

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 Landscape Library

**For more information, please email  
[alangsargent@gmail.com](mailto:alangsargent@gmail.com)**

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

### **JOINT 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

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# 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

Q & 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](mailto:alangsargent@gmail.com)

NUMBERS ARE STRICTLY LIMITED – FIRST COME, FIRST SERVED



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