



## FAQS

# RESIDENTIAL & ACREAGES

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### **Are you licensed and trained?**

We are licensed, inspected and regulated by Alberta Environment. Our field staff are either licensed applicators, authorized assistants or non-certified assistants and we have ongoing training and educational programs in place. Additionally, we are members of the Alberta Construction Safety Association and have achieved our Certificate of Recognition (COR), plus we are authorized service providers for the Health and Safety Program of Complyworks, Avetta and ISNetworld which recognizes our commitment to health and safety.

### **Tell me about your products. Are they approved?**

All the products we use are registered and approved for use by Health Canada and Alberta Environment. Any product applied to your property has been thoroughly tested and is approved for use by the Pest Management Regulatory Agency (PMRA). We custom blend our fertilizer and control products depending on the time of year, weather and site conditions to ensure that your property receives the right application at the right time.

### **Are your products safe for my kids and pets?**

YES! We advise our customers to stay off the treated area until the products are dry (approx. 1 to 2 hours). Once the lawn has dried, it will be safe for the whole family and your pets to enjoy.

### **I noticed a smell after the fertilizer and weed control application. Should I be concerned?**

There is no cause for concern and the smell will dissipate within a couple of hours.

### **How do the lawn applications work?**

For lawn fertilizer or weed control programs, the applications will be either fertilizer, weed control or a combination of both. The number of applications depends on what the property owner or maintenance contractor has scheduled for the site. At the time of application, we will leave a sign on the lawn and we recommend people and pets stay off the lawn (approx. 1 to 2 hours) to allow the products to dry.



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### **Do you give notice when scheduling my services?**

When booking your service appointments, we will ask about and add site specific notes regarding irrigation systems, pets, and locked gates. If any of those apply to your property, then we will call or email to advise 1 or 2 days prior to the scheduled date of your services.

### **My property is scheduled for services today, but rain is forecasted. Will my appointment be rescheduled?**

If weather conditions interfere (strong winds or heavy rain) then the application may be delayed until the next good day.

### **My lawn received an application, but it rained shortly after. Will the treatment still be effective?**

Rain will benefit the application by helping with the absorption of the fertilizer. Weed control results will vary depending on the length and severity of the rainfall. If you are concerned with the results of the application just give us a call and we will check back on your site at no extra cost.

### **Do I need to be home when my services are scheduled?**

No, our applicators can still service your property when no one is home. You will just need to ensure that the backyard is accessible (no locked gates) and that animals are kept inside. Upon completion, we will leave a treatment letter in the mailbox with the time and description of the services that were done as well as one of our signs on the front lawn.

### **The application seemed quick, was my entire lawn treated?**

Our applicators have extensive training in applying the products in the most effective and efficient manner. While the application may only take a few minutes, rest assured that we treated all the turf unless otherwise specified.



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### **When can I water & mow my lawn after an application?**

After an application, please wait 6-12 hours before watering to allow the treatment to take affect. We recommend waiting until the following day before cutting. To get the full benefits of your fertilizer, you should water it in before you cut.

### **How long will it take to see results after a weed control application?**

You may start seeing results as early as 2 to 3 days after the application (weeds will be wilting and dying). Results should be clear within 7- 10 days. If not, please give us a call and we will check back on your site. Lawns with an excessive number of weeds will need multiple applications to achieve proper control and there are NO guarantees with single applications.

### **What is the difference between weed control and vegetation control?**

Weed control is a selective application that will control the weeds only and will leave the turf or native grasses unharmed. Vegetation control is a non-selective application that will control all the vegetation that is active at the time of application and is excellent control for the cleanup of gravel parking lots, rock/mulch beds, building edges and sidewalks etc.

### **What is core aeration?**

The process of removing small plugs of thatch and soil from the lawn to improve natural soil aeration. Benefits include: improved air exchange between soil and atmosphere, enhanced soil water and nutrient uptake, reduced water runoff and puddling, stronger turf grass roots, reduced soil compaction, heat and drought stress tolerance and enhanced thatch breakdown. Recommended to be done once per year in either the spring or fall and it is best to leave the cores on the lawn to decompose and return nutrients back to the soil.



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### **Do you offer tree and shrub fertilization?**

Yes, we offer a spring or fall root fertilization that is specially designed for the Edmonton and surrounding area. The fertilizer is injected into the soil using a probe to ensure the fertilizer reaches the root zone. After an application it is recommended you give the trees and shrubs a good watering to assist with full nutrient uptake.

### **Do you offer any additional services?**

We work with several contractors who provide spring cleanups, regular lawn maintenance, rough cutting, landscape design/construction, pruning, irrigation, tree insect control, landscape products, nursery stock and much more. Just call our office and we will be happy to give you the names of some contractors who can assist you.



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