-Rooted Plants

Call: [424-345-6486](tel:424-345-6486) - Email: [contact@design-scapes-inc.com](mailto:contact@design-scapes-inc.com) - Website: [www.design-scapes-inc.com](http://www.design-scapes-inc.com)

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# You Want A Landscaping, Hardscaping, Or Pool Project

## But You Dread The Process Of Building Them

A landscape or hardscape project is an investment that can add a lot to your property's resale value. It needs to be done right and without defect. That goes without saying, but what we do differently is we also complete your project as painlessly as possible.

We have designed a streamlined, transparent process to turn your outdoor design dreams into a reality—without all the mess and stress.

## Our Working Process Didn't "Just Happen" Overnight

### Experience After Experience, We Learned to Satisfy Customer Needs

When I first started Design Scapes in 2007, we were just another SoCal landscaping company. My team and I were only doing installations, where we took a 3rd-party designer's blueprints and made them come to life.

**That approach quickly became problematic.** I realized this system wasn't working because the designs didn't fit reality. What seemed so great on paper simply was not going for work for our customer's site; therefore, execution was a continual problem.

Just a few examples were things like differences in soil meant that planting plans would not work as designed, elevation differences required retaining structures, a giant unknown rock or root made it impractical to plant something as planned. None of these issues were in the plan we started with, so ensuing consultations wrecked the schedule. **It became obvious what I needed to do.**

## Design and Customize Plans to Be Customer-Site-Specific

**I quickly realized that I needed to be the designer for the customers' sites.** In doing so, I could ensure that the plans fit the realities of the site. If adjustments need to be made, we don't have to stop and consult with a 3rd party. We can make adjustments in real-time without breaking stride, without disrupting the schedule.

## Customers Need To Feel In Control

### Providing Certainty To Our Customers

**As we continued to grow the business, we realized other customer needs.** Each "point of stress" became a way for Design Scapes to be better than our competitors. We realized that customers experience a lot of stress, and with some thoughtfulness, we can relieve most of that for them.

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## Not Knowing What's Happening is Very Stressful

**We quickly understood that our customers are busy and need certainty from us.** That way, they can plan their own schedules and finances. As we realized customers became anxious about the uncertainty of timing for the job, we came up with detailed project and work schedules.

We saw our customers relax once they got the specifics of orders, deliveries, installation dates, and payment due dates. Immediately, we realized we were onto something that customers LOVE.

## We Took Note of the Stress of Construction-Zone Living

**It's not fun to live in a construction zone, no matter how exciting the end result.** I realized that ordering all the materials, having them delivered, and setting them on the site was a point of stress for customers. Having supplies sit made customers feel overwhelmed. Therefore, we set up the schedule to have **materials installed soon after delivery.** Again, customers LOVED this approach.

## A Great Customer Experience

**We found that our system not only made it smoother and more reassuring for my clients, but it was also easier on us.** Clients didn't have to search for a designer, and they had only one point of contact for communication since they didn't have to coordinate between the designer and the construction team.

Plus, with one set of designs (customized to the site), it was easier to include everything in the original estimate, provide accurate estimated costs, and control the final project costs.

## Hundreds of Customers Later...

## We Still Look for Ways to Improve Your Customer Experience

We're proud to say that we have helped hundreds of homeowners achieve their landscaping and hardscaping goals with our friction-free methods. We want the "getting there" experience to be as painless as possible so you can experience years of joy in your new outdoor spaces.

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# Our 2-Phase Process

We use a 2-phase process: design, and implementation.

## Design Phase

Step 1: You get a one-on-one consultation with an award-winning landscape designer, Sina Kamran (who is also the owner). In this consultation, we discuss your goals for the outdoor space and your vision of the design. Next, we generate a high-level, detailed line-itemized project estimate for your new outdoor space.

Step 2: Then, we produce a design concept so you can envision what the finished project will look like. The design goes through an extensive revision stage, where we review different layouts, patterns, material types, and colors. The revision stage eliminates unexpected change orders and project delays, and enables us to deliver your project per schedule.

Step 3: You receive a final and firm installation quote once the Design Phase is completed and all work is identified. Your project installation is scheduled as soon as you approve the final project plans. Please note that lead time is usually three to five weeks from approval.

## Implementation Phase

Before the physical work begins, you get a detailed project and work schedule that shows orders, deliveries, installation dates, and payment due dates. You don't have to suffer the anxiety of not knowing what's happening when or when payments are expected.

Then the physical work begins! During the implementation phase, I am present on-site, supervising the project from start to finish. You can count on me to prevent the aesthetic or functional mistakes common for such projects.

**Our Trusted Team Of Workers** Our team includes only in-house workers with decades of experience and expertise in their area of specialty. (*We never sub-contract our work to others or hire day laborers.*) All workers are bonded, and Design Scapes Inc. is fully licensed under C27 Landscaping and General B licenses.

## Our Craftsmanship Warranty:

At Design Scapes, Inc., we deliver top-notch services you can trust. We're so confident about the quality of our service and our crew's workmanship that we put it under warranty. With our craftsmanship warranty, you can invest in beautifying your outdoor space without worrying about losing money on dying plants, inferior quality, or materials problems.

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# Estimate, Pricing, and Payment

## Complimentary Estimate

After an initial survey of the outdoor space, we provide a complimentary consultation. While drawing inspiration from your property and listening to your dreams, we point out possibilities and discuss potential issues.

## Accurate Estimate

We are able to quote accurately, based on historic pricing data from 2007 onward. **WE DO NOT BID LOW TO GET THE JOB.** The numbers we give you can be trusted. That is a point of pride for us. You will not get “mumbo jumbo” numbers that inevitably spiral upwards. **You have our promise about this.**

Our quote is based on existing site conditions, local codes, and the material and designs already determined by the customer. You know what your costs are upfront before any work starts. If there are any change orders, they are quoted and approved by the client first, leaving a fully-documented paper trail.

## Pricing

Each project is custom-designed, and the cost depends on the design. On average, you can expect to invest up to 7% of your property’s value for a completely new outdoor space.

We pride ourselves on providing completely transparent pricing with no hidden fees or mystery numbers. Please note the following:

- The design phase cost is approximately 2%-5% of the total installation cost.
- If needed, we work with you to accomplish your project in stages—rather than diminish your vision.
- Labor cost is based on what it takes to do the job right with a professional crew.

## Payments

Keeping with complete transparency, you will get a payment schedule with your project schedule. Unlike other companies, **you only pay for labor and materials delivered up to the payment date**; you’re not paying us in advance so we can buy materials!\*

We accept credit cards, check, cash, wire transfer, Venmo, and Zelle for payment.

\*Please note that if you choose to implement your project in stages, the Design Phase is completed and paid for before executing the first stage.

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