

# Greenleaf Gazette

WINTER  
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GREENLEAF LANDSCAPING  
NEWSLETTER

SERVING SPOKANE SINCE 1980

## Calendar of Services\*

### January:

- Winter Tree Pruning
- Snow Removal
- Deice & Sanding

### February:

- Winter Tree Pruning
- Snow Removal
- Deice & Sanding
- Systemic Soil Drench
- Bare Ground Weed Spray
- Dormant Insect Spray

### March:

- Continue spray services (from above)
- Shrub Bed Weed Pre-Emergent
- Spring Clean-up
- Spring Pruning
- Spring Lawn Fertilizer

\*All of the above services are weather dependent

## Winter Specials

- ❖ **\$50.00 Off!** When you sign up for an Annual Tree Care Program!
- ❖ **\$50.00 Off!** When you sign up for an annual Deice Program!

\*Specials are for new services only and cannot be applied to existing services\*



Matt Olson: Deice Manager

## Snow Services: Understanding The Process

Snow plowing is first and foremost a reaction to a situation, which makes dispatching drivers difficult to perfect. Coordinating the arrival time of the driver with the predicted rate of snowfall constantly varies. Some snow events are heaviest just before businesses open, 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)

After reading the above article, you may be wondering how we know when to send deice and sand crews out. The managers, including Matt Olson pictured to the left, are up all night long checking weather and trying to make the best call as to whether they should deice your property or not. Often times they won't go out, even though they've been up all night reading the weather. Despite consistently late hours

unless otherwise specified by contract. We begin to plow even with snow falling at 4" because the degree of difficulty plowing increases from that depth on.

Deice services 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—we are flexible!

Information contributed by: Terry Micken & Martin Bixby

## Deice Spotlight: What It Takes

and the dangerous roads they drive on to get to you, these employees are on-call 24/7. They always answer their phones and are ready to go when needed, setting aside their own personal life and plans. Did we mention that the customer does not get charged for this time? That's right, we only charge our customers for materials used and the time it takes for crews to come out and service the

customer's property! They have to be their own weathermen and women when it comes to making the call to keep your roads safe. They try to make the best decision each night so that when you get on the roads in the morning, you can drive safely no matter the weather. We hope this helps explain the "behind the scenes" of deice work and if you have any questions about the process, please call!

Information contributed by: Anna Twohig

WE LOVE TO CONNECT WITH OUR CUSTOMERS! CHOOSE YOUR FAVORITE WAY →



## Did you know...?

Every time a customer calls, writes, emails or mentions in any way that they were impressed by an employee or that they are happy with services performed at their home, we mark them down as a "kudo" for all employees involved. Kudos are displayed on our Kudos Board and the employee with the most customer kudos each month is recognized and rewarded!

The same goes for online customer reviews! If you are impressed with Greenleaf Landscaping, we would very much appreciate a quick customer review from you describing your experience with us on **Google, Yelp, or Facebook!**

## Employee Spotlight



**Dustin Wickham**  
Irrigation Technician

**Job Description:** Dustin is part of our All-Star Irrigation Department team that works all season long to keep your grass green and healthy in the hot (and cool) weather! Dustin attends regular irrigation classes and receives on-going training with his co-workers so they can bring the latest knowledge and methods when servicing your sprinkler system!

**Hometown:** Spokane, WA

**Time with Greenleaf:** 1 year

**Hobbies/Interests:** Dustin likes anything outdoors, enjoys fishing with his dad, loves hot rods and comedies, and his favorite color is silver.

## Spring Irrigation Start-Ups: What To Expect & How You Can Be Ready!

### Spring is almost here: Are you ready?

If you are signed up for a sprinkler start-up this spring, all you need to do is make sure our technicians will have access to your water turn-on and sprinkler clock and they will do the rest! During the spring irrigation start-up, many customers think that we perfect the coverage zones in addition to fixing heads, and that this adjustment should last for a calendar year. After replacing broken parts, cleaning heads, and general maintenance, the technician **will** adjust coverage. He does so by making sure that all heads are pointing



toward the grass and checking for obvious holes in coverage. **However**, during the season, lapses in coverage will be made manifest after several weeks of sunny, dry weather and

normal wear and tear on sprinklers. Only when the grass has a chance to grow or wilt, do the brown spots appear and point out where coverage needs adjusted. We are happy to come out and make coverage adjustments at that time, but it will be at an additional charge. We have had many questions regarding the details of this process and we felt it is important to address the changes that can occur in sprinkler coverage as the season goes on. If you have any questions about this process or your services, please don't hesitate to call our office and speak with any of our office staff!

*Information contributed by: Rosa Mejia*



← We Care about our **Community!**

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