



# THE DIRT

**K&H CLIENT NEWS**

a quarterly publication

## **K&H's 2013 Client Services Pledge**

### *Our 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.

**See back page  
for a complete list  
of K&H Grounds  
Maintenance  
services, offered  
by season.**

March 2013

Dear K&H Client:

On behalf of everyone here at K&H, I would like to personally thank you for choosing us for your landscape and grounds maintenance services. Not only are we proud of the work we have done over the past 29 years, we work for the Best Clients in Northern Virginia!

**2012 was a busy year for us** – We updated all our internal processes and procedures to better serve you; converted to electronic invoicing to do our part for the environment; furthered our investment in technology to generate just-in-time inventory control and time cards; and launched a new **“K&H CERTIFIED”** training program for all of our landscape and grounds maintenance managers and crews.

**New for 2013** - We are undergoing a little Spring Makeover - We have a new logo and will be launching a new website later this spring. And we are a “Best Pick” for the 3rd year in a row!

In addition, K&H is relocating its business and client services functions to Ashburn. **Our phone number remains the same** but our mailing address, effective April 1<sup>st</sup> will be:

**NEW ADDRESS  
as of  
April 1<sup>st</sup>, 2013**

**K&H** LANDSCAPE  
AND GROUNDS  
MAINTENANCE  
20098 Ashbrook Place  
Suite 185  
Ashburn, Virginia 20147



But don't worry, **in our business, work isn't a place we go but rather what we DO.** Our goal is to provide great workmanship and a first-class customer experience every day, **everywhere.**

Again, thank you for the opportunity to serve you.

Please feel free to contact me directly at any time throughout the year; otherwise, you are in good hands with our Client Services Team.

Kris,

Kristofer D. Hjort  
*President & CEO*

## @ Your Service

### K&H's Client Services Department

Contact Danielle Pearson, Lead Client Services Representative, at **703-849-1272** or **dpearson@kandhlawnservice.com** with any questions, requests, or changes to your account.

- ▶ **Want to Make Changes to Your Account?** – Have a new phone number, e-mail address, or credit card information? Contact us today.
- ▶ **Need to Reschedule Service?** – Our Client Services Department needs a minimum of 48-hours notice to cancel your scheduled service, notify crews, and reschedule your service for another date.
- ▶ **Interested in Scheduling an Additional Service with Us?** – We can usually schedule new service and/or special requests within 48 hours. Contact our Client Services Department with your request.
- ▶ **Have Any Other Special Requests?** – Let us know as we are happy to accommodate you the best we can.
- ▶ **Requesting an Estimate** – Client Services can facilitate that too.
- ▶ **Task Dispatch Notifications** – Our enterprise software system automatically generates and sends electronic notices, via e-mail, when a service call or request has been completed. Clients are welcome to opt out of these e-mail distributions, just let us know.
- ▶ **Understand What "Man Hours" Are?** – They are the total number of hours spent working on a job or project, by person and by hour. Example: A 2-Man Crew x 4 hours on a job at a client's property = 8 total hours. The client will be billed for 8 hours @ "\$x"/hour.

## New Website Coming Soon!

Loaded with lots of new features – Sign-up for services on-line, get inspired by our project gallery, download forms and resources – we'll be back in touch soon with a launch date.



## K&H Proud to be Named "Best Pick" – Third Year in a Row!

### EBSCO Research's 2013 Northern Virginia Best Pick Reports

K&H has been named a 2013 Best Pick by EBSCO Research, an independent consumer research firm that produces the publication *Best Pick Reports*.

Every year, EBSCO Research conducts thousands of telephone interviews with homeowners who have had recent experiences with home service providers. Through these reviews, EBSCO Research identifies top-performing companies and showcases them in its annual report.



For companies to achieve Best Pick status, they must meet EBSCO Research's stringent criteria for qualification, which includes achieving an A-rating from the reviews given by more than 100 of their customers. By holding home service providers to such high standards, EBSCO Research ensures homeowners have the most reliable resource for finding quality companies in their neighborhood.

## Change in Payment Address - Update Your Files

### New Mailing Address for Submitting Payments

K&H is relocating its business and client services functions to Ashburn.

Our phone number remains the same but our mailing address, effective **April 1<sup>st</sup>** will be:

#### Mailing Address

20098 Ashbrook Place  
Suite 185  
Ashburn, Virginia 20147

**Tel:** 703-849-0713

**E-Mail:** customerservice@kandhlawnservice.com

**Fax:** 703-849-0728

#### Hours: Monday - Friday, 8:30 AM – 4:30 PM

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





## New 2013 Policies

### Dog Policy

*Please Keep Your Pets Inside  
When K&H Crews Are On-Site*

A dog bite incident this past fall involving a client's dog and a member of K&H's staff prompted us to establish a company-wide Dog Policy on behalf of better serving you, our client, while keeping our staff out of harm's way.

As always, we will do our best to satisfy special requests on your Service Day. Dogs are treasured members of many of our families too so "we get it;" just give us a call.

If they are found outside when K&H crews arrive –

- ▶ The Crew Leader/Manager will ring the front doorbell to see if someone is home. If so, please bring your dog(s) inside.
- ▶ If nobody is at home, the Crew Leader/Manager will call K&H's Client Services Team who will then attempt to notify you of the situation (using primary phone number on file).
  - If K&H is unable to provide service, clients may be charged for the visit.

If nobody is home, the Crew Leader will leave a door hanger stating "Unable to service due to dog(s) being outside."

