

2024 Summer Newsletter

Billy Goat Lawn Service

Message from the Owner – Bill

Summer is officially here and we hope you're staying cool in this heat. Please bear with us during hot spells as we tend to slow down and take more frequent breaks to help prevent heat exhaustion symptoms.

Please understand Mother Nature dictates our schedule. We can go weeks with little to no rain then have days of late afternoon showers and thunderstorms. During these scenarios, our schedule quickly gets disorganized and we need to adjust our routes accordingly. We always do our best to service your property in a timely matter.

I DON'T KNOW THE KEY TO SUCCESS, BUT THE KEY TO FAILURE IS TRYING TO PLEASE EVERYBODY.

I've seen this phrase (above) and realized how true it is. Michele and I are no spring chickens and can't tolerate the humidity as we get older, especially when the heat index reaches 100 plus degrees. We are so grateful how many of you understand and know there will be times we get behind schedule and need a few extra days to catch up.

Unfortunately, here in Central Maryland weather conditions can go from one extreme to the next. We had summers with record high rain levels to summers with severe droughts. In past years, both scenarios our monthly income levels suffered as a result to the point where we considered closing our doors. Now with majority of our customers on Monthly Budget Billing Plans, we are able to ride out extended dry or wet periods.

It has been a godsend having so many customers with either a Groundskeeper or Mowing Alternative Plan. It gives us the opportunity to take care of the other yard chores if we make the judgement call not to cut the grass during dry spells. We also tend not to prune-trim bushes and shrubs, as they suffer stress or even die from lack of water as well.

Even though the lawns are drying up and cutting the grass had slowed down, the weeds are growing like crazy. We still have plenty of work cleaning up garden beds, cutting down vines and other unwanted overgrowth overtaking your property.

Message from the Office Manager - Michele

I want to welcome the 7 new customers that signed up with us this year. We hope we are meeting or exceeding your expectations so far this season. We currently have 63 active accounts we will be servicing for the rest of the summer, we will do our best to accommodate everyone if weather conditions and time permits.

For the past 3 summers, we have been averaging 65 mowing accounts. That equals 40 or so cuts a week when we have sufficient amount of rain. We appreciate all the referrals over the years but as we get older, it is really taking a toll on us. Be assured, we have no plans of stop cutting grass in the coming years. We just need to reduce the amount of new customers we take on at the beginning of the season.

As Bill mentioned, we do our best to service your property with in your scheduled window. Sometimes we get behind for various reasons but I always try to communicate and keep everyone in the loop. Many of you know the program of how we operate and understand there will be delays and reschedules due to weather conditions and other situations. Your patience means a lot to us.

Your summer mowing schedule is highlighted on the back side of this newsletter. Also we included the expectations during and after we serviced your property. Please let us know if you are unclear with the service(s) we provide you. Bill will be happy to meet with you to answer any questions or concerns you may have.

Please everyone stay safe this summer, especially our elderly and disabled customers. The next 2 months will take a toll on us not just physically but mentally as well. We greatly appreciate the ones that look out for us by offering cold drinks, ice and/or shade during those brutal heat waves.



Window-Based Mowing Schedules

Below is a list of our window-based mowing schedules. We try to accommodate your preferred mowing schedule if all possible. If you opt to change your current schedule, we will be happy to recalculate your mowing rate accordingly. We highlighted your current schedule below.

Weekly (Every 6 to 10 Days)

Typically weekly service is scheduled every 7 days. With our service your grass will be mowed between 6 to 10 days on a routine basis. At our discretion we reserve the right to cut your grass starting the 6th day after your last visit and hopefully no later than 10 days (weather permitting). On average with this schedule, expect to have your grass cut 3 to 4 times a month (24 cuts per season), April thru October (7 months). Skip a week option is available during drought conditions.

Bi-Weekly (Every 10 to 14 Days)

Typically bi-weekly service is scheduled every 14 days. With our service your grass will be mowed between 10 to 14 days on a routine basis. At our discretion we reserve the right to cut your grass starting the 10th day after your last visit and hopefully no later than 14 days (weather permitting). On average with this schedule, expect to have your grass cut 2 to 3 times a month (18 cuts per season), April thru October (7 months). Skip a week option is available during drought conditions.

Semi-Monthly (Every 13 to 17 Days)

Typically semi-monthly service is scheduled every 15 days. With our service your grass will be mowed between 13 to 17 days on a routine basis. At our discretion we reserve the right to cut your grass starting the 13th day after your last visit and hopefully no later than 17 days (weather permitting). On average with this schedule, expect to have your grass cut 2 times a month (14 cuts per season), April thru October (7 months). Skip a week option is available during drought conditions.

Tri-Weekly (Every 17 to 21 Days)

Typically tri-weekly service is scheduled every 21 days. With our service your grass will be mowed between 17 to 21 days on a routine basis. At our discretion we reserve the right to cut your grass starting the 17th day after your last visit and hopefully no later than 21 days (weather permitting). On average with this schedule, expect to have your grass cut 1 to 2 times a month (10 cuts per season), April thru October (7 months). Skip a week option is not available during drought conditions.

Monthly (Every 26 to 30 Days)

Typically monthly service is scheduled every 30 days. With our service your grass will be mowed between 26 to 30 days on a routine basis. At our discretion we reserve the right to cut your grass starting the 26th day after your last visit and hopefully no later than 30 days (weather permitting). On average with this schedule, expect to have your grass cut 1 time per month (7 cuts per season), April thru October (7 months). Skip a week option is not available during drought conditions.

Lawn Mowing Expectations

First and foremost, we take pride in what we do. Prepaid customers that have routine scheduled service will never see clumps of grass clippings across their lawn. We will do what it takes to make sure your lawn looks good after each and every visit. We will double or triple cut or even bag your entire lawn at no extra cost. From time to time we do get requests from customers to cut the grass shorter. We do our best to accommodate if all possible. We do have a minimum cut height policy of 2.5 inches. This rule is primary for liability reasons, the lower we mow, the higher the risk of us hitting something in your yard that could damage our mower and/or blades. Another reason is it puts a strain on our mowers and we tend to have to bag the grass clippings so we don't leave large clumps of grass clippings spread across your lawn. If you like the shorter look, we can always adjust your schedule to mow a little more often. We do not mow over stone driveways, borders and/or pathways. We do not mow over branches and/or heavy vegetation that will damage or dull our mowing blades.

String Trimming Expectations

String Trimming or Weed Whacking is part of your regular mowing service. We flat trim those areas on your property that the mower can not reach. We also trim the grass and weeds that border the edges of the driveway, sidewalk and/or patio. We do not trim over stone driveways, boarder and/or pathways. We do not trim inside garden beds and/or hard to reach areas unless otherwise requested, in which an added fee may apply. We do not trim right up against the house and/or shed siding. We lightly trim near wood and vinyl fences. We do not move or trim right up against playsets, furniture, grills and/or pools. We will do our best to trim around garden beds and mulch with no border. Please understand we do not want to be blamed for damaging your home, buildings and/or other obstacles on your property. We make every effort to trim as close as possible without touching property that can be damaged by our equipment.

Blow Off Expectations

After we mow and trim the property, we blow off all the hard surfaces that have grass clippings. We do not blow off decks and/or patios unless requested, in which an added fee may apply.

Contact Us

410-975-8389 (Business Voice & Text)

Please leave a message on our voice mail or text us and we will get back with you shortly. We will no longer communicate using our personal cell phone numbers.

Or email Michele at:

Michele@BillyGoatLawnService.com