

## Client Profile



## Where More Is More Signature Landscape Helps Keep Heatherwood beautiful

Reluctantly, Bill Gordon, president of Signature Landscape, decides to settle for a 99.98 percent approval rating from the 194 residents of Heatherwood, an upscale neighborhood of gracious, maintenance-provided homes at in Overland Park at 149th and Metcalf Ave.

The only reason Bill agrees to live with less than 100 percent in this case is because, as it turns out, the complaints are all about wanting even more of Signature Landscape's premiere services!

According to Paul Adams, manager of lawns and grounds for the homeowners' association, "Our contract with Signature includes snow removal, and to mow, trim and fertilize each lawn. If residents want more than that, they need to go out and engage additional services on their own," he smiles.

Adams is an enthusiastic fan of Signature.

"Their rates are extremely reasonable," he says. "Our residents appreciate the fact that we haven't had to increase their monthly dues in more than four years."

His admiration extends to his own back yard.

"I had bare spots around my trees," he explains. "And one day, I asked the Signature foreman what I could do about them. He offered to try to use a different type of mower around the trees to see if that would help." It solved the problem, and Adam's back yard is now flawlessly beautiful. That's the kind of service that 99.98 of residents want – and get.

Adams gives credit to Signature's crews.

"The seasonal workers Bill employs are knowledgeable and energetic," he says. "And, I admire how Bill takes care to train them well, and follow all the immigration rules. My account manager is on top of the game at all times. He often goes directly to residents to discuss their specific concerns about their yard, then makes sure the work is done within a week. That impresses me."

As for that intractable .02 percent who grumble for more of a good thing, "I guess I have no choice but to live with that," Gordon sighs.

# The Mark Of Quality

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