

DIAMOND CUTTERS FAQ:

1) What comes with each weekly service?

Our Custom Mowing Service is performed weekly and includes edging of all concrete driveways, curbs and walks, string trimming areas that aren't accessible to the mowers (along fences and planting beds) and blowing off all walks, driveway and patio/deck areas.

2) Do you offer anything other than a weekly service?

VCES and PLCAA recommend that only 1/3 of the blade height is removed per cutting. In order to do so the lawn must be mowed once a week. If we allowed two weeks of growth we couldn't provide the quality of service that we're known for! However if we're having a severe, heat/drought filled summer there may be weeks where our crew would skip your lawn if they thought it wasn't needed and of course we wouldn't charge you for coming out.

3) Do you bag the clippings or mulch them?

We use top of the line Toro Mulching mowers. VCES and PLCAA recommend Grasscycling, which is the practice of mulching the clippings and leaving them on the lawn. If the clippings are removed you're throwing away valuable nutrients! However, in the fastest growing months of the year (April and May) there may be a need to bag the clippings to avoid leaving clumps behind. If we do bag the clippings we will leave the bag(s) at your curb. In normal times, our goal is for you to return home, look at your lawn and think that we bagged the clippings when we didn't!

4) At what height do you cut the grass?

We have our mowers set at their highest setting, 3.5". Cutting as high as possible with a sharpened blade is the recommended way to go. Higher grass allows for thicker grass with deeper roots that are better able to absorb fertilizer and water. Thicker, higher grass also makes it much more difficult for invasive weeds to get started.

5) When does the mowing season begin and end?

Mother Nature determines this answer. We typically start in mid-late March and finish in early-mid November (as soon as freezing temperatures arrive and the grass goes into dormancy).

6) What day of the week would you service my house?

Your neighborhood determines this answer. We service certain neighborhoods on certain days. Just ask us and we'll be happy to tell you which day we would be out.

7) What happens if we have significant rain?

If we're delayed by rain we keep everyone in turn and try and get to everybody by Saturday afternoon at the latest. For example, if we have heavy rain on Monday afternoon our crews would start out on Tuesday morning where they left off on Monday. So hopefully they'll finish their Monday lawns and get most or all of their Tuesday lawns done as well. Once we're in a regular cycle most customers say they can set their watches to the exact time our guys show up each week!

8) How does the billing work?

After each service our crew will leave a notice on your door for your record keeping (unless you prefer that they didn't). We will mail (or preferably email) you an itemized statement at the end of each month. With that you can send in a personal check or provide credit card information for your payment. Some customers prefer we keep that credit card on file and debit that card for the balance at the end of each month.

9) Do I have to sign a contract or will you do just a onetime service?

No, we don't use signed contracts. What we offer is a service agreement. In good faith, you tell us to start the service and we'll bring it to you until you tell us to stop. We do have a minimum of 8 consecutive services/weeks though.

10) What if I make other arrangements?

You can cancel your service at any time after the initial 8 services have been completed. You'll only owe for services performed.

11) Can I pre-pay for the season and get a discount?

Absolutely! We offer a 5% pre-pay discount for payments made in full. And if you want to cancel your service at any time, for any reason, we would gladly refund any portion of your pre-payment that hasn't been used.