

Greenleaf Gazette

WINTER
VOLUME 5, ISSUE 1

FEBRUARY 2011



GREENLEAF LANDSCAPING
NEWSLETTER

SERVING SPOKANE SINCE 1980

Calendar of Services

January:

- Winter Tree Pruning
- Snow Removal
- Contract Renewal

February:

- Winter Tree Pruning
- Snow Removal (if needed)
- Systemic Soil Drench
- Bare Ground Spray
- Shrub Bed Weed Pre-Emergent
- Dormant Insect Spray

March:

- Continue spray services (from above)
- Spring Clean-up
- Spring Pruning
- Early Spring Lawn Fertilizer

*All of the above services are weather dependent

Breaking News!

Greenleaf Landscaping has been presented with a special award from the Washington Association of Landscape Professionals (W.A.L.P.)! Thank you for helping make this possible!

Winter Special!

Soil Sample Tests help determine what your soil actually needs to thrive; let our award-winning staff improve your landscape soil with:

- ❖ **60% off of a Soil Sample Test!**
(Special Price: \$40; regularly \$65.00)

OR

- ❖ **FREE Soil Sample Test with Any New Service!**

(Any non-contract or previously scheduled service)

Snow Services: Understanding The Process

Planning snow plowing is difficult to perfect because it is first and foremost a reaction to a situation. The rate of snowfall and the time a snow plow driver arrives on site constantly varies. Some snow events are heaviest just prior to opening times for businesses, while others take all day. Our favorite storms are those beginning at 8:00 pm and ending at midnight, although this rarely happens.

Snow plowing is prioritized by the start depths a customer signs up for (1", 2", 4", 6", etc.) or specialty requests made in advance. During snow events we try to wait until the snow stops falling or reaches a 4" depth (whichever occurs first)

unless otherwise specified by contract. We wait to begin at 4" because the degree of difficulty increases from that depth on.

Deice service can also be difficult to plan, as we are typically dependent on the weather report predictions. Being proactive is important because deicer applied prior to winter weather (pre-storm) prevents ice from bonding tightly to asphalt and concrete surfaces. This helps to keep winter travel more manageable and helps snow plowing operations to be more effective. Plow blades can then scrape down closer

to the pavement. Deicer applied after plowing (post-storm) is sometimes necessary to get back to exposed pavement. This helps give drivers maximum traction for winter time driving.

If you ever have any issues with our snow plowing or deicing, please call! We are here to serve you and can visit you on site to review the current plow or deice strategy and change it if needed. Communication is the key to our understanding and meeting your snow removal needs.



Information contributed by: Martin Bixby & Terry Micken

Important Things To Look For This Spring!

Fall Cleanups & Pruning

The snow sure did sneak up on us this past fall! If we were unable to complete your 2010 fall cleanup or fall pruning due to the weather, we have rescheduled that work to be done early this spring, as soon as the weather allows. Thank you for your patience and understanding—this will be a top priority this spring!

Information contributed by: Lianna Kenworthy

Continuous Service in 2011

Just a reminder, this year Greenleaf Landscaping has made the switch to continuous service for residential customers. This means that Greenleaf will automatically renew your regular services from the prior year without you having to call or sign up each time. **If you do not want us to automatically renew last year's services, all you have to do is call or email**

and tell us, but please be sure to do so before spring services begin this year. Continuous service does not apply to our commercial customers.

Online Only Specials!

Exclusive online only specials on Facebook /Twitter—email: anna@greenleafwa.com right now to sign up for both and get more details!

Information contributed by: Anna Twohig

CHECK OUT OUR NEW WEBSITE AND ONLINE FEATURES AT: WWW.GREENLEAFWA.COM

Did you know...? Greenleaf Gives Back!

Greenleaf is active in its support of our local community and has helped sponsor the following local programs:

- ◆ Ferris High School students (Ham on Regal)
- ◆ Central Valley High School boys and girls basketball
- ◆ Catholic Charities of Spokane: Children & Family Center
- ◆ Kootenai County Arbor Day Program
- ◆ Executive Women's International (EWI): Spokane Chapter
- ◆ Inland Northwest Volleyball Club (Inland NW VBC)

Employee Spotlight



Terry Micken
Project Manager / CLT

Job Description: Terry is an integral part of daily operations at Greenleaf! He manages the spray department, the sand and deice departments, as well as estimates and sales.

Education: Terry holds Washington and Idaho Department of Agriculture Pesticide Licenses and is a Certified Landscape Technician (C.L.T.). He has 25 years of experience in the landscaping industry and is a leader and mentor in his field.

Hometown: Terry was born in Bozeman MT, grew up in Spokane, WA, and is currently a resident of Post Falls, ID.

Hobbies: Terry enjoys spending time with his family, skiing at Lookout Pass in the winter, enjoying his 26' sailboat in the summer, motorcycle road trips on his Suzuki Calvacade, and various activities with his two dogs, Happy and Archie.

What is That?

Prepay Letters

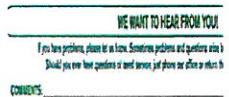
We have received multiple inquiries about our prepay letter that recently went out to customers; this letter (shown right) is part of the new continuous service that we are now offering customers in 2011! **It is not a bill.**

This is simply a letter notifying you of the services we have scheduled for you. It also gives you the option of prepaying in advance for an additional discount or canceling a service if you decide not to renew it.



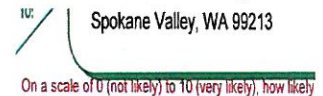
Comments: We Want to Hear From You!

On the back of the return portion of every invoice, there is a special section designated just for customer comments. We truly want to know how we are doing so that we can serve you better—if you are not 100% satisfied with your service or have other comments, we want to hear it!



Customer Referrals

On the bottom of every invoice there is a red line asking customers: "On a scale of 0 (not likely) to 10 (very likely), how likely are you to recommend us to a neighbor/friend ___?" Please help us improve our customer service by filling out this line, which helps us to gauge our overall customer satisfaction.



Remittance Stub

Please make sure to include the remittance stub with your payment or provide invoice numbers whenever possible. This will help us to accurately apply your payment to the correct service.

Information contributed by: Anna Twohig

SIGN UP FOR PAPERLESS MONTHLY INVOICES!

Save money, time, and the environment by signing up today for monthly email invoices—call or email now!

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<http://www.greenleafwa.com>
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