



(503) 524-3679

Landscape Maintenance Service Policies

Before we start landscape maintenance at your property, we'd like to explain some of our policies so we're all on the same page as we start your service. So below are some of our policies and protocols in regard to your service. Please review each of these items carefully.

Garden Boxes/ Raised Beds: While we care for most of the landscape, this is one item we do not care for, for many reasons. Our crews often cannot tell the difference between weeds or some new vegetables that are sprouting up from seed. Second, we don't want to use any weed control products in an area where you're going to be eating food grown from that soil. And finally, our crews don't know when the right time is to remove or prune garden items and when not to. If you want to grow a garden in your yard, you'll also need to do take care of that as well.

Care for Roses: Most roses are high-maintenance plants. To look their best, they need to be carefully manicured and cared for. They need regular deadheading, thinning, pruning, and treatments for aphids, black spot, et. al. Our crews aren't quite that skilled at doing all this with roses. They'll cut them back when they get out of control or invade another area. But if you're wanting them to really look perfect, you will probably want to get into rose care yourself or consider hiring more of a personal gardener.

Pruning of Fruit Trees: We only prune trees as part of our Gold Package. But even then, only ornamental trees that are under 15'. Even most dwarf and semi-dwarf fruit trees get larger than that or will be constantly trying to. But in addition to that, Fruit tree require specialized pruning in the fall/early winter and not all of our maintenance crews have that skill set. We do have crews on staff who are skilled with pruning fruit trees. So, if you want to have that done, that would be an add-on service. You can call us for a quote on that. But it's not something we offer with our regular maintenance service.

Other Contractors Blocking Parts of the Landscape: Sometimes we come to do your weekly service and there is road work or another contractor who is set up in the yard and this can prevent us from doing some of the work that week. Common examples are new sewer lines, roofers, siding installers, painters, etc. If this happens, our policy is to do as much of the grounds maintenance as possible, without disturbing the contractor. If we aren't able to get to it all, we will have to catch up the following week. We cannot come back later in the week after that contractor is gone. Our crews will be in a whole other part of town or another city later in the week. We don't offer discounts for missed weeks. You can postpone service while work is being completed.

Christmas Bonus: A lot of our clients ask us if it's okay if they give our crews a Christmas Bonus or they ask about our policy regarding that. We appreciate the thought and so do they! Don't feel obligated by any means, but if you do feel you want to do this, we're glad to have you do it. We don't have any policies against it. And there are several ways you can do this. Some customers give them cash or a small gift in person. Some customers send something into our office and ask us to give it to the crew. Some customers call us and ask the names of their crew members and leave a card on the door. However, you'd like to show your appreciation is fine with us. Just let us know if we can help. Keep in mind that in December our services go down every other week. So be sure to catch them on their on-week.

Dogs in the Yard: We ask that you keep your dog inside the house or inside a fenced area during the time that we come each week. We'll be coming the same day every week. Dogs often act differently when strangers show up with loud machines. Aside from the risk that your dog could get loose, we've also had dogs jump and lunge at our workers, bark at them constantly, etc. It makes for a very stressful working environment. So please keep your dog inside during the day we come. We appreciate it.

Dog Waste in the Yard: It's already a messy job working in the heat or rain with wet grass, dirt, mud, etc. But it makes it even less fun when our workers also have to step in or handle dog waste. There are lots of doggie waste services around. Please be sure to dispose of any dog waste the day before we come each week. Our workers will thank you!

Closing the Gates/ Dogs Getting Lose: We have very strict policies in place at our company about our crews making sure they close gates after each service before they drive away. We have several different protocols in place to help make sure this happens and this is the #1 thing we train for most frequently with our crews. However, nobody is perfect. We've been doing this for 28 years now and these days we track our rate of success in this department. We track this by how many calls/emails we get about a crew leaving a gate open vs. how many homes we maintain. Given all these figures, we've calculated that we have about a 98% success rate with closing gates, which is pretty high. No company is going to have a 100% success rate in this department. And if they tell you they are, they aren't being honest about it. So, the reality, although our employees are pretty good at double checking your gates on the day of service. We cannot take responsibility if anything should happen if a gate isn't fully shut. We ask you to double check all your gates on the day of your landscape maintenance prior to letting your dog's outside. **IF THEY WEREN'T**, please send us an email or a call 503-524-3679 and let us know. We will have a talk with the crew to make sure they don't make that mistake again.

Locked Gates: If you have a gate that is locked, please either arrange to have it unlocked during the day of the week that we come or else provide our company with a key so we can get in each week.

Service Issues: If you have a concern about your service, please let us know. We have a full-time maintenance manager here at our company who is here to handle any service-related issues you may have. We're happy to take an email or phone call regarding your service and get with the crew to take care of the matter. Or we're available to do a walk-through with you to go over the service in-person if you'd like, as well. We strive to provide the very best service and appreciate you giving us the opportunity to correct any service issues you have before cancelling service.

Refund Policy: There are no refunds for months when service has already been performed. If you are not happy with the service and don't feel that it was to the level you expect, please let us know ASAP so we can correct the situation. But we do not give refunds for the past month's services due to service issues.

If you have pre-paid for services in advance and need to cancel services before the year is up, we will refund the balance for the un-used months, minus the discount you were giving for pre-payment.

Thank you for your time and we look forward to working with you and keeping your yard looking its best!