**Maintenance Statement**

LDL can offer once off or regular scheduled maintenance visit.  LDL operatives will complete an electronic site report after each visit to a clients garden detailing the works completed and any client request or issue.

**Once off visits**

Garden visit and garden works discussed with client.  LDL will create a quotation listing the agreed works to be carried out which will be priced.  This will be emailed to the client for review.  If the client wishes to proceed they will email LDL indicating their approval and LDL will provide the client with date and time for the works to be carried out.

**Regular maintenance**

Each client site is visited and the clients requirements are discussed. A Service Level Agreement (SLA) will be completed denoting number of visits per week/year and works to be carried out at each visit is listed. Each client will be given a time of arrival.  We try to adhere to these times, for customers and gardeners sakes, but sometimes it is not possible if the weather is bad or some other reason. However, the time will always be made up.

On the whole the gardening follows a similar pattern each visit. Edges are strimmed, grass is mowed, without cutting it too short if possible. Borders are hoed, shrubs and hedges are trimmed, chemicals are applied if necessary and the weather allows. Some chemicals cannot be applied if it is raining or threatening rain, because the chemicals will be washed off and it will be a waste of time and chemicals.