



THE DIRT

K&H CLIENT NEWS

a quarterly publication

Our Client Services Pledge

K&H's Ongoing Commitment to You, Our Client

- ✓ We offer a unique caliber of service – Great workmanship, performance, and customer service.
- ✓ We are competitively priced and give 110% every day.
- ✓ We take full responsibility. If we make a mistake, we fix it.

June 2013

Dear K&H Client:

The year is flying by – hard to believe that summer is here already – school's ending, vacations are underway, and the **Fourth of July** is right around the corner!

New K&H initiatives include – Conducting **On-Site Crew Evaluations** and our new website – khlandscaping.com – log on and check it out. We welcome your feedback and suggestions for additional information we can provide to better serve you.

But don't worry, we are the same company – the same Team – who has been serving thousands of residential and commercial clients throughout northern Virginia for almost 30 years. We've just outgrown our name. We welcome your patience and support in making this transition smoothly.

As always, thank you for the opportunity to serve you. Please contact me directly at any time throughout the year if I can be of assistance.

Kris,

Kristofer D. Hjort
President & CEO
Tel: 703-470-0055
E-Mail: khjort@khlandscaping.com

Client Services Hours

Monday-Friday, 8:30AM – 4:30PM

All voice mails and e-mails received after hours will be responded to the following business morning.

Tel: 703-849-0713

Fax: 703-849-0728

E-Mail: customerservice@khlandscaping.com



Mailing Address

20098 Ashbrook Place
Suite 185
Ashburn, Virginia 20147

Please update your **e-mail address**, **book** and **on-line banking accounts**

See Page 2
for Details



@ Your Service

How may we help you? Contact Danielle Pearson, Lead Client Services Representative, at 703-849-1272 or customerservice@khlandscaping.com with any special requests, questions, or changes to your account. Danielle will either handle your inquiry or coordinate with the appropriate manager on staff on your behalf. Just give her a call. [Monday-Friday, 8:30AM-4:30PM]. Please consider Danielle your K&H advocate on behalf of managing your account, facilitating special requests, and coordinating with K&H's managers and crews. She's just a phone call or a click-of-a-mouse away.

Current Reminders Include:

- ▶ **Avoid Late Payments** - Please **change our mailing address on your on-line billing service** from Merrifield to Ashburn so that your payment arrives on time.

Mailing Address: 20098 Ashbrook Place, Suite 185, Ashburn, VA 20147

- ▶ **Update Your E-Mail Filters** - Please **update your e-mail program/permissions** so that K&H e-mails and invoices do not end up in your Junk/Spam folder. You can find all staff and your Client Services Team at @khlandscaping.com
 - Client Services: customerservice@khlandscaping.com; see list below.
 - K&H's new e-mail naming convention: **firstinitialandlastname@khlandscaping.com**
- ▶ **Anything else we can help you with at this time?** - *Contact Client Services Today!*



K&H Launches New Website khlandscaping.com Log on Today!

Don't worry, you can still find us via our old domain name and e-mail addresses.



The new website features convenient on-line forms to **Request Service**, a sneak peak of our work in the **Gallery**, and numerous useful documents and resources in **Clients' Corner**.

Log on today and let us know what else we can provide to better support you. We welcome your feedback and ideas.

In addition, our e-mail addresses have changed too. In short, you can still e-mail us at our old e-mail addresses **but** our outbound e-mails will all be sent from "@khlandscaping.com"

Here's a quick cheat sheet –

K&H's Management Team

DEPARTMENT	PERSON	E-MAIL	TELEPHONE
Client Services	Client Services Team	customerservice@khlandscaping.com	703-849-0713
Client Services	Danielle Pearson	dpearson@khlandscaping.com	703-849-1272
Client Services & Sales	Tom Smith	tsmith@khlandscaping.com	703-477-1021
General Manager	Fernando Negrete	fnegrete@khlandscaping.com	703-943-0292
Landscape Designer [Certified Arborist]	Laurie Patelunas	lpatelunas@khlandscaping.com	703-477-1022
Landscape Production Manager	Nelson Diaz	ndiaz@khlandscaping.com	703-943-0302
Client Services & Training	Roger Turner	rturner@khlandscaping.com	703-915-4785
Administration & Finance	Kathy Clough	kclough@khlandscaping.com	703-849-0713
Vice President	Brad Hjort	bhjort@khlandscaping.com	703-849-0713
President & CEO	Kris Hjort	khjort@khlandscaping.com	703-470-0055



Man's Best Friend – Pet Owners' Reminders:

- Have plenty of water available outside for your pet throughout the summer, preferably in a shady place.
- Please keep your pets inside when K&H Crews are on-site.
- Invisible Dog Fences – Mark with flags prior to service. K&H Crews are not responsible for damage.

Pet and invisible fence policies are posted on K&H's website, khlandscaping.com/clients-corner

New 2013 Policies

Billing Policy - Accounts Receivable Policy

Invoices go out on the 1st of the month (via e-mail or US Mail); payment is due upon receipt.