K&H employees are not permitted to enter the area if dog(s) are present. If they are let outside while crews are on-site, employees have been instructed to leave the premises.

Please contact our Client Services Department with any special requests. Otherwise, thank you for your consideration.



### Invisible Dog Fence on Client's Property

*It's Your Responsibility; Please Mark with Flags*

Clients, or having a third party, e.g., the company who installed/maintains the fence, are responsible for marking the invisible dog fence throughout the property PRIOR to K&H Crews providing any service that would break the line – edging, irrigation, aeration.

K&H Crews are NOT responsible for repairing (or paying for the repair) of any broken lines.

At a client's request, K&H will repair broken lines for \$50 per man hour (any necessary supplies and/or parts will be billed extra).

In most cases, the company who maintains your fence will happily supply you with flags in order to properly mark the fence throughout your property. If necessary, contact K&H's Client Services Department to request flags from us.

## 2013 Service Offerings



### Master Plans or Project Based

From concept development through turnkey site development – K&H is with you every step of the way.

### Landscape Design & Installation

- ▶ Outside Living Spaces – Outdoor Kitchens, Fireplaces, Grilling & Dining Areas
- ▶ Patios, Walkways, Retaining Walls, Gazebos & Pergolas, Terraces
- ▶ Garden Design
- ▶ Drainage Systems
  - Erosion Problems, Grading Issues, Extending Downspouts, French Drains
- ▶ Outdoor Lighting
- ▶ Trees, Shrubs, Perennials and Annuals Installation
  - Tree Care Services (Certified Arborist on Staff)
  - Soil Analysis & Amendments

### Taking an Extended Vacation?

#### Have a Rental Property?

K&H offers 24/7/365 grounds maintenance services to all its clients. In addition, we have helped to avert potential flooding issues in clients' absence, discovered outdoor leaks, and have removed fallen trees on vacated properties, to name a few. We e-mail before & after pictures, keeping you informed every step of the way.

### K&H's Personal Gardener Services

Personally managed, professionally maintained.

### Consulting

Take advantage of our expertise – Many of our clients tap on our industry knowledge and hands-on experience. As an industry leader for almost 30 years, we are regularly contacted for our advice and counsel.

- ▶ Caring for a Maturing Landscape
- ▶ Certified Arborist Consultation
- ▶ Master Plans
- ▶ Second Opinions

### Grounds Maintenance *[See Next Page]*

# K&H LANDSCAPE AND GROUNDS MAINTENANCE 2013 Services Calendar

## WINTER JANUARY FEBRUARY

Remove Holiday Decorations		January, 1 <sup>st</sup> Week
Winter Pruning	Trees & Shrubs; Weather Permitting	January - March
Winter Cleanup/Prep for Spring Mulch	Weather Permitting	February
Shrub & Tree Care	Inspection/Service #1	February - March
Turf Maintenance	Round #1	February - April

## SPRING MARCH APRIL MAY

Spring Mulch		March - May
Mowing Begins	30 and 24 Visits	April, 1 <sup>st</sup> Week
Turf Maintenance	Round #2	April - June
Shrub & Tree Care	Inspection/Service #2	April - May
Mowing Begins	15 Visits	April, 2 <sup>nd</sup> Week
Irrigation Systems	Spring Start-Up & Check	April - May
Weeding Begins		April, 3 <sup>rd</sup> and/or 4 <sup>th</sup> Week
Spring-Summer Annuals	Planting	May 1 <sup>st</sup> -15 <sup>th</sup>
Pruning	Round #1	May
Shrub & Tree Care	Inspection/Service #3	May - June
Gutter Cleaning		May - June

## SUMMER JUNE JULY AUGUST

Turf Maintenance	Round #3	June - August
Mowing	24 Visits - Begins Every Other Week Schedule	July - August
Pruning	Round #2	July - August
Shrub & Tree Care	Inspection/Service #4	June - July
Turf Maintenance	Round #4	August - November
Shrub & Tree Care	Inspection/Service #5	August - September

## FALL SEPTEMBER OCTOBER NOVEMBER DECEMBER

Mowing	24 Visits - Returns to Weekly Schedule	September - October
Pruning	Round #3	September - October
Fall Mulch		September - November
Shrub & Tree Care	Inspection/Service #6	September - November
Fall-Winter Annuals	Planting	October, 2 <sup>nd</sup> Week
Mowing Ends at All Properties		October, Last Week
Weeding Ends		October, Last Week
Turf Maintenance	Round #5	October - December
Fall Leaf Cleanup Begins	Includes Mowing as Necessary	November, 1 <sup>st</sup> Week
Gutter Cleaning		November - December
Irrigation Systems	Winterize	November - December
Holiday Decorating		November, Last Week - December
Fall Leaf Cleanup	Final Round, Includes Mowing as Necessary	December
All Grounds Maintenance Services Completed	Weather Permitting	On or About December 15 <sup>th</sup>

## K&H OTHER SERVICES INCLUDE:

Landscape	Design & Installation [Patios, Walkways, Fireplaces, Grilling & Dining Areas; Retaining Walls]
Turf Maintenance Programs	Gold / Silver / Bronze
Grounds Maintenance	Mowing, Weeding, Pruning, Watering/Irrigation, Planting (Trees, Shrubs, Annuals, Perennials), Shrub & Tree Care Programs, Fall & Spring Leaf Cleanup, Gutter Cleaning
Snow Removal	Commercial Clients & HOAs
Holiday Decorating	Exterior
Consulting Services	Residential & Commercial

\* Adjustments to calendar may be made as weather/conditions dictate.