



Winter **2014**

# THE DIRT

**K&H CLIENT NEWS**

a quarterly seasonal update

**K&H** LANDSCAPE AND GROUNDS MAINTENANCE



Join Us

## One Loudoun's Annual Tree Lighting

on **Saturday, December 6<sup>th</sup>** at **5-7:30PM** on the **Plaza**



*K&H is donating this year's live tree. It will be planted in the community after the holidays.*



December 2014

Dear K&H Client:

Not only is 2014 quickly coming to a close but so is **K&H's 30<sup>th</sup> anniversary** – and celebration – of serving 800+ residential and commercial clients in Fairfax and Loudoun counties. Over the course of the year, we have acknowledged our accomplishments, embarked on some strategic planning initiatives, and given thanks for our good fortune, but we still have a lot of people to thank –

Starting with the Management Team and Production Crews here at K&H. I can't thank all of them enough for their loyalty, dedication and hard work. They have been here – for me and for you – literally, through rain, sleet, snow, and hail. Some of them from the very beginning – not only does K&H still have its first client but, we also still have our first two employees – including Fernando Negrete – hired back in 1984. Now that's saying something.

Last but certainly not least, a huge **Thank You** to you, our clients. We certainly wouldn't be here without you. We are proud of the work we do, the commitment we demonstrate, and the client retention rate we have experienced over the years. A special thanks to each and every one of you for your part in making our 30<sup>th</sup> Birthday the best one yet.

All and all, it's been a great ride. I am very proud of what we have all accomplished together as well as what the future holds for us moving forward. **Bring it on!**

Meanwhile, here's wishing you and your families the happiest of holidays!

**Cheers!**

Kris,

Kristofer D. Hjort, *President & CEO*  
703-470-0055

[khjort@khlandscaping.com](mailto: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 NLT the following business morning.

703-849-1272

703-849-0728

[customerservice@khlandscaping.com](mailto:customerservice@khlandscaping.com)

**K&H** LANDSCAPE AND GROUNDS MAINTENANCE

### Mailing Address

20098 Ashbrook Place  
Suite 185  
Ashburn, Virginia 20147

Old Man  
Winter is on  
his way.

*The Farmers' Almanac predicts  
a cold and snowy winter here  
in Northern Virginia.*

## Inclement Weather Policy

The following information is being provided in support of K&H clients who have snow removal contracts with us. In addition, and as possible, we will try to support other K&H clients who do not hold such a contract should they find themselves in an emergency situation.

Following are 3 different ways for you to contact us so that we may be responsive to your needs.

 **Kris Hjort, K&H's President & CEO,**  
directly at 703-470-0055

 **customerservice@khlandscaping.com**

 **Call the office at 703-849-0713**

Regardless of how you choose to contact us, it is imperative that you supply us with complete – and detailed information –

1 **Your complete name** – *We may not have access to our database.*

2 **Site address** – *Complete street address where you need service.*

3 **The best phone number to reach you**

4 **Can you send/receive texts?** – *At times, land lines are down/phone service is out, and texting may be our only option of communicating.*

5 **A thorough explanation of the problem/issue** – *We need details.*



K&H's Client Services Department

## @ Your Service

Please contact Danielle Pearson, K&H's Lead Client Services Representative, at 703-849-1272 or [dpearson@khlandscaping.com](mailto:dpearson@khlandscaping.com) or [customerservice@khlandscaping.com](mailto:customerservice@khlandscaping.com) with any questions, requests, or updates to your account. Current Reminders Include:

- **Winter Pruning** – Starts the week of January 5<sup>th</sup>, weather permitting.

K&H has a limited number of openings available on a first-come, first-



serve basis. Contact Client Services directly at 703-849-1272 or [customerservice@khlandscaping.com](mailto:customerservice@khlandscaping.com) to schedule your service and/or to request a site visit and estimate. Note, pruning during the winter (dormant season) is less stressful on plants. In addition, it minimizes sap and resin flow from cut branches.

- **Final invoices for 2014** went out earlier this week; please remit upon receipt. **Carrying an outstanding balance?** Please **pay in full** by the end of December so that K&H can complete its year-end reconciliation. Here's to starting the new year out with a clean slate.

Contact K&H's Accounts Receivable Department [Kathy Clough at 703-849-0713 or [kclough@khlandscaping.com](mailto:kclough@khlandscaping.com)] to coordinate payment, update your contact information, or to request a credit card form.

**Anything else we can help you with at this time?**

***Contact Client Services Today!***

