

## Grounds Maintenance FAQs

### What is included in your weekly mow service?

- Mowing
- String-trimming
- Edging of walks (bi-weekly)
- Blowing all hard surfaces

Weather permitting, mowing services typically start mid-April and continue until mid-October. We normally mow 26 times per year. We occasionally skip a week during the end of the season in order to add a final finishing mow during a fall cleanup.

### Do you bag the grass clippings?

No — like most professional lawn services, we mulch the clippings when we mow. Mulching also retains the organic material on soils that may be poor to begin with.

### What is included in a Spring/Fall cleanup?

- Thin shrubs
- Shear shrubs/hedges (note that this does NOT include selective *hand* pruning)
- Shear decorative grasses
- Cut back leftover perennials
- Rake through beds
- Rake leaves, sticks, debris in yard
- Blow all hard surfaces
- Check overall health of trees, turf, beds, mulch and make any recommendations.
- Haul off all debris

Note: We can also do mid-season plant-specific pruning as needed.

### What is aeration and do I need it?

Aeration is the process of punching holes (3-4 inches deep) into turf to allow water, oxygen, fertilizers, and other nutrients to penetrate the soil and better reach the roots of the grass. Ideally, in the spring, we aerate prior to or at the same time as fertilizing. It should be done when the ground is relatively soft. For the optimal health of your turf, Panorama recommends aerating once yearly—in spring.

This is also a good time to overseed bare or sparse areas to fill out your lawn!

### What kind of fertilizer do you use?

We offer two options:

- A programmed-release (slow, timed-release) product that just requires one application in the spring. It is rated 36-0-3 (N-P-K). The product *can* include a pre-emergent weed control product in the spring (see the definition of this below.) We only include the pre emergent upon request or as part of our standard contracted weed control program.
- Organic. It is rated 9-3-7 and requires three applications. It is an alfalfa based fertilizer and does *not* provide any weed control.

### What type of weed control do you offer?

We recommend:

Spring — pre-emergent, an herbicide that prevents seed germination and seedling emergence. This is generally included with your fertilization application.

Early summer, late summer/fall — selective herbicide for turf.

Bed weed control, tree rings, curbs & cracks, with a non-selective herbicide followup.

### Is it safe for my children/pets to be on the lawn?

We will not apply fertilizers or weed control materials if children or pets are in the yard. We suggest that all toys, water dishes, feeding bowls, etc. be moved to an area not being treated. Once applications are dry, they are perfectly safe.

### Do you trim trees?

Yes. As long as they are small, and reachable from the ground, which means generally under 15 feet in height. For larger projects, including tree removal, we have a partner service that works with us to care for your trees. They will also manage insect control and fertilization as needed.

### What about my gardens? Do you offer weeding service?

Yes. We have an on-staff gardening team to manage the pretty parts of your yard! Our basic services include planting annuals and perennials in beds, pots, and planters and then maintaining those plants throughout the season. We include deadheading, weeding, spring/fall cleanups of beds, soil amendment/tilling, and fertilization. Regular weekly or bi-weekly service may be scheduled. Dump fees are added to all gardening services unless client provides an on-site disposal option. Other services available at hourly rates include: design, site consultations, mulch installation.

### Do you offer snow removal?

Yes. We offer a commercial plow routes, and limited residential service. We base our residential routes on areas we are already scheduled to be in for the larger commercial properties. This varies yearly, so please call our office for locations being served and to schedule an estimate.

### Do your crews speak English?

We try to have at least one English speaking crew member on each team. Many of our seasonal staff is here on an H2B visa program that entails additional expense for the company, but ensures everyone has proper documentation. Our supervisors are all bi-lingual. If there is a question/issue that you are not able to communicate to your crew, you are always welcome to call our office for assistance.

**NOTE:** We value our customers and feel a comprehensive plan provides better service for you and your property. We do *not* offer the above listed services as stand-alone offerings, but only as part of an 8-month seasonal agreement. Please call our office for a comprehensive quote.