



## Your Lawn & Garden Service

How it works, what to expect, and how to get the best results

### The Short Version

Our service runs on a growth-based schedule. During higher growth periods (mid Spring to mid Autumn), fortnightly mowing delivers the best results, while slower periods transition to monthly. Weather and off-site conditions can affect timing. Payments can be automated and are only processed after work is completed, as detailed below



## How Scheduling Works

### Service Frequency & Results

- ❖ For best lawn & garden health and consistent quality, fortnightly servicing is recommended during high-growth periods
- ❖ Reduced service frequency may result in temporary browning, increased clippings and/or reduced appearance
- ❖ Fortnightly mowing typically operates between mid Spring to mid Autumn and transitions to monthly during slower growth. Seasonal timing may vary year to year based on weather conditions
  - Below is a general guideline visualising the most common schedule periods:

| OCT – MAY   | JUN – SEP |
|-------------|-----------|
| Fortnightly | Monthly   |

*\*Typical growth-based schedule (may vary by season and conditions)*



### **Arrival Windows (What to Expect)**

- ❖ Estimated arrival windows can be provided on request
  - Daily timing is approximate and may shift due to additional on-site work requests

### **Why We Service by Suburb**

- ❖ Services are routed by suburb to improve efficiency
  - This helps maintain reliable scheduling and competitive pricing

### **Your Next Visit**

- ❖ Your next service dates up to 5 weeks in advance are available via your Client Portal
- ❖ Bookings may vary due to weather & operational factors

### **Weather, Reschedules & Reliability**

- ❖ Reliability is one of our highest priorities, and we take all reasonable steps to maintain service consistency
  - Occasional rescheduling is unavoidable due to rainfall, heatwaves, or unsafe conditions, particularly during Summer
  - Where possible, we plan ahead to minimise unnecessary reminders or last-minute changes by adjusting your bookings in advance
  - Service dates may vary by approximately  $\pm 2$  business days, with further variation possible during prolonged weather events
    - Service dates and times are indicative only and subject to weather, routing & operational constraints.
    - Depending on conditions, services may be brought forward, delayed or skipped to protect turf, property, and safety
- ❖ In certain conditions, safety and turf/plant health take priority over visual perfection, and services may be adjusted accordingly



## How Payments Work

- ❖ We've partnered with ServiceM8 Pay via Stripe to provide automatic payments for your ongoing convenience
  - Simply use the '**Pay Now**' button through the link provided at the bottom of your invoice and turn on '**Pay future invoices automatically**'
  - Payments will only be **debited on your due-date**, typically 7 days after the work is completed and the invoice has been sent to you
  - *Never worry about the hassle of manually paying every invoice, or missing payments again!*

Pay future invoices automatically ⓘ **Click Here -->** 

Activate to save your card details and automatically pay future invoices for this service on their due date.

- ❖ Receipts are available via your Client Portal
- ❖ Accounts are typically processed twice a week (Mondays & Thursdays)



## Service Specific Details

### Selective Herbicide:

- ❖ Well established weeds may require multiple treatments
- ❖ Different weed types may require separate targeting
- ❖ Results occur progressively between 2-6 weeks depending on the chemical
- ❖ Reapplication Timing:
  - A minimum 6-week withhold period applies between treatments
  - This is legally required as commercial applicators by product labels
  - Timing cannot be shortened without compromising compliance



## Common Questions

### Can my lawn be cut shorter than normal?

- ❖ Cut heights below 30mm require written request
  - Lower cuts may cause stress or die-off
  - Risk depends on turf type, soil condition, surface level, weather, and irrigation
  - Rather than cutting overgrowth directly down to maintenance height (which can stress or damage turf), we use a staged reduction approach.
    - Immediate reduction to maintenance height may result in turf stress, discolouration, or damage.
    - This typically begins at a higher cut (around 50mm) and is gradually reduced by approximately 5-10mm per service until the desired height is achieved.

### What helps achieve a healthy, weed-free lawn?

- ❖ Consistent watering, proper nutrition, and regular maintenance are the foundations
  - This may include selective herbicides and fertilisers where appropriate
    - Where multiple weed types are present, a single combined treatment may not be suitable. In these cases, targeted applications may be carried out across multiple visits to ensure effective and turf-safe results.
    - Results may vary depending on conditions, weed type, and follow-up maintenance.
- ❖ For faster recovery, timed soakers can be rented as a temporary automatic irrigation solution
- ❖ Results are influenced by external factors such as pests, fungus, soil condition, and sun/shade balance
- ❖ For a free lawn diagnosis, contact [Info@SmoochYaCooch.com.au](mailto:Info@SmoochYaCooch.com.au)

### Are there any referral or feedback rewards?

- ❖ \$20 off your next service for every successful referral
- ❖ \$5 discount for each feedback submission
  - Submit feedback at [linktr.ee/SmoochYaCooch](https://linktr.ee/SmoochYaCooch)



### **Disclaimers**

*This guide is provided for informational purposes only. Clear access and accurate site information help ensure services can be completed efficiently and to the best possible standard. Lawn and garden care is a gradual process and does not produce instant or "as-new" results. Where parts of a service area are inaccessible or unsafe, remaining areas may still be serviced; this does not imply reduced cost. The Client authorises SYC to enter the property on scheduled service days, warrants they have authority to grant such access, understands if access is prevented on the day that charges reflecting costs incurred may apply. All services, pricing, scope variations, and adjustments are governed by our Terms & Conditions*

### **Need more help or clarification?**

**We're always available via our Portal Chat & Email**