

What is the difference between a professional and a contractor?

Professionals care – it is their reputation on the line. Professionals include essential steps in the operation that contractors may cut out to present you with a lower bid. Professionals answer the phone to allow the customer to ask questions. Contractors have you leave a message or a page, leaving it to chance if the call is returned. Professionals present their bid and provide references. Contractors mail you a bid and hope you understand it. Professionals have a single point of contact, someone who is available to answer questions at all times.

Any contractor can build or install your project, but a professional is available when you have a problem and will care about your satisfaction. Professionals have staff and equipment that are reliable and responsible. Professionals will put it in writing, not just leave you with empty promises.

There are many contractors; there are only a few professionals. Think about this; you would want a **professional** for a court case, a surgery, a school teacher, an accountant to do your taxes, and a mechanic to repair your car. Your home is one of your largest investments. Landscaping is the first impression people receive about you. **Shouldn't something this important, also be handled by a professional?**

Lotsweeping and Portering:

What is it and why is it important to me?

Anyone can buy a lot sweeping truck and call themselves a lot sweeper. Picking up debris from your grass and shrubs isn't difficult. So why do you have to call them and why doesn't your property look clean

every day? TIME. Time is money and contractors in this industry try to give you the lowest bid to get the job. Picking up debris, blowing out your loading docks and around vending machines, blowing cracks in pavement, cleaning up cigarette butts, and dumping trash cans all take time.

Does your current lot sweeper go all the way around your building? At Arlington, we believe that all blacktop is considered parking lot. We not only sweep the front of your location, but we do the back and sides as well.

Some of the primary areas of concern for us are:

- Loading docks
- Behind vending machines
- Cracks in the pavement or sidewalks where cigarette butts land
- Corners of parking lot islands

You, as a customer, must decide what services you require. This will determine time on the job so we can calculate a price per visit.

Most if not all services have the same equipment costs and the pay scale for staffing is essentially equal. So why is the pricing so different? TIME. If our price seems high, compare what we are pro-posing to bids provided by the "other" contractor. If you find services on our proposal that you don't need, call us to reduce the price. Make certain you are comparing "apples to apples."

You, as a property owner or manager, don't buy a car without knowing what you are buying. You won't buy a house without asking questions. So don't hire a lot sweeper without knowing what you are getting for you money.

Portering is the most important part of lot sweeping. This is where all the detail work comes in. Most contractors today don't include portering because of the time involved. We provide bids with both options to allow you, the customer, to decide.



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Quotes are free.
You have nothing to lose,
and everything to gain!

We accept:



Why Arlington?

Frequently Asked Questions



www.arlingtonlawncare.com

Landscape Management • Construction
Horticultural Services • Snow/Ice Control
Parking Lot Sweeping

**We Deliver the Results Others
Only Talk About**



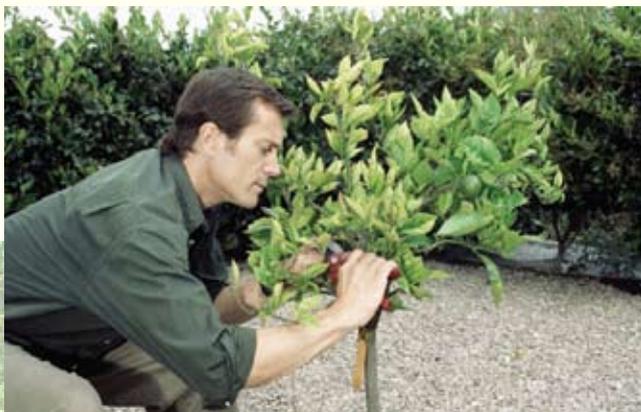
Why Arlington?

With over 20 seasons in the landscaping, lot sweeping, and snow removal industry, we care about your business.

Seasonally, from the first of spring when your landscaping starts to peak, through the summer months and into the snow season, we want your property's appearance and safety to come first.

Following are a few reasons to choose Arlington Lawncare:

- As professionals, we take our business seriously
- Long track record of safety-first; we have been awarded numerous national safety awards
- **Certified landscape professionals** who oversee all operations
- **Certified snow professionals** who determine the snow response plan for every customer
- **Certified concrete paver** and **retaining wall personnel** who ensure your landscape project is done right the first time
- State licensed personnel to address your turf and ornamental needs
- Drainage experts to control run-off if the need arises
- We are a PA Dept. of Agriculture preferred vendor
- We have been awarded multiple Awards of Excellence for our landscape projects through the Builders Association of Northwestern Pennsylvania
- Our equipment and trucks are newer meaning less delay in finishing your project
- Our staff is neat and professional while on your property
- We answer our phones - giving you a response as soon as possible



WE DELIVER THE RESULTS OTHERS ONLY TALK ABOUT

The staff at Arlington attends numerous training events throughout each year to provide our customers the most up-to-date and cost effective service. Your confidence in us and what we do for you allows you to concentrate on what is important, leaving the outdoors to us.

We take pride in our staff. Our president is a nationally recognized leader in the industry. We hold monthly training sessions to pass on the knowledge learned by others.

We meet with all customers, inspect properties twice a month and can provide a written report. If there is an area of need, we advise and assist you. Our response is to be pro-active and rectify any landscaping concerns before they become costly eyesores.

We present written contracts. We do not believe in empty promises. We will put it in writing because we want you satisfied because your project is our company's resume.

What is in it for me?

Insurance: Why is it important to me?

Ask your other bidders if they carry **Completed Operations Coverage**. If they don't know what this is, be careful. Completed operations covers the project or service after the contractor leaves. That means if they build a retaining wall that causes water to back up into your basement, insurance will cover it. If they plow and salt your parking lot and 2 hours later someone falls, their insurance will cover this. If your contractor doesn't have this coverage, you could be liable for the incident.

What benefit is there in a Nationally-Certified Landscape Professional?

1. Have office staff to ensure your calls are answered and returned.
2. Know what your landscaping needs are.
3. Work with budgets every day and will be able to hold the line.
4. Practice safety.
5. Have a training program to allow the team that comes to your property to be knowledgeable.
6. Are pro-active about your landscaping, notifying you of any problems, avoiding unwanted future costs.
7. Require continuing education credits by attending seminars and classes to keep up to date with information and techniques.

What benefit do I receive from hiring a Nationally-Certified Snow Professional?

1. Carry high insurance limits, protecting you.
2. Have experience in handling all types of weather.
3. Understand how a slip and fall impacts your business.
4. Understand your budget and have the ability to match a snow response plan to fit.
5. Understand snow and ice, this means that the best possible solution will be used for each event's members.

Controlling snow and ice is not as easy as you might think, there are many factors to consider. The current ground and air temperature can effect how well salt will work. Predicting the weather is a science, snow professionals are highly knowledgeable in knowing when to pre-salt before the snow to reduce your liability and, in most cases, save you from a plowing, as the salt melts off the snow.



1. Attend continuing education classes and seminars.
2. Have and hold the highest standards of integrity, and customer service.
3. Belong to a national trade organization which sets the standards for the industry and upholds the professionalism of all its members.

Who cares about safety awards?

You should. Safety is everyone's concern. Having a contractor who does not practice workplace safety, could make you responsible if an accident does occur. In today's world of ridiculous lawsuits, there is no reason that your pick of contractors should not include a certificate of insurance.

What benefit do I receive from my contractor being ICPI certified?

The **International Concrete Paver Institute** does not just give its certification to anyone. The technician must meet strict guidelines on all aspects of installation, and attend classes. This begins with the base which is the most important. Hiring a contractor who does not understand compaction can cause lifting and heaving. This will turn your patio or retaining wall into useless rock in your yard. Drainage is also a frequent issue with walls. If drainage is not handled properly, particularly in our area, water may freeze and push your wall out or cause uneven patio block creating a dangerous situation. It is not what you can see that matters most, it's what is happening behind the scenes, and underneath. Addressing the problem correctly can eliminate both frustration and a waste of your money.

Keep in mind, it is always cheaper to build it right, than to have to build it again.

