

White Hollow

YARD & HOME

LAWN MAINTENANCE Q&A

1

WHEN WILL I BE INVOICED?

We will send an invoice at the start of each month for the month prior. Be on the lookout for the notifications from our invoicing system, Jobber.

2

WHAT FORMS OF PAYMENT DO YOU ACCEPT?

We take cash, check, and Venmo @WhiteHollow.

3

WEATHER AND OTHER DELAYS

Rain and other weather events, holidays, and other issues may affect the schedule of which services are provided. We will make our best attempt to provide services the next business day.

4

HIGH HEAT AND DROUGHT

During periods of high heat or drought, frequency of services may be reduced to protect your grass.

5

FALL & SPRING CLEANUPS

Fall and spring cleanups are provided automatically, unless otherwise requested. See Fall & Spring Cleanup Q&A for details.

6

OPTIONAL PROPERTY MAINTENANCE SERVICES

We also offer mulch installation (includes edging of beds), pruning, and weed control. You may request these services as needed or request to be added to our regular service schedule.

6

RENEWAL OF SERVICES

Service plans will roll over each year, unless otherwise requested or notified. Any changes in cost will be communicated for approval prior to services being rendered.

If you have any other questions, please reach out to us!

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SPRING & FALL CLEANUPS Q&A

1

DO I NEED TO SCHEDULE IN ADVANCE?

We will automatically provide fall cleanups in October and spring cleanups in April.

2

WHAT IF I DON'T WANT A CLEANUP?

No problem! Please notify us before Aprils 1st/October 1st.

If a spring cleanup is declined and debris on lawn interferes with mowing, there may be an extra charge (billed at an hourly rate) to prepare the lawn for mowing.

3

WHAT IS INCLUDED IN A CLEANUP?

Blow out of landscape beds and removal of leaves and debris from lawn. Spring cleanups also include lawn dethatching.

Removal of leaves and debris along woods lines or other unmaintained areas are not included, unless specifically requested.

4

WHAT DO CLEANUPS COST?

Cleanups are billed hourly. We can provide an estimate if requested in advance. If you have had a cleanup with us before, you may expect the cost to remain similar.

5

HOW MANY VISITS WILL YOU MAKE?

Fall cleanups are provided 1-3 times per season, depending on your leaf fall. Spring cleanups are provided once.

6

WHAT DO I NEED TO DO TO PREPARE?

Please remove pet waste from the yard. Our employees often use their hands to manage leaf and yard debris. We know it is impossible to get it all, so don't worry if you can't. However, there will be an extra charge if there is an exceptional amount of pet waste.

If you have any other questions, please reach out to us!