

FREQUENTLY ASKED QUESTIONS



PRE INSTALLATION FAQ

WHAT DO I DO WITH MY APPLICATION VOUCHER?

Complete the application voucher by clearly filling in your current contact details as instructed, upload the application voucher on the LD Total website as outlined on the voucher or email the application voucher directly to lotpackagesmelb@ldtotal.com.au

I DON'T HAVE AN APPLICATION VOUCHER. WHERE DO I GET ONE?

Please contact your developer for a copy of the application voucher.

MY BUILDER DID A SITE CLEAN, SO THAT SHOULD BE ENOUGH FOR LANDSCAPING RIGHT?

If your builder has removed all unwanted rubble, vegetation (weeds) and left the site at 100mm below any concrete area or kerb, then yes.

CAN I HAVE ALL LAWN WITH NO GARDEN BED OR HAVE NO LAWN AND ALL GARDEN BED?

Your developer may have guidelines as to what ratio of turf and gardens they want in your estate. We will work closely with you to meet your requirements in line with the developer guidelines.

CAN I HAVE ARTIFICIAL TURF INSTEAD OF INSTANT TURF?

The landscaping package does not include artificial turf. However, we can leave the area 'void' for you to organise and install the artificial turf yourself after we have completed the landscaping.

DOES MY LANDSCAPING PACKAGE INCLUDE IRRIGATION?

No, the landscaping package does not include irrigation in the garden beds nor the turf area. We can provide you with a quote if you would like irrigation installed.

CAN I HAVE CASH-IN-LIEU?

No, the offer is for Seventh Bend's nominated landscaping contractor to provide front yard landscaping only.

HOW MUCH IS MY LANDSCAPING PACKAGE ALLOWANCE?

The information in regards to the allowance is confidential between LD TOTAL and your developer.

WHAT IS THE STANDARD TURF INCLUDED IN MY PACKAGE?

Sir Walter is included in your Front Landscaping Package.

CAN I MAKE CHANGES TO MY PLAN?

Due to design and ordering requirements, plans cannot be changed after you have signed and approved the plan agreed at your consultation. For this reason, please inspect your garden closely before authorising.

CAN LD TOTAL BUILD MY RETAINING WALL OR PROVIDE A QUOTE FOR EXTRA CONCRETING?

No, it is the owner's responsibility to ensure all hardscapes are installed prior to their consultation.

CAN LD TOTAL HELP ME CREATE SOMETHING SPECIAL AT THE BACK OF MY HOUSE TOO?

Yes, LD TOTAL can provide you with a design and quotation for your rear landscaping. Simply call our helpful team on (03) 9548 3283.

HOW LONG WILL I HAVE TO WAIT FOR MY LANDSCAPE INSTALLATION?

Providing that the site is levelled to 100mm below hard surfaces and cleared, the installation of your front yard landscaping will commence within 2-3 weeks.

AFTER INSTALLATION FAQ

WHEN AM I ALLOWED TO WATER MY NEW GARDEN?

Immediately after the installation is finished, we water the garden and turf area once. From then on it is your responsibility to maintain and water the front landscaping.

WHEN SHOULD I MOW MY LAWN AFTER INSTALLATION?

If your turf has been installed during spring/summer you should mow the lawn 2 weeks after installation, turf installed during autumn/winter should be mowed 3-4 weeks after installation.

IS THERE A WARRANTY ON MY PLANTS AND TURF?

Yes, it is a 3-month warranty but does not apply to plants and turf that are struggling as a result of negligence or lack of maintenance.