



FREQUENTLY ASKED QUESTIONS

Over the years we have gained a lot of knowledge and experience, as well as some frequently asked questions. We are always here to answer anything else or to go into further detail, if needed.

1. Why choose WOHLF LAWN AND GARDEN? What sets us apart?

- a. We offer the benefits of a large corporation but the service, communication and quality standards of a well-run family organization.
 - i. At Wohlf, communication is key, because I can't answer every call, email or attend to each issue while out on a job, working with my employees or on an estimate, I resolved this with additional staff. Carmen, my executive assistant, and Michelle Wohlfarth, who handles our quality control and landscape design team.
 - ii. With Wohlf, you can expect us to return calls, answer emails, and get your estimates out in a timely manner.
- b. We have the equipment, staff, experience, and knowledge to service you reliably and professionally.
 - i. There's always a "new guy" on the block that offers low pricing to get in the door.
 - ii. That "new guy" might be good until his one machine breaks or his truck goes into the shop.
 - iii. Does he have his spray licenses and insurance? Can he pay for damage that might happen to your property?
 - iv. Does he have quality equipment and grass baggers?
 - v. With only a few employees, there's only so much quality and time the "new guy" can put into each job. So while you may save a little money with the "new guy," the time and frustration you'll spend throughout the season won't be worth it.

2. Lawn Mowing Questions

- a. **General Lawn Care**
 - i. During the season we mow lawns on a weekly basis.
 - ii. We do our best not to mow when the grass is wet or in the rain, but as you know, we can not predict the weather, and sometimes it is necessary to mow in less than ideal conditions.
 - iii. We do our best to manage your lawn and keep it looking its best. This means we may skip weeks in the dry season, or we may need to mow more frequently during the rainy/early season.
 - iv. **Our main goal is to leave you with a beautiful property.**
- b. **Bagging Grass**



- i. **We bag clippings** depending on the time of year and situation. Wet grass does not get bagged. As much as we would like to bag during the rainy months of April and May (and we will when we can), bagging wet grass poses a huge problem.

c. Mowing Length and Factors

- i. Typically, our system is as follows:
 1. Early season (rainy season) April/May - we mow weekly, keeping the grass a little longer in order for the roots to grow deeper and build up strength to withstand the dry months. We will bag on nice dry days, and use the walk-behind mowers on damp/wet days to lessen the weight on the soil and grass.
 2. Mid Season - June /August - we mow weekly, bagging and not bagging depending on the weather, and we will keep the grass slightly lower than spring, unless we see very hot weather or long periods of no rain, then we will let the grass length a little longer so it will withstand the heat better.
 3. Late Season - September/November - we monitor the grass length and weather, and mow to the appropriate length, and bag as needed. During these months we may skip a week, depending on how your lawn looks.

d. Lawn Care Issues- Bagging, Lawn length

- i. During the rainy season/spring, grass grows faster, yet we keep it a little longer. We mow lawns as low as possible during this time of year, however, there are a few obstacles to keeping it even shorter.
 1. Grass actually grows faster after it's been cut short as it tries to rebuild itself to its genetic norm. The exception is toward the end of the season when it makes sense to cut a little shorter so the grass blades will dry faster over winter.
 2. Shorter mowing requires the grass to be bagged and the bags fill up faster, which takes twice as long, and translates to a higher price.
 - a. We can do this, but it would be above the original set price.
 3. Shorter mowing without bagging the grass would cause debris/clippings to be left/clumping on your lawn that would over time damage the grass underneath the clippings/clumps.
 4. With all the rain during this time of the year, the grass is often too wet to bag. The wet grass clogs our bagger vacuum and won't pick up the clippings.
 5. Leaving clipping on the lawn aids in the health and color of the lawn, as the cut grass gets mulched back into the soil.
- ii. Therefore, we usually wait until sometime in June to mow the grass shorter for the health and curb side appeal of your grass.

3. Payment Services



- a. Payment before Services- We offer a budgeted monthly payment plan. This plan is a 12 month plan (see “Terms of Service” for details) where you will be making payments prior to us providing service. However, the bulk of our large services (mulch, spring cleanup, lawn treatments, trimming, cutbacks, etc) happen in just 2 months time. This plan allows you to spread the payment over the whole year.
- b. Retainers- See “Terms of Service” for details.

4. How Do I Schedule an Estimate?

- a. Call us at 717-805-5312 or email us at Carmen@lawnstolistings.com
- b. We will setup a time that works, or if it is a simple estimate (Ie: a price for just mowing), then you do not necessarily have to be there.

5. Planting and Caring for New Grass or Sod

- a. We recommend seeding when the ground temperature is at least 45-50 degrees for the best results
- b. This can be done in the Spring, but it is best done in September or October.
- c. When done in the Fall, this allows the seed to root over the Winter and into the Spring, which makes it more resilient to harsh weather during the drier summer months. This way the roots (not the grass) have two seasons to grow instead of one, as well as, the lawn is more likely to use the nutrients during this time.

6. Lawn Treatment Effectiveness

- a. Granular Treatments are at best 75% effective in prime conditions.
- b. Spray Treatments are more effective, but more expensive.
- c. It is best to combine a granular treatment with a spot spray treatment, as needed.

7. If you have an Issue, Question or Complaint.

- a. We are all here for you and always ask for feedback on all of our services and work.
- b. If you want something to be done a certain way, please just let us know. We cannot fix something we don't know is broken.