

# 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
<b>Priority Zone Appearance</b> Entrances, monument signs, leasing paths, storefronts, amenity areas, main walkways, and other high-visibility zones.	0.25	<input type="text"/>	<input type="text"/>	<hr/> <hr/> <hr/>
<b>Irrigation and Water Risk</b> Dry spots, leaks, broken heads, overspray, runoff, wet sidewalks, water waste, and visible plant stress.	0.25	<input type="text"/>	<input type="text"/>	<hr/> <hr/> <hr/>
<b>Recurring Issue Closure</b> Repeat items, open work orders, correction follow-through, and whether the same issues keep coming back.	0.20	<input type="text"/>	<input type="text"/>	<hr/> <hr/> <hr/>
<b>Communication and Ownership</b> Account manager response, proactive updates, photos, repair notes, issue ownership, and follow-up clarity.	0.15	<input type="text"/>	<input type="text"/>	<hr/> <hr/> <hr/>
<b>Budget Clarity and Scope Discipline</b> Clear extras, repair approvals, scope boundaries, pricing clarity, and no surprise charges without explanation.	0.15	<input type="text"/>	<input type="text"/>	<hr/> <hr/> <hr/>
<b>Total Score</b>	<b>1.00</b>		<input type="text"/>	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

# 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**

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**Repeat issues to watch**

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**Items needing pricing or approval**

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**Vendor follow-up notes**

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## Recommended next step

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

## Escalation triggers

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

## Decision guide

<p><b>Monitor</b></p> <p>Use when the issue is isolated, low-risk, and not repeating.</p>	<p><b>Correct</b></p> <p>Use when the vendor missed a clear item inside the current scope.</p>	<p><b>Meet</b></p> <p>Use when issues repeat or the vendor response needs management attention.</p>	<p><b>Audit</b></p> <p>Use when the cause is unclear or may involve irrigation, scope, safety, or deferred work.</p>	<p><b>Rebid</b></p> <p>Use when performance concerns continue after documentation and escalation.</p>
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**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.

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