We appreciate your consideration in submitting your payment promptly.

Billing Options Include:

- ▶ Client authorizes K&H to keep credit card information on file; client authorizes K&H to automatically pay monthly installment charges (K&H will send receipt).
- ▶ Client authorizes K&H to keep credit card information on file; client will call upon receipt of invoice to authorize a specific charge to credit card.
- ▶ Client will call upon receipt of invoice with credit card for payment.
- ▶ Client will mail a personal check to K&H upon receipt of invoice.



Credit Card forms are available upon request; they are also posted on K&H's website at

khlandscaping.com/clients-corner

Past Due Accounts:

Accounts 60 days past due are subject to having all services put on hold until payment is received and/or a payment plan has been agreed upon by both parties.

If you feel that there has been an error or if you would like to discuss payment plan options, please contact K&H's Accounts Receivables Department at your earliest convenience [Kathy Clough at 703-849-0713 or kclough@khlandscaping.com].

Community Outreach

K&H Makes a Difference

K&H is an active and regular contributor to the Northern Virginia community – Little League, Schools, Athletic Fields, and Earth Day. K&H is proud of its role in the community – a responsibility the company not only takes seriously but embraces. "Every business should find a way to be actively involved in the community in which it serves," says Kris Hjort, K&H's President & CEO. "Corporate responsibility is a viable part of any successful business and we are both committed and honored to do our part."

Check out pictures of the difference K&H makes for schools, sports teams and kids around Northern Virginia on our new website – khlandscaping.com/why-us/community.php



"Every business should find a way to be actively involved in the community in which it serves..."

Summertime Often Brings Disease & Drought Conditions to Your Yard

Mother Nature is constantly at work in your yard and summertime is no exception. And despite all the recent rain we've had, the possibility of a summer drought is still very real.

Following are a few diseases – and their symptoms - to be on the lookout for this summer.

In addition, we have included watering guidelines for your plants, gardens, and turf.

Note: A variety of .PDFs are available at khlandscaping.com/clients-corner under Seasonal Checklists & Advice

[Source: Virginia Cooperative Extension, Virginia Tech]

Anthracnose (Fungus)

Anthracnose is a name for a group of diseases caused by several closely related fungi that attack many shade trees, causing defoliation of most maple, oak, elm, walnut, birch, sycamore, and hickory species and, occasionally, of ash and linden trees.

Brown Patch (Turf Fungus)

Most common in mid-to-late summer when there are extended periods of high humidity and high temperatures. Does not affect crown or roots. Symptoms differ depending on the various maintenance practices performed on the turf (mowing height, fertilizer, watering, etc.).

Dollar Spot (Turf Fungus)

Affects lawns from early spring through late fall but is most active under conditions of high humidity and warm daytime temperatures. It blights leaf tissues but does not affect roots. Grayish white cobweb like mycelium, a fungus, may be present in the morning.

Eastern Tent Caterpillars (Defoliators)

The larvae initiate small webs in branch crotches as soon as eggs hatch. As the larvae feed on the foliage, they continually increase the size of the web until it is a large nest or tent. Most larvae crawl back to the tent at night, but forage out to feed during the day, defoliating increasingly larger portions of the branches and tree. Black cherry, chokecherry and apple trees are their favorite but they also feed on hawthorn, pear, plum, and flowering fruits.

Liriope Root Rot (Fungus)

Liriope (Monkey Grass) is experiencing the emergence of a fungal disease called Liriope Root Rot (or Crown Rot). Initially, the plant will appear yellow in color, water-soaked, and rotted at the base. Leaves will turn chocolate-brown, than pale green or pale yellow. Black decaying spikes may appear.

Mildew (Fungus)

The two most common types currently in Virginia are Impatiens Downey Mildew and Powdery Mildew. So much so, that K&H is advising clients not to purchase or plant impatiens. Much of the eastern U.S. was devastated by this new disease last summer. Symptoms include: downward leaf curl, leaf yellowing or stippling, white spots on leaf surface, defoliation, bare stems, and stem rot.

Rose Rosetta (Virus)

Roses infected by the virus (transmitted by mites in the soil), can show a variety of symptoms. The severity of the symptoms differs with rose species and cultivar. The most severe symptoms are witches' broom, lateral shoot elongation, bright-red coloration on leaves and malformation of flowers and leaves.

Summer Watering Advice

Your lawn requires .50" to .75" of rain or irrigation water per week, on average. If you irrigate/water it should be done no more than 2-3 times a week to provide .50" to .75" of water per week. Set irrigation schedules for 1-2 days after mowing.

A Note About Irrigation Systems

- ▶ STOP 2 days BEFORE your normal mowing day. Watering immediately AFTER mowing is fine.
- ▶ Water less frequently if it rains. Infrequent deep watering is advised but not overnight; it's not healthy for your lawn or plants.
- ▶ Established landscapes need .25" to .50" deep watering/weekly during the growing season (no more than twice a week for trees and shrubs).
- ▶ Turn your system OFF if too much rain.

