

# *2021 Summer Newsletter*

# **Billy Goat Lawn Service**

## **Message from the Owner** – Bill

Hope everyone is doing well. As we transition into summer and the pandemic restrictions are being lifted across the nation, please continue to take precautions for your health and safety.

As far as our business goes, we are transitioning as well. Many of you already know or have seen Michele working with me more often this past Spring. She decided not to return to her previous part-time job after being temporary laid-off back in December. We both feel with our full commitment, our business will get to the next level of success.

Michele will continue doing all the office duties plus help me as often as possible. She is still learning all the tasks we perform at each yard but is improving each and every week. Although she is mainly responsible for garden and landscape bed maintenance, she also has impressed me with mowing while I trim the property. This greatly improves our efficiency each day so we can stay on top of the schedule.

Now that summer is here, please read the mowing expectations for the rest of the season. Mother Nature dictates our schedule and we adjust accordingly if we experience extended wet or dry conditions.

## **Message from the Office Manger** – Michele

It has been a pleasure meeting more and more of our customers face to face. It has definitely made my decision to quit my other job much easier. I really appreciate all the positive feedback I get when working with Bill at a customer's property.

This past Spring was a struggle at times but Bill has been very patient with me as I train with him. I have to omit when he tells me "Know the property, know the customer". It is so true, every property is different to what task(s) need be done in a safe and timely matter. He reminds me "Work smarter, not harder and pace yourself". Working in this heat can be brutal.

Those who have monthly budget billing with us will start receiving a copy of your account records. If there is any discrepancy, let Bill or I know to rectify anything in question.

## **Summer Mowing Expectations**

If we experience a dry summer (drought conditions), we tend to service your yard less often. There maybe times we make the judgement call to skip a week or even two depending on how dry conditions are.

Please note, even though the grass may not need cut, there is always weed eating (string trimming) to be done around the house, shed, driveway, sidewalk, fence and/or other obstacles on your property. We reserve the right to charge up to full price at our discretion if we perform partial service(s) at the time of visit.

If it's a wet summer (rainy conditions), we will do our best to keep everyone informed of rain delays and reschedules if all possible. Please be patient with us if we are unable to service your property in a timely matter after long stretches (days) of rain.

## **Feed the Goat**

After July 4<sup>th</sup>, our workload typically decreases due to fewer requests for those added yard chores. If you are in need of any of our other services that we don't already perform for you on a regular basis, please let us know and we will be happy to supply you with an estimate. We gladly accept progress payments for those bigger tasks and projects.

We offer more services other than just cutting grass. Other services include, but not limited to, pruning/trimming of hedges, bushes, and/or shrubs. Overgrown area cleanups, removal of cutting back of overgrown vegetation. Stump grinding (excluding roots), removal and hauling away piles of branches and other yard waste to the county recycle center.

