



AFTERCARE FOLLOW UP SERVICE

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DEAR CUSTOMER

Thank you for allowing us to be of service! We have now completed your lawn job/maintenance. As a small family business, we pride ourselves on our relationships with our clients, aiming to continue after the job with a Follow Up Service to help you maintain a healthy lawn.

WHAT DOES THE FOLLOW UP SERVICE ENTAIL?

- The Follow Up Service includes a lawn check up and an application of granular fertiliser.
- You will be emailed a report of the lawn's progress, along with any recommendations of how to improve the lawn's condition.
- The first visit is scheduled around 6-8 weeks after your job is completed. Visits are then scheduled for once a season.
- Other treatments are also available on request, including: liquid fertiliser, pre-emergent, herbicide, pesticide, and Akers' own Seaweed&Gone. (All treatments are at an additional charge, and are based on the square meter size of the area being treated).

WHY WOULD A FOLLOW UP SERVICE BE USEFUL FOR ME?

The Follow Up Service can be helpful for either short or long term, depending on your confidence and time availability. The service can be ongoing; some of our clients have been on the Follow Up Service for many years, however others choose to have it for a short time until they are confident they can look after the lawn themselves, only calling us if necessary.

I WANT A FOLLOW UP SERVICE. HOW DO I ARRANGE IT?

- Once your job/maintenance is complete we will contact you 6-8 weeks later to see if you would like the service - you just need to say yes.
- Let us know! At any stage if you would like to join the Follow Up Service just give our office a call, and we will book you in for when we are next in your area.
- If you have a specific problem that our staff might be able to help with please let us know via phone call or email, and we will organise a visit to identify and treat the issue.

ADDITIONAL INFORMATION

- Please note, there are no lock in contracts so you can start and stop at anytime.
- As long as there is access to the areas needing treatment, you do not need to be home.
- We will contact you regarding your scheduled visit via text message up to 2 days prior. If it is your first service we will need confirmation before we come out, otherwise if the day we allocate does not suit, or if your lawn is not ready, please let us know ASAP so we can reschedule.
- The service cost is based on the square metre size of your lawn. It starts from \$32.70 for up to 50m². For an exact quote for your lawn size please contact us on 8326 3255. We can also do any additional lawns on your property (for an additional charge, depending on the size).

We are looking forward to hearing from you. Thank you for choosing us.

AKERS OF LAWN