



Dear Hamlet association,

First I would like to start off by wishing everyone a happy and healthy new year. This last year has been a very unprecedented year on both a national and local level. We were presented with many daily challenges and consistently using them to evolve as a company. We're always looking how to improve and better service our clients and their properties. We are responsive with any feedback we get and communicate this weekly in our company wide meetings.

Over the last year of servicing the Hamlet community we have received a lot of feedback both positive and negative. We appreciate and listen to all feedback, even the bad. We use it as a tool to help us grow as landscape professionals and this allows us to better understand what our clients are looking for. All feedback is discussed throughout the team and we brainstorm as a company on how we can continue to make changes and improvements to our different maintenance programs. It is good to know that not all maintenance programs are the same. If there are any additional services or extra time wanted on a specific area of service please let your board know.

We have taken your feedback and tried to implement it into our daily routines at the Hamlet. We have and will continue to make changes to our program based on feedback that we receive. As I am sure some of you noticed we have rented and implemented a small tractor with a snow blower attachment for sidewalks. From feedback we received last winter the association did not like the walkways plowed and wanted them snowblown. This gives a more natural look to the area and causes less damage to lawn areas. We have also purchased a new smaller sized walk behind hydraulic mower for the next green season specifically for the Hamlet association. We had lots of feedback about an uneven look to the cut on our mowers on the small front lawns throughout the community. This purchase won't completely eliminate the use of our larger mowers in the community, but we anticipate this will allow us to get a cleaner cut on the smaller parcels of lawn. This last fall during our clean-up process we elected to have the team do some pruning of street trees, arborvitae and other evergreens around the property. This is typically an extra service, but we wanted to give Hamlet this service because we value you as a client and wanted to show our appreciation.

We truly value our customers' feedback and if there are any questions or concerns about your contracted services I would be more than happy to get the appropriate information to you. Please direct any feedback or questions to board member Tyler Wainer. On behalf of the di Stefano Landscaping team we thank you and wish you a happy new year filled with laughter, joy and hopefully a little less social distancing.

Sincerely,

Jerry Elliott  
Maintenance Production Manager  
di Stefano Landscaping