

LAWN MOWING FAQ

Should I choose Weekly or Bi-Weekly PLUS service?

For all customers here in the Baltimore Metro area, your lawn should be mowed at the proper height once a week during peak growth (April thru June). If you water your lawn regularly (sprinkler or irrigation) and/or have it fertilized during the summer months, you should continue to mow once a week. For those of you who don't water and/or fertilize regularly, Bi-Weekly PLUS is an option.

Can I change my service plan mid season?

Switching from Bi-Weekly PLUS to weekly is not an issue, but switching from Weekly to Bi-Weekly PLUS can cause scheduling and/or routing conflicts and may take a few weeks to work your property into the proper route.

What if it's going to rain?

A bit of drizzle or light shower doesn't bother us too much. Our mowers are light on their feet and won't cause damage to your lawn. If it's a thunderstorm, or raining heavily, we will reschedule. Weekly customers do get priority on rescheduling.

What is the proper height my grass should be mowed?

Our lawn mower blades are set between 3.25" to 3.75" and will be adjusted according to site conditions, the season, and this happens to be the correct height for most grass types. It also helps prevent damage to your property, our equipment, and our staff. Since the root system of a grass plant grows proportionately to the above ground parts of the plant, a longer cutting height results in a stronger, deeper root system. The most common mistake people make is to mow their grass too low which over time, may cause your lawn to start thinning or burn out, and eventually dying.

Should I remove grass clippings?

Our service does not include bagging of grass clippings but our mowers are setup with a mulching kit to minimize grass clippings. "Grass-Cycling" is a natural and an environmentally beneficial practice which reduces waste and landfill space. Grass clippings breakdown in approx. 6 weeks (not contributing to thatch), are rich in protein, and add approx. 5% more fertilizer to the lawn. It is only necessary to remove lawn clippings if they are long and will smother the lawn, weekly mowing reduces this concern.

What about "skips" and schedule changes?

We try to accommodate any schedule changes you desire, such as special events but the more notice the better to avoid additional fees. For weekly customers, our (26) mows per season already takes into account approx. (2 - 4) skips in case of slow growth periods. For Bi-Weekly PLUS customers, there are NO skips built into the schedule (except for extreme drought) because this would cause a four week lapse or gap in our service.

What if I have a dog or blocked access/locked gate?

As a company full of pet lovers, we stress our pet policy for their protection. Our big mowers are scary so if your pooch is loose in the back yard, we won't go in. The same is true when our access is blocked - we'll mow what we can and move on. You will be billed for the entire service along with any additional visits to complete the service. Our crew does their best to close gates after each service, but accidents do happen so you must check all gates prior to letting your dogs out in the yard.

What about service issues and/or damage?

Our goal is 100% customer satisfaction! If you think our service was not satisfactory or we caused damage, you must notify us within 24 hrs. If you don't notify us within this time, we will consider our work satisfactory. We do not offer refunds or credits; however, we will send a crew out to correct the problem in a timely manner. If we are unable to make the repair, we will make arrangements to hire someone who is qualified to make the repair.

When do you send invoices or apply payments?

For existing customers in good standing, we mail (or email) an invoice at the end of the month which will also include any other services (garden/pond maintenance, leaf removal, aeration, etc). For new lawn customers, we require a credit card for the file which is safely stored with our credit card processor. We only retain the last (4) digits of your card number on our premises. On Mondays, any fees or charges incurred the prior week will be posted to the card you provided.

Do you offer any discounts off the quoted prices?

We offer a **5% Pre-Payment Discount** (cash or check) when you pre-pay for the entire season in advance. The deadline for this is usually the end of February but absolutely before we mow our first lawn of the season.