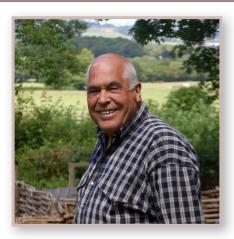
THE LANDSCAPE LIBRARY

Taking Care of Business

(For Garden Designers and Design & Build Landscapers)



Alan Sargent

Celebrating almost six decades as a landscaper, and over thirty years of presenting seminars and workshops, announces his

LATEST AND FINAL WORKSHOP

Founder of The Association of Professional Landscapers,
Professional Garden Consultant's Association,
The Landscape Library and Paving Site Online Magazine
Author of The Garden Designer's Survival Manual and The Landscaper's Survival Manual

Presenting a 'No Holds Barred' session on the subject of HANDLING DIFFICULT CUSTOMERS & KEEPING CONTROL

16th September 2025 (10.30am – 2.30pm)

The Glasshouse Collective



Bagshot Road
Chobham
GU24 8DB

(Courtesy of Mark Gregory)



The Landscape Library

The following programme is intended to be as progressive as possible, covering a range of topics that are the frequent causes of disputes in domestic Design & Build landscaping projects.

FIRST SESSION

FIRST CONTACT

Importance of discovering the contact trail

DESIGNER LETTER OF INSTRUCTION/ENGAGEMENT

Understanding joint responsibilities

CUSTOMERS RESPONSIBILITIES UNDER CDM

Making the customer aware

MAKING MAXIMUM USE OF CDM REGS

How to capitalise on the structure

TERMS & CONDITIONS

Difference between 'Terms' and 'Conditions'

DANGERS OF OVERTRADING

Maintaining a balance to avoid site losses and disputes

PROJECT MANAGEMENT

Be aware of potential problems and responsibilities

JOINT VENTURES

Between Landscapers and Designers – Pros and Cons

COMMISSIONS FROM LANDSCAPERS

Potential problems regarding responsibilities

CUSTOMERS SUPPLYING MATERIALS

Practical issues regarding responsibilities

SITE SURVEY RESPONSIBILITIES

Third Party involvements

ESTIMATE OR FIXED PRICE?

What are the real differences in practice?

METHOD STATEMENTS

Part of writing a detailed quotation to enhance your offer

PREAMBLES

The importance of explaining working practice methodology

PRELIMINARY COSTINGS

Examining the range of profit opportunities

IOINT AND SEVERAL RESPONSIBILITIES

Between a Landscaper and Designer

IMPORTANCE OF BRITISH STANDARDS

Gaining an awareness of their scope

ENGAGING SUB-CONTRACT LABOUR

Issues surrounding chain of responsibilities

SECOND SESSION

DESIGNERS SUPPLYING PLANTS

Understanding status as a supplier/contractor

SECTION 75 OF THE CONSUMER RIGHTS ACT

Understanding payments made on credit

COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS

Practical steps and barriers

KEEPING CONTROL OF WORKS PROGRAMMES

Despite the wishes of the customer

PHRASES TO BE AVOIDED

When interviewing the customer

TERMS TO BE AVOIDED

When tendering or during negotiations

VARIATION ORDERS

When to use them effectively

RECLAIMED/RECYCLED MATERIALS

Warranty and replacement matters

INSURANCE LIABILITY AND CONTRACTUAL LIABILITIES

General awareness

WARRANTIES AND GUARANTEES

Practical benefits against potential millstones

SUNSET CLAUSES

Introducing them into contracts

PRACTICAL SUBSTANTIAL COMPLETION

Definition for customer awareness

CHAMELEON CUSTOMERS

Changing their personalities during projects

SPECIFIER AS DESIGNER

Symbiotic responsibilities

NON-DISCLOSURE AGREEMENTS

Who pays? What issues can arise? Sunset clauses

CUSTOMER AFTERCARE

Ensuring the customer maintains the project in the future

END OF PROGRAMME

These brief overviews of topics vital to the well-being of any Design or Landscape business are only an introduction to the extremely wide range of practical issues of concern to all Parties, and all deserve in-depth exploration.

More information, on these and almost six hundred other related subjects may be found in The Landscape Library

THE LANDSCAPE LIBRARY

Taking Care of Business

PROGRAMME 10.30am

Welcome address by Mark Gregory (Glasshouse Collective)

FIRST SESSION

Handling difficult customers & keeping control

11.30am

Break

SECOND SESSION 12.00pm

Handling difficult customers & keeping control

1.00pm

Lunch Break

1.45pm

O & A Panel Session

Wayne Grills • Gareth Wilson • Mark Gregory
Paul Greenyer • Phil Tremayne

Reviewing the main event, offering personal comment

2.30pm

End of Taking Care Of Business

£25.00pp including lunch and refreshments (including £5.00pp to Perennial Charity)

For tickets, please apply to Alan Sargent alangsargent@gmail.com

NUMBERS ARE STRICTLY LIMITED – FIRST COME, FIRST SERVED







