

# Service Level Agreement

**Contractor:** [Contractor Name]

**Client:** [Client Name]

**Date:** [Date]

## 1. Purpose

This Service Level Agreement (SLA) outlines the expectations and commitments between the Contractor and the Client for landscaping services.

## 2. Scope of Services

The services provided shall include, but are not limited to:

- Lawn maintenance
- Garden design and installation
- Tree and shrub care
- Seasonal clean-up

## 3. Service Level Objectives

The Contractor agrees to meet the following service levels:

- Maintenance visits: [Frequency]
- Response time for service requests: [Timeframe]
- Completion of services: [Timeframe]

## 4. Performance Metrics

The Contractor's performance will be evaluated based on:

- Quality of services provided
- Adherence to schedule
- Client satisfaction surveys

## 5. Compensation

The Client agrees to pay the Contractor for services rendered in accordance with the agreed upon rate of [Rate].

## **6. Term and Termination**

This Agreement is effective as of [Start Date] and shall continue until [End Date], unless terminated earlier by either party with [Notice Period].

## **7. Signatures**

**Contractor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Client Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_