



SUNSHINE GARDENS

REGULAR GARDEN MAINTENANCE

FAQ'S - WHAT TO EXPECT

- * Please remember that we are only in your garden every 14 or 28 days for a short while. **Not everything will be done on every visit** unless you have specifically asked for this level of service and been quoted accordingly for a much longer regular visit.
- * We will attend to your garden on the day agreed. **Unfortunately, we cannot give you an exact time** (this is due to weather conditions, traffic, staff holidays/Sickness etc.)
- * **You do not have to be at home for us to carry out your visit.** If you leave the gate open for us (or provide a key) we are good to go. We will ensure the gate is closed before we leave.
- * We will carry out all the heavier work such as lawn mowing/edging, weeding, shrub trimming, and hedge work as agreed in the quotation. **Flower Pots and vegetable plots are not included** in our regular maintenance service.
- * We cut and edge your lawns, but **we don't weed or feed your lawns.** This can be completed by another contractor who has the licenses to use chemicals. We can put you in touch with a trusted specialist if you wish.
- * We will trim and shape all shrubs; this **does not include any tree work.** We would need to provide a separate quote for tree work which we are happy to arrange.
- * We are more than happy to help you plant new shrubs, **we ask that you supply the plants, the compost and provide 1 weeks notice** so we can add planting instructions to your job.
- * We will remove all green waste (we create from our work carried out in your garden). **We cannot take away any other green waste or rubbish,** we do not have the licence to do so.
- * **No power is required** as all our equipment is either petrol or battery.
- * **We will send you an invoice at end of each month;** this will capture all visits in that calendar month. You can pay by Bank transfer, debit/credit card or cheque.

WHAT WE CAN EXPECT FROM YOU AS ONE OF OUR VALUED CUSTOMERS

- You give us access to the back garden on the day we agreed (not via the house).
- All animal mess and children's play equipment are moved off the lawn.
- If you require a specific job completed (within what we have quoted for) please advise us by phone, text or email 1 week before your next scheduled visit so we can make the necessary arrangements.

“SUMMER SPECIAL PACKAGE” customers only....

If you have accepted the summer special package, please note that **your garden will not be completed in the first visit.** This replaces the initial “tidy up blitz” that your garden requires but we currently have a 6-8 weeks wait. It is to enable us to get started in your garden immediately but the results will be spread over a few visits to get it back into shape. This is outlined in your quotation.