

# The Top 5 Lawn Care Company Nightmares



**The Top Complaints About Lawn care companies**

*Written by: David Cotterell*

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Are you aware of the many risks associated with hiring a Lawn care/ Landscaping Service Company to take care of your property?

For the most part your time is probably spent working, taking care of your daily responsibilities, engaging in your personal and interests, and hopefully relaxing! Hiring a service company should only improve your daily life, giving you more peace of mind, happiness, and free time!

Just the feeling of needing to stay on top of a company to get things done right or worrying about if they will show up and do exactly as they promised is terrible.

Below are the top 5 Lawn Care/ Landscape Company Nightmares. Followed by tips to instantly know how to avoid all possible problems and improve your daily life, giving you more peace of mind, happiness, and free time!

## **#1. – They didn't show up!**

They told you they are coming every Friday, and they let you know the work would be done perfectly. You have your family visiting for this weekend and you want the yard to look great. You made plans for a BBQ in your back yard and everyone was very excited. Then no one showed up!

## **#2. – They don't answer the phone**

You hired a landscaping company to clear snow from your driveway. Everyday you wake up at 8am and drive to work to arrive at 9am. The news is on and the weather forecast predicts a major snow fall tonight. You decide to wake up early (7:30am) to make sure you're not late. When you wake up and look out the window your car is blocked in by a mountain of snow. You called the landscaper you hired but no one answered the phone!

## **#3. – The work quality is just OK**

You really just need your lawn mowed and you don't have the energy or the time to maintain it yourself. So, you hire a company to mow your lawn each week. When you open your front door you notice small bits of debris by your door step and some debris blown in the street and on your neighbor's lawn. They also forgot to trim around the tree and edge the lawn. You hate to complain and don't want to make it a big deal. So you put up with it.

## **# 4. – They have no insurance.**

Your grass looks horrible. You want to put in a new lawn so you decide to call a landscaper. They tell you they are headed over to get started then you head to work. When you get home your front lawn is a swamp of mud and your underground water and sprinkler lines are spraying everywhere! You then run inside to turn it off then notice your basement has been flooded! You pick up your home phone to call the landscaper you hired and your underground phone line has been damaged also. You pick up your cell phone and notice they called you 15 times today. When you speak to the guy in charge you ask him "what happened?" He tells you they hit the underground water lines when working and tried to call you. You ask him if they have insurance, and he says "no".

## **# 5. – They don't close the gate.**

You hired a guy to cut your grass. He normally cuts your lawn on Thursday and on Fridays you let your dog stay in the back yard. It rained on Thursday so he said he will mow the grass on Friday instead. You let your dog out on Friday as normal. The guy comes by, pets your dog and mows the lawn perfectly. He loads up his equipment and drives away, but he forgot to close the gate. When you look in your back yard you noticed your dog is gone and nowhere to be found.

What if there was a way to know that you are hiring a quality service company that you can trust, feel peace of mind with, and assurance in knowing that everything is handled correctly and professionally?

You would take a look wouldn't you?

Getting a true quality lawn care service company starts with knowing how service companies really work. There are companies that suggest you will save money or provide you with better service for switching to them. There are also companies that use their franchise brand name to get you to switch. But if you think about it, their ultimate goal is your business.

So how do you know?

Here's how!

### **#1. Do they have a guarantee? Does there guarantee really benefit you or leave you hanging?**

Most companies have a guarantee of some sort. Have you ever heard of 100% satisfaction guaranteed or your money back? Yes of course we all have. It's all over advertisements everywhere. But this doesn't help when you're at work worried, or come home to something you can't fix. Its actually more of a headache trying to find a different company to fix what they messed up not to mention your lost time and peace of mind.

What you want is a guarantee that assures you don't waste your time, money and doesn't affect your life or peace of mind at all. Find a strong guarantee that doesn't leave you hanging. There are many companies out there, but the good ones will put a strong guarantee on all of their marketing material. You will know when you see it. Don't fall for the 100% satisfaction guarantee any more. Times have changed. You can get an exceptional, worry free guarantee.

### **2.- What are other people saying?**

Let's be honest here, people will always say something bad about even the best companies. But the key is how many people are saying it?

If you are online and you notice there are 100 people saying how good they are and 6 saying they are terrible. Who would you believe?

You need to use your intuition and logic when hearing about a service company. It would be impossible for 100 people to say they are fantastic if their service quality was really poor. So simply check online reviews and read or listen to testimonials from others. Look for testimonials from clients you can personally call.

### **3. - Call them!**

It's that simple, just call them. You can know almost from the beginning of a conversation if the person who answers the phone sounds frustrated, too busy to talk, or just not friendly - that is a bad sign. A company that is working smoothly and well-organized won't have this issue.

Even worse than all of this, is if they don't answer the phone at all. This is a red flag. This could happen if he was working for you!

You would be trying to get a hold of them either for an emergency or just some extra help or an update, but no answer.

Stay away from this. It will cause you stress at some point almost 100% of the time.

My name is David Cotterell. I own a company called Top Notch Services Corp in Toronto, Ontario Canada.

We are different. We powerfully guarantee our work like no other service company! This guarantee leaves our clients with no out-of-pocket risk at all. Our guarantee reads as follows.

***If you use our service and become unsatisfied for any reason, we guarantee to fix whatever it is, immediately! If you are still unsatisfied we will pay any company of your choice to fix it. That's our guarantee. Top Notch Services provides exceptionally reliable, worry free, quality landscaping... Guaranteed.***

We have many happy people who love our service. These are real people just like you who you can call and ask their opinion. These are real testimonials you can trust, call and physically look at the work we've completed..

We also answer the phone 24/7 365 days a year. You could call right now and you would notice we will answer the phone. A real person you can speak with - live, no voice mails ever. In addition, our staff is very friendly, helpful and easy to work with.

We are fully insured with a \$2,000,000.00 policy for your protection and true peace of mind.

We also show up when we say we are going to. You can always depend on what we tell you. Even our professional mowing crews are given a specific number of properties to service to ensure we will be there on time, all the time.

Our work quality is great. You will never need to pick up behind us because our master landscapers have years of experience and take additional horticultural training courses annually.

Finally we note everything and follow directions perfectly. We make sure any requests you have ever mentioned to us has been noted. On every note we provide it says "close the gate". This is a mandatory policy with our master landscapers. If you provide us with any instructions we always remember!

Ask yourself, what do you have to lose when contacting Top Notch Services Corp for your landscaping service needs...  
Top Notch Services utilizes expertise technology, tools, systematic programs and scheduling, which allow us provide you with truly professional landscaping service.

Clients who work with us notice they have more peace of mind, time and the best quality service overall. They have full access to their account details online and we donate a portion of all payments we receive to cancer research.

If you would like to learn more or receive a free no obligation estimate visit us online or contact us at the number below.

**Phone: 416 252 5296    [www.TopNotchWorks.com](http://www.TopNotchWorks.com)**