RENO GREEN LANDSCAPING

Monthly Landscape Vendor Scorecard

A printable scorecard for property managers evaluating commercial landscape vendor performance.

How to use

Complete after a 10 to 15 minute property walk, ideally within 24 to 72 hours after scheduled service. Score each category from 1 to 5, multiply by the weight, then add the weighted scores.

Property	Vendor	Review Date

Reviewer	Last Service Date	Review Month

☐ Property type: Multifamily ☐ Retail / Shopping Center ☐ Office / Business Park ☐ Other

☐ Trend vs. last month: Better ☐ Same ☐ Worse ☐ Escalation needed: Yes ☐ No

Scoring scale: 5 = Strongest 4 = Well done 3 = Acceptable, needs attention 2 = Weak 1 = Serious concern

Weighted score = category weight x score. Example: 0.25 x 4 = 1.00

Score the vendor

Category	Weight	Score 1 to 5	Weighted Score	Notes
Priority Zone Appearance Entrances, monument signs, leasing paths, storefronts, amenity areas, main walkways, and other high-visibility zones.	0.25			
Irrigation and Water Risk Dry spots, leaks, broken heads, overspray, runoff, wet sidewalks, water waste, and visible plant stress.	0.25			
Recurring Issue Closure Repeat items, open work orders, correction follow-through, and whether the same issues keep coming back.	0.20			
Communication and Ownership Account manager response, proactive updates, photos, repair notes, issue ownership, and follow-up clarity.	0.15			
Budget Clarity and Scope Discipline Clear extras, repair approvals, scope boundaries, pricing clarity, and no surprise charges without explanation.	0.15			
Total Score	1.00			Add all weighted scores. Maximum score is 5.0.

Total score guide

4.5 to 5.0 = Strong vendor 4.0 to 4.4 = Well done 3.3 to 3.9 = Watch list

2.5 to 3.2 = Performance concern Below 2.5 = Serious issue

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Vendor Follow-Up and Escalation

Use this page to turn the score into clear next steps, vendor follow-up, and owner-ready notes.

Top 3 action items

Repeat issues to watch

Items needing pricing or approval

Vendor follow-up notes

Recommended next step

- ☐ Continue monitoring
- ☐ Send vendor correction request
- ☐ Request vendor inspection
- ☐ Request vendor meeting
- ☐ Request landscape performance audit
- ☐ Begin rebid planning
- ☐ Request owner approval for repairs
- ☐ Add item to next budget plan

Escalation triggers

- ☐ Same issue appears two or more months in a row
- ☐ Manager has to find every issue before the vendor acts
- ☐ Irrigation runoff affects sidewalks, storefronts, entries, or pedestrian routes
- ☐ Extras or repair pricing are unclear or repeatedly surprising
- ☐ Dry spots, leaks, or water waste continue after repair or adjustment
- ☐ Tree, visibility, access, or safety concern appears
- ☐ Vendor response is vague, late, or not tied to a specific location
- ☐ Owner, tenant, resident, or board complaints are increasing

Decision guide

Monitor

Use when the issue is isolated, low-risk, and not repeating.

Correct

Use when the vendor missed a clear item inside the current scope.

Meet

Use when issues repeat or the vendor response needs management attention.

Audit

Use when the cause is unclear or may involve irrigation, scope, safety, or deferred work.

Rebid

Use when performance concerns continue after documentation and escalation.

Owner or regional manager summary

Use this section when the scorecard needs to be included in an owner update, board packet, or vendor review meeting.