



**LANDSCAPE
CONSULTANTS &
CONTRACTORS, INC.**
Phone (303) 980-0360
FAX (303) 420-3073

TOP 10 FAQ's

In our 20+ years of service, I have found that there are a number of frequently asked questions that my clients pose. For your convenience, I have posted these FAQ's and answers to them below.

1. How many employees do you have?

We employ approximately 50 staff members. Our company president oversees all departments broken down into basic services. We divide our teams into these five categories:

1. Mowing services: A typical mowing crew consists of 4-8 team members.
2. Irrigation maintenance: We have 3 crews performing periodic checks and maintenance. A crew typically consists of one trained technician and one laborer.
3. Work orders: We have a same day/next day policy on work order response. To ensure this happens, we have a team dedicated solely to work order response.
4. Weed control: We have State licensed professionals that perform our weed spraying/control program. While the mowing services crew is responsible for policing weeds, it is the weed control crew that prevents them.
5. Pruning: We have specially trained staff who prune nearly year-round. This staff also pitches in during May/June for planting color annuals.

In addition, these crews are backed up by professional, accredited design professionals in both landscape and irrigation.

2. How long will it take to service our site?

One can see that it is difficult to pinpoint how many hours it will take to service the property weekly when so many team members are involved. Every site is different in terms of size and degree of difficulty.

It is evident to our customers when our mowing crew is on site. Admittedly, they make a lot of noise. But there is much more involved in servicing your site. In addition to our mowing crew, we have a weed control crew, irrigation check/repair crew, pruning crew, work order technicians, and a site supervisor who makes regular quality control visits. In adding the services together, experience shows the total hours per week on site is more than double the time our mowing crew spends cutting your lawn.

12650 West 64th Avenue, E#430 Arvada, CO 80004

3. Will there be a foreman on site?

There is always a trained, professional foreman on site when any one of our teams is working. However, it is essential that all communication occurs through your property manager, to our company, and then to the site foreman. This prevents any missed links in the communication chain. If the need arises, all of our foreman carry cellular phones and can immediately reach a member of the management team. So for example, if there is an emergency, a Board Member can easily ask our on site foreman to contact the management company or appropriate personnel in our company for immediate resolution.

4. When should pruning take place?

A brief explanation of our pruning program follows:

- We recommend pruning twice a year, summer and fall.
- Additional pruning is available but it is an expensive process. A round figure is each pruning costs 10% of the total contract price.
- We can prune for safety/clearance reasons continuously. Please let us know if you notice any problems in this area.
- We begin summer pruning in late June and continue through September. We do this because most shrubs have finished flowering by then and they have completed their big spring growth push. Pruning any earlier will result in lost flowering time and an unkempt appearance. Summer pruning includes more shearing than thinning.
- Fall pruning is done after leaves fall. This allows us to see the interior of the plants, remove any damaged material, and thin any old wood. This also allows us to simultaneously clean in and under the shrubs.
- From time to time, roughly every 5-10 years, most deciduous shrubs can benefit by being pruned heavily. We attempt to heavily prune a small percentage of all shrubs each year. This prevents the entire site from looking severely pruned at any one time. However, it may result in complaints from residents that see the affected shrubs. Communication about the pruning program helps to mitigate complaints.
- There are several varieties of shrubs that benefit from being pruned to the ground periodically. Depending on their location and health, potentillas, willows, and blue mist spireas are some common shrubs that benefit from this practice.
- We normally do not prune roses, for many reasons. We can do so upon request.

5. When will spring clean-up take place?

We begin services as early as February, depending on weather conditions.

6. When will leaf clean up take place?

We perform two leaf clean ups in October and then one final clean up for the year. For the two October services, we attempt to pick up 90% + of all debris, leaving the final details for the last cleaning. We allow our clients to pick their final clean up date. In September, we will be sending out forms that will ask the community to pick one of six designated weeks.

7. Do you use mulch mowers or collect grass clippings?

Mulch mowers are appropriate under ideal conditions. However, your community requires a high level of fertilization and irrigation resulting in advanced turf growth. When mulching, no more than one-third of the turf blade should be cut in order to allow the mower to properly mulch the removed material and to minimize stress to the turf. Your site most often has a high rate of growth such that a mulching mower would leave clumps of grass and a large quantity of material that would not decompose as it should. To be done properly, mulch mowing should be performed based on the height of the grass, as much as three mowings per week.

In addition, many properties make use of planting beds. This excess turf blade material would inevitably find its way into these beds creating a matted, smelly, unsightly mess. Lastly, rest assured that we recycle all organic debris.

8. What kind of training programs do you use?

We do have a written step-by-step plan for training new team members. However, we believe that retention is the best training program a company can have. Experienced personnel are key in maintaining quality. Our foremen average more than ten years in the field. In addition, our laborers average more than five. Of course, foremost in our mind is the safety of our team members and our clients. We have engaged Safety Services Company to create a comprehensive safety training program.

Moreover, we pay more than the industry average to attract and keep the best people. We also offer fringe benefits that range from health care to English lessons.

Lastly, many of our personnel carry certain licenses and certifications that require continuing education credits.

9. How many clients do you have?

This is perhaps the most common question we receive. In speaking with customers, it becomes apparent the reasoning behind the question. It is important to match the size of the company with the size of the property.

For example, a smaller property (one that expects expenses of less than \$5000.00 per year) that would like a one-to-one relationship with the serviceman on site may wish to contract with a “one-man-and-a-truck” type company.

A very large client (one that expects maintenance expenses of \$50,000 or more a year) will want to be sure that the company hired has all of the resources needed to handle the job.

We target properties in the middle range. We are organized in such a fashion that we have all of the resources necessary to handle medium to large properties. But at the same time, we are small enough to give personal service.

Where this type of property may not get the attention they desire out of a very large company, your business means a lot to us.

10. Are you a “Full Service” company?

The answer is yes. We provide a complete range of services from design, to installation and maintenance of all aspects of landscape and irrigation needs